

TERMS OF REFERENCE

DEVELOPMENT OF THE ELECTRONIC DOCUMENT CONTROL CENTER (E-DCC) FOR THE IMPLEMENTATION OF THE DEPARTMENT OF TOURISM'S QUALITY MANAGEMENT SYSTEM

Planning Service
Department of Tourism

1. BACKGROUND

In compliance with Executive Order No. 605 institutionalizing the structure, mechanism and standards to implement the Government Quality Management Program (GQMP), all government agencies are directed to adopt a Quality Management System (QMS) certifiable to ISO 9001 in the delivery of its priority government services. For Calendar Year 2019, the Department of Tourism (DOT) undertook the expansion of coverage and scope to its ISO Certification. The said certification covers the Central Office and seven (7) Regional Offices namely, Regions I, IV-B, VI, VII, IX, XI, and NCR with the scope Accreditation of Tourism Enterprises as well as Tourism Industry Training and Development. For CY 2020, the DOT's objective is continued compliance to ISO 9001:2015 Standard, expansion of coverage to a minimum of three (3) additional regional offices and/or coverage/scope covering other processes. Furthermore, the DOT will also focus on the continuous improvement of its services to satisfy or exceed client satisfaction.

In view thereof and in anticipation of the New Normal Scenario due to the Corona Virus Diseases 2019 (COVID-19) pandemic, the DOT is in need of a web development company who will develop an Electronic Document Control Center (E-DCC) to ensure the agency's compliance with Clause 7.5 Control of Documented Information requirements of the ISO 9001:2015 Standard. This platform shall also serve as a venue for the submission, review, and approval of other QMS requirements such as, but not limited to, the Context of the Organization, SWOT Analysis, Opportunities Action Plan, Risk Assessment Registry, and Quality Objectives. This initiative is consistent with austerity and cost saving measures as well as the sustainability thrust of the Tourism Secretary for it will entail paperless transactions.

2. SCOPE OF WORK / REQUIREMENTS

The professional service provider shall oversee the following tasks and deliver the following requirements:

- 2.1.** Build a Web-based E-DCC compatible with the existing hardware/software being utilized by the DOT, while fulfilling the current needs and allowing the scope for expansion in the future. The E-DCC must be accessible/ compatible from/in any platform.

- 2.2. The system shall be based on agile development.
- 2.3. The system must have a secure socket layer (SSL) for improved security.
- 2.4. Consolidate QMS Documents into a single system where data will be normalized.
- 2.5. The DOT Main Office will be the central Document Control Center and overall DCC Administrator of the system.
- 2.6. Validation of data entry forms to ensure the accuracy of data being entered in the system.
- 2.7. Ensure that the system can handle a large volume of DOT records and documents.
- 2.8. The system is aligned with the existing DCC operation of DOT.
- 2.9. The Program must be flexible for customization.
- 2.10. Provision of the following training:
 - 2.10.1. Users Training - to adequately train all users to understand the basics on how the system works.
 - 2.10.2. Super Administrators Training - to equip administrators with technique on maintaining and troubleshooting the system.
 - 2.10.3. Trainer's Training - shall be conducted for systems administrators who shall form part of the core pool of facilitators. The systems administrators shall be responsible for conducting a retraining module to end-users for the application system.
- 2.11. All training materials, user's manual, systems manual shall be provided by the Supplier. Travel expenses, hotel accommodations, per diem/honoraria, etc. of their employees shall be shouldered by the winning bidder at no additional cost to the DOT. In addition, should the training be conducted virtually/online, the cost for the virtual training, such as communication expenses, platform to be used, etc. shall be shouldered by the winning bidder.
- 2.12. **Users, Access, and Security Feature**
 - 2.12.1. Users – are DOT officials and employees with the following roles:
 - 2.12.1.1. **Super Administrator** - pertains to global administrator of the system handling maintenance and troubleshooting.

2.12.1.2. **Administrators** - pertains to ISO Facilitator, Deputy ISO Facilitator, Document Control Custodian, and Document Control Assistants.

2.12.1.3. **Editors** - Directors/Regional Directors and Process Owners

2.12.1.4. **Reviewers** - interfacing unit/process owner

2.12.1.5. **Subscribers** - other Operating Units/Delivery Units who are not identified as Process Owners.

2.12.2. Access - All users will access the system through the internet. Users will access the system using email address (tourism.gov.ph) and password.

