T E R M S   O F   R E F E R E N C E

PROJECT: COMPREHENSIVE UPGRADE, DATA INTEGRITY ENHANCEMENT AND CODE RE-WRITING OF THE DOT ONLINE ACCREDITATION SYSTEM

A. BACKGROUND

The Department of Tourism launched the new Online Accreditation System last September 29, 2020 which paved the way for a seamless and efficient procedure in facilitating accreditation request from tourism establishments. This is a response also to the President's call for streamlining and automation of services in the Ease of Doing Business Act signed in 2018 and the Bayanihan to Heal As One Act, which directs government offices to expedite the delivery of services in view of the COVID-19. Through the enhanced platform, https://accreditation.tourism.gov.ph, the New DOT Online Accreditation System (ver. 3.0) provided contactless and hassle-free processing of accreditation applications, showcasing the full functionality of application processing, from Application filing to Certificate Printing.

B. PURPOSE/OBJECTIVES

To align with evolving technology trends and further enhance and upgrade the Department of Tourism's (DOT) accreditation service, there is a need for a comprehensive upgrade and data integrity enhancement and code re-writing of the existing DOT Online Accreditation System. This project seeks an IT Consultant with expertise in the latest software technologies, cybersecurity measures, and innovative features to:

   a. Upgrade the system using modern software and programming languages.
   b. Enhance user interface design for improved usability and accessibility.
   c. Strengthen security measures to protect against unauthorized access and data breaches.
   d. Implement new features to support efficient and comprehensive service delivery.
   e. Optimize system performance for faster processing and report generation.
   f. Provide comprehensive training for DOT personnel on the updated system functionalities.

C. MIMIMUM REQUIREMENTS FOR BIDDER

1. Must be an Individual IT Consultant with at least five (5) years of working experience with government and/or international agency as Consultant;
2. Must have successfully completed at least five (5) projects with at least three different (3) government agencies;
3. Must have experience in developing various types of online system with national and international agency/ies;
4. Must have previously developed an online mapping system;
5. Must have previously developed geo-tagging applications;
6. Must have previously developed statistical modelling system for forecasting;
7. Must have previously developed physical and financial monitoring system;

8. Must have previously developed community-based management information system;
9. Must at least be a Computer Science graduate;
10. Must be proficient in the following programming language: Java, PHP, .Net, Javascript, NodeJS, Visual Basic, C++, CSS, HTML, C#, Python
11. Must be proficient in the following programming frameworks: JQuery, ReactJS, ReactNative, Bootstrap, AngularJS, Wordpress, Drupal, Phalcon, Laravel, Coigniter, Yii2,
12. Must be proficient with the following mapping API: Google, Leaflet, QGIS; and
13. Must be willing to work with online payment provider/aggregator.

D. SCOPE OF WORK

The Contracted Consultant shall be able to:

- Conduct thorough data gathering to define the upgrade scope, integration points, and new functionalities.

- Develop a comprehensive plan, including project scope, development strategy, team composition, and a detailed project schedule.

- Data migration of existing DOT Online Accreditation System.

- Redesign the system architecture to incorporate the latest software technologies and programming languages.

- Enhance user interface and user experience design, ensuring accessibility and compliance with web standards.

- Implement robust security protocols and encryption to safeguard data integrity and privacy.

- Develop and integrate new functionalities as identified during the planning phase.

- Conduct extensive testing, including User Acceptance Testing (UAT), to ensure system reliability, performance, and security.

- Submission of inception and progress reports.

- Provide training sessions for DOT personnel, ensuring proficiency in utilizing the upgraded system.

- Offer Maintenance and support post-deployment to address any emerging issues and ensure system stability for 2 years after completion of the contract.

- Facilitate knowledge transfer, ensuring DOT has full understanding and control over the updated system, including source code, technical documentation, and training materials.