2.12.2.1. Access on the EDCC System shall be based on multilevel rights but must be flexible or editable to all roles and on the following definition:

2.12.2.1.1. Read – Can search and view the documents

2.12.2.1.2. Create – Can search, view, create and upload documents

2.12.2.1.3. Update – Can change the information associated with a document, it can also search and view the documents.

2.12.2.1.4. Review – Can input comments on the document requested to be reviewed.

2.12.2.1.5. Approve – Can approve/disapprove the request on any changes in the document. (e.g. approval of procedure)

2.12.2.1.6. Download – Can download the document.

2.12.2.1.7. Version – Can download documents and upload a new version of the Document.

2.12.2.1.8. Print – Can print the document.

RESPONSIBLE PERSON	READ	CREATE	UPDATE	REVIEW	APPROVE	DOWNLOAD	VERSION	PRINT
Administrators	✓	✓	✓	✓	✓	✓	✓	✓
Editors	✓	✓	✓	✓	✓	✓	x	✓
Reviewers	✓	x	x	✓	x	x	x	✓
Subscribers	✓	x	x	x	x	x	x	x

2.12.3. Security Feature - Ensure that the users can only access the system based on their roles. Unauthorized users should not be able to access the system. Must also include protection against data breach and

contingency plans for this possibility. Further, the features must be in accordance with the National Cybersecurity Plan 2022.

2.13. Data Entry and Storage Feature

2.13.1. Assist users with data entry by setting mandatory fields, dropdowns, and other controls to be identified by DOT.

2.13.2. Data to be Stored - the data in the system will be normalized to ensure data is stored in the most efficient way possible. The list below shows key areas of data the system shall store:

Master Copy Document

- Document Number
- Revision Number
- Document Title
- Process Owner
- Document Classification
- Document Type
- Revision Type
- Page Affected
- Date of Execution
- Description of Change/s
- Filename

Document Review

- Document Number
- Revision Number
- Process owner
- Reviewer
- Date Received
- Time Limit
- Purpose
- Approval

Quality Management System Aligned Documents

- Interested Parties
- Needs and Expectations
- Strengths, Weaknesses, Opportunities, and Threats
- Opportunities Action Plan
- Risk
- Risk Treatment
- Severity of the Risks
- Quality Objectives
- Action Plans

Document Access

- Process of Document Distribution/Access to all authorized DCC/DCA.

Note: Identified data to be stored may be revised during the consultation process on the development of the EDCC.

2.14. Reporting and Outputs Feature – All reports will be accessed via the Report Manager Feature, which gives a common interface for the user to select the report, enter parameters (such as document number) and run the report. The user can view the results on screen, as well as print. The reports produced will be standard tabular reports. Reports to be generated shall include Master List of Registered Documents, Master Record Control Register, Document Distribution List, and others. The report format must be flexible enough to be customize, update, revise and easy to use.

2.15. Standard Components – To ensure a secure and efficient system, the service provider shall include standard components in all applications they develop. These components can be dropped into any project with minimal customization, thus reducing development timescale and cost. The standard components that will be utilized in the proposed application are as follows:

2.15.1. Record Locking - the system must have a record locking facility. When the user (process owner) opens a record for registration/revision of QMS documents, the record will be locked. The record will be unlocked once the user (process owner) closes the document. When another user opens a locked record, they will be allowed to view the record, but not save changes. The proposed system shall also include a maintenance form to manually remove locks from records should an issue arise where a record is locked when it shouldn't be (e.g. the user's PC crashes before they close out of the record and remove the lock).

2.15.2. Provision of Audit Trail to include data analytics such as, but not limited to, data and statistics on how many times the system was accessed, who accessed the system, and others which will be agreed upon between the end user and winning bidder.

2.15.3. Error Handling - The proposed system must log errors or crashes in the system and help to identify and fix possible unforeseen problems. This is particularly useful during the development and testing phases of the project.

2.16. User Interface

2.16.1. The UI will be divided into key sections: heading, navigation, and working area. The design of the UI will depend on the preference and convenience of the end user.

2.16.2. The UI will feature a central area/home screen that acts as the hub of the application, and this will be the first screen that the user is presented with after they have logged in. This feature will contain the main navigation options and menus to allow access to the main functions of the system.

2.17. Installation, Configuration and Maintenance

- 2.17.1. The Service Provider shall create the database and tables on the server allocated for the system and uploading of the EDCC on the server.
- 2.17.2. The system will require simple maintenance which can be performed in-house, rather than relying on external consultants. The system will require a simple update on database drop down boxes. Tools to perform maintenance tasks will be built directly into the system, through the maintenance screen. The Service Provider will provide training for the system maintenance.
- 2.17.3. Provision to update the system's libraries.
- 2.17.4. Hardware/Software Requirements - The system to be developed must be compatible with the existing hardware/software being utilized by the DOT.