GENERAL REQUIREMENTS

1. The system must be accessible via known web browser (Google Chrome, Mozilla Firefox, Internet Explorer, Safari and other web browsers).
2. The system must have responsive design for mobile or hand held devices

3. The system must use Graphical User Interface (GUI).
4. The system must have security in place such as user's login and authentication to facilitate administration of access rights to the system.
5. The system must allow various types of Users with varying facilities/activities such as System Admin Account, DOT Account, DOT Regional Account (Regional Officers), Third Party Assessor Account and Applicant Account (Stakeholders).
6. The system must have a facility to change his/her password.
7. The system must provide alerts and notifications to the users and as well as send e-mail notification to the registered e-mail account.
8. The system must be able to accept queries and generate printable forms.
9. The system must be able to generate reports in any date range
10. The system must be able to generate reports in excel and PDF formats
11. The system must follow and improve the workflow for the processing of Accreditation
12. The system must be able to prompt Users on activities/ information in case of dormancy.

ENHANCEMENT AND CODE RE-WRITING OF THE FOLLOWING MODULES:

LANDING PAGE – This module displays information on DOT accreditation such as Accreditation definition of terms, how to apply for accreditation, benefits and incentives of being DOT accredited, Announcement/Public Advisory, List of accredited tourism enterprises, Downloadable forms, DOT circulars and other related Rules and Regulations and other DOT Accreditation-related information.

CONTENT MANAGEMENT SYSTEM – This module allows authorized user to publish, edit, and delete information found on the landing page and dropdown utilities (inspection checklists, type of documentary requirements). The enhanced version shall be an advanced CMS allowing easy updates to website content, downloadable forms, and public advisories.

BROWSER-BASED APPLICATION FORM – This is an online translation of the ISO Registered DOT Application form for all tourism enterprises.

INSPECTION CHECKLIST – A digital checklist for inspectors, including functionalities for feedback, editing, and digital signatures.

a. Tourism Oriented Enterprises
b. Star Rating (Hotels, Resorts and Apartment Hotels) – it shall allow the authorized Third Party Assessor (TPA)to accomplish the checklist and send back the same to DOT SMED Officer, Regional Officer including Directors, Undersecretary and Assistant Secretary for confirmation of report, it shall include signature of officers concerned.
It shall also allow the concerned Officers to comment on the accomplished checklist and for the TPA to do the editing.

USER MANAGEMENT– An enhanced module for managing user roles, permissions, and access controls of the following user accounts:

I.   DOT Regional Office Accounts
        Evaluator

Inspector
Division Chief
Payment Verifier
Regional Admin

II.   DOT Central Office Accounts
OTSR Account
System Admin
III. External Users
Applicant
Third Party Assessor

DASHBOARD – This module provides statistical data on accreditation application status, such as, for evaluation, for inspection, for approval and certificate released.

DOCUMENT MANAGEMENT – This module provides for uploading of documents by the applicant. Contents of the documentary requirements module must be customized to the type of enterprise and may be edited (add/delete/modify) from time to time to adapt with the changes in the policies and standards.

PRINTABLE DOCUMENTS – This module allows users to view and print forms such as Memorandum Circulars and Other Issuance, Self-Assessment Form, Generation of System Generated and Official Accreditation Certificates, Downloadable/Printable list of accredited entities (PDF), status history per application, feedback/survey.

ONLINE PAYMENT – This module allows integration of an online   payment scheme from external provider/s.

CHAT BOX – This module allows concerned users to send messages, request updates, clarify, give feedback on the application, it shall also filter who can see the messages posted.

The Administrator shall be able to see all discussions and may filter the same per property, per user, etc., and shall also have the facility to authorize viewing certain messaging to certain User/s.

ADVANCED REPORTING / STATISTICS - Improved reporting capabilities offering customizable report generation across various metrics and data points.