3. DELIVERABLES

- 3.1. A web-based system working in any platform, to manage the creation, review, approval, distribution, retrieval, retention and disposal of QMS documents (quality manual, work procedures, work instructions, quality objectives, list of records and other documents needed for the implementation of QMS). The system must be compatible with the existing hardware, software, and operating system of the DOT.
- 3.2. Production of a detailed specification of the system before development to ensure that any major issues are caught at an early stage.
- 3.3. The completed system must be configured and installed on the designated server.
- 3.4. A project manager will be assigned to provide a single contact for the DOT to deal with any issues or questions.
- 3.5. Technical documentation for the application, vital for the ongoing maintenance and development of the system.
- 3.6. Delivery of approved specification which will include a detailed meeting to discuss requirements and the creation of a detailed specification document, outlining both functional and technical details of the system. Approval shall be required prior to addition and customization of the system.
- 3.7. Must submit an accomplishment report on a monthly basis.
- 3.8. The proposed process flow of the system are as follows which can be revised during the development of the system:

3.8.1. Establishing New Document

RESPONSIBLE PERSON	PROCESS FLOW
Process Owner	Shall log-in his/her credentials on the EDCC System
Process Owner	Shall click the Registration Tab and select “New Quality Procedure Tab”.
Process Owner	<p>Shall prepare their respective procedure.</p> <p>Note:</p> <ul style="list-style-type: none"> ● <i>The concerned division shall be the originator of the procedure.</i> ● <i>In case the person who initially prepared the procedure is no longer connected to the organization, the Division Head shall appoint another originator from the division.</i>
Process Owner	Shall upload the draft Quality Procedure and identify at least two (2) interfacing Operating Units/Process Owners.
Document Control Custodian (DCC)/ Document Control Assistant (DCA)	<p>Shall approve the registration review request of the Process Owner.</p> <p>Note:</p> <ul style="list-style-type: none"> ● <i>An email notification will be sent to the Process Owner that the request has been approved.</i> ● <i>An email notification will be sent to the interfacing Operating Unit/Process Owner to review the procedure.</i>
Interfacing Operating Units/Process Owner	<p>Shall review the document.</p> <p>Shall encode their inputs/ feedback on the DQPT and DRRF.</p> <p>Note:</p> <ul style="list-style-type: none"> ● <i>After the review, the process owner shall collate the inputs and incorporate in the proposed procedure if necessary.</i> ● <i>If the procedure under review is inconsistent with an interfacing procedure, the originator shall forward the document to the ISO Facilitator for verification.</i>

Interfacing Operating Units/Process Owner	<p>Shall click “Submit” after encoding inputs/feedback on the DQPT and accomplishing the DRRF.</p> <p>Note:</p> <ul style="list-style-type: none"> • <i>An email notification will be sent to the Process Owner that the interfacing Operating Unit/Process Owner completed the review of the procedure.</i>
Process Owner	Shall forward the revised procedure to the Regional Document Coordinator (RDC) for final edit of the procedure.
RDC	Shall examine the template of the procedure if consistent with the approved Quality Procedure layout.
Director	<p>Shall review the Quality Procedure.</p> <p>Note:</p> <ul style="list-style-type: none"> • <i>If there are comments, shall return to the process owner for revision.</i> • <i>If there are no comments, the process owner and Director shall “Request for Document number Tab” on the EDCC System.</i>
DCC/DCA	<p>Shall review the completeness of the DRRRF and the DQP.</p> <p>Note:</p> <ul style="list-style-type: none"> • <i>If found in order, shall assign Document number to the Quality Procedure.</i> • <i>If not found in order, shall return to the Process Owner/Director for revision.</i>
Process Owner	Shall print the DQP and DRRF.
Regional Document Coordinator (RDC)	Shall scan the signed DRRRF and Newly Established Quality Procedure and upload to the New Procedure tab in the EDCC system.
DCC	Shall print the DRRRF and Newly Established Document for Deputy ISO and ISO Facilitator’s signature
Deputy ISO and ISO Facilitator	Shall approve and sign the Newly Established Quality Procedure

RESPONSIBLE PERSON	PROCESS FLOW
DCC	<p>Shall stamp “Controlled Copy”, scan and upload the Newly Established Quality Procedure in the EDCC System.</p> <p>Note:</p> <ul style="list-style-type: none"> ● <i>Refer to Figure 3 “Kinds of DCC Stamps” and Figure 4 “Classification of Use of DCC Stamps”</i> ● <i>Shall share copies to all concerned divisions based on the identified copy holders of that specific procedure for their reference.</i>

3.8.2.Revision Process

RESPONSIBLE PERSON	PROCESS FLOW
Process Owner	<p>In the Revision Tab, click Request for Revision. Process Owner shall be directed into Document Copy Request Page.</p> <p>Shall accomplish the form in the Document Copy Request Page. Shall click “Approval” and type name of Director</p>
Director	<p>Shall be notified of the request.</p> <p>Shall have two options:</p> <p>Approved for Endorsement and Not Approved.</p> <ul style="list-style-type: none"> ● If approved, the request will be forwarded to the ISO Facilitator for approval. ● If not approved, process owner shall be notified.
ISO Facilitator	<p>Shall approve/disapprove request for revision.</p> <p>Once approved by ISO Facilitator, the Process Owner shall receive an email notification to draft revision.</p>
Process Owner	<p>Shall draft the revision and route the procedure following the steps of establishing new document.</p>