The list of reports that can be generated by the system:
- List of accredited establishments that can be generated by type of entity, by Region, by City/Municipality.
- No. of accredited enterprises categorized as basic, regular, premium, star rated
- No. of new applications received
- No. of renewal Applications received
- No. of employees, statistical report number of individuals employed in the industry, according to gender, position held, etc.
- No. of accommodation establishments with the following rating:
  1 star, 2 star, 3 star, 4 star and 5 star
- List of accommodation establishments with the following rating:

1 star, 2 star, 3 star, 4 star and 5 star
- No. of rooms of all accommodation establishments and other alternative types of accommodation.
- Report generation for in-process applications under customized reports. It shall include all evaluated, inspected, approved, withdrawn, rejected and any other application status, as long as it has been processed by Regional Accreditation Division. It should be generated according to user preference on report scope and period with basis to be specified by DOT.
- List of MICE Venues per type and capacity
- Travel and Tour Agency Market/Type
- No. of tourist transport vehicles, aircrafts, watercrafts
- Distribution of Characteristics of Registered Employees in Tourism - Related Service by Sector report, per type of entity.
- Summary for Processed Applications List (Customized Report)
- Tour Guide Report
  - List and summary
  - Classification
  - Language Spoken

ACTIVITY LOG – This module is a system generated report that includes all the action taken in a certain application. It shall include date and time stamping and specify what action was taken and the actors. This will allow monitoring of accreditation processing of regional offices.

A detailed activity log tracking all actions taken within the system, enhancing auditability and transparency.

HISTORICAL DATA – A module dedicated to maintaining comprehensive accreditation histories of tourism enterprises.

CUSTOMER FEEDBACK – This module allows applicants to accomplish the DOT's Customer Satisfaction Survey after the completion of the accreditation process.

QUALITY, SECURITY, AND PERFORMANCE TESTING

The Consultant shall ensure that the application system project(s) are tested accordingly based on the quality, security and performance based on the end user's requirements. The Consultant shall provide test plans and test case design and its results to the end user.

The types of testing that will be provided shall be the following, but not limited to:

AGILE TESTING

The testing methodologies that shall be used are the following but not limited to:

(a) Behavior Driven Development (BDD);

(b) Acceptance Test Driven Development (ATDD); and

(s) Exploratory Testing.

The testing requirements for the Agile Testing shall focus on the quality, functionality and performance of the system. Other testing methods (e.g. regression testing, automated testing, performance testing etc.,) may be included or added to the testing plan.

SECURITY TESTING

The consultant shall provide detailed security testing reports about the possible threats and vulnerabilities of the system on the network, system software, client-side application and server-side application. The security testing shall be done twice, before the deployment in production and after the deployment.

E. BUDGET FOR THE CONTRACT:

Total Budget Php 5,141,067.00 inclusive of VAT chargeable against OTDPRIM funds WFP FY 2024

F. Project Duration:
The duration of the contract is one (1) year from issuance of Notice to Proceed

G. Mode of Payment

1st Tranche (5%) – Submission of Inception Report, Data Gathering and System Requirements.

2nd Tranche (35%)
Enhancement and Code Re-writing of the following module:
- Landing Page
- Content Management System
- Browser-Based Application Form
- Inspection Checklist
- User Management
- Dashboard
- Online Payment

3rd Tranche (40%)

Enhancement and Code Re-writing of the following module:
- Chat Box
- Advanced Reporting / Statistics
- Activity Log
- Historical Data
- Document Management
- Printable Documents

Quality, Security, and Performance Testing

- Agile Testing
- Security Testing

4th Tranche (15%) – Orient and Capacitate Users on the Upgraded DOT Online Accreditation System

- DOT Central Office Users (OTSR, ITD, inclusive of turnover of source codes to ITD)
- DOT Regional Offices
- Stakeholders
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5th Tranche (5%) – Submission of Terminal Reports, and User Manuals

H. **Delivery:** Inception report must be submitted 45 calendar days from the issuance of Notice to Proceed.

Project Officer:

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