3.8.3.Control of Records

RESPONSIBLE PERSON	PROCESS FLOW
Process Owner	Shall log-in his/her credentials on the EDCC System
Process Owner	Shall click the Registration Tab and select "List of Records".
Process Owner	Shall prepare the List of Records and identify the maintenance and preservation period according to NAP. Shall upload soft copy of Forms to be registered. Shall click submit for review of the Director.
Director	Shall review and endorse the List of Records and its corresponding Forms to the DCC.
DCC/DCA	Shall review the submitted List of Records and Forms.
DCC	Shall approve and assign Control Numbers on the submitted Records. Shall forward the List of Records and registered forms to the Concerned Director
Concerned Director	Shall approve the List of Records.
DCA	Shall prepare and update the Master Record Control Register per Operating Unit. Note: <ul style="list-style-type: none"> ● <i>Shall initiate the updates or revision of the Records.</i> ● <i>The process for revising the List of Records shall be the same as the Establishing New Document Process.</i>

3.8.4. Handling of External Documents

RESPONSIBLE PERSON	PROCESS FLOW
Process Owner	Shall log-in his/her credentials on the EDCC System.
Process Owner	Shall click the Registration Tab and select "External Documents".

Process Owner	Shall encode the list of External Documents
Process Owner	Shall upload the soft copy of External Documents.
DCC/DCA	Shall register the External Documents by assigning Control Number.
RESPONSIBLE PERSON	PROCESS FLOW
Process Owner	Shall print the assigned Control Number and attach to the External Document as proof of registration and traceability purposes.
Process Owner	Shall record and safekeep the external document. Note: <ul style="list-style-type: none"> ● <i>Shall initiate the updating of the External Documents.</i> ● <i>The process for updating the External Documents shall be the same as the Establishing New Document Process.</i>

3.8.5.Retrieval and Disposal Process

RESPONSIBLE PERSON	PROCESS FLOW
DCC/DCA	Shall log-in his/her credentials on the EDCC System. Shall click the Retrieval and Disposal Tab. Shall notify the Process Owner that the existing Quality Procedure was obsolete due to the registration of a new Quality Procedure.
Process Owner	Shall log-in his/her credentials on the EDCC System.

Process Owner	<p>Shall declare disposal of obsolete procedures.</p> <p>Note:</p> <ul style="list-style-type: none"> • <i>Regional Document Coordinator shall ensure that all obsolete hard copies are disposed in accordance with the Control of Documented Information Procedure.</i>
DCC	Shall confirm disposal and remove obsolete procedure from the system.
DCC	<p>Shall encode the obsolete procedure in the List of Obsolete Procedures.</p> <p>Shall file the master copy of the obsolete document until the preservation period.</p>

3.8.6. Generation of Quality Management System Aligned Documents Requirements

RESPONSIBLE PERSON	PROCESS FLOW
Process Owner	Shall log-in his/her credentials on the EDCC System.
Process Owner	Shall click the “Quality Management System Aligned Documents Tab”.
Process Owner	<p>Shall encode the following QMS Aligned Documents:</p> <ul style="list-style-type: none"> - Context of the Organization - SWOT Analysis - Opportunities Action Plan - Risk Assessment Registry - Quality Objectives
Director	Shall submit the QMS Aligned Documents
DCC/DCA	Shall review the submitted QMS Aligned Documents and return to concerned Directors for corrections, if applicable.
Concerned Deputy ISO Facilitator	Shall endorse the QMS Aligned Documents.
ISO Facilitator	Shall approve the QMS Aligned Documents.

3.8.7.

- 3.9.** Delivery of ALPHA version of the system which will contain all the major elements of the system to allow the follow through of QMS Control of Documented Information Procedure processes, as they would be on the final version.
- 3.10. Development of Management Dashboard and reports which may include text, tables, and others which must be readily available.
- 3.11. Completion report including transfer of all source codes to the DOT.
- 3.12. Submission of User Manual, Operations Manual, Administrators Manual, and Frequently Asked Questions Manual.
- 3.13. Warranty of one year after turn over to include fixing bugs and errors of the deployed system, inclusion of any enhancements that may be required. Additional one-year service warranty for the maintenance of the system for a total of 2-year warranty period after turn over.
- 3.14. Delivery of BETA version of the system which will contain all the features and functionality as outlined in the agreed specification.
- 3.15. Formulate test strategies for all areas of the system based on the needs of the system, availability of the staff, and the strategies will be built into the project plan.
- 3.16. Ongoing support to include:
- 3.16.1. Support for technical and end-user queries. This includes email and phone support during office hours (09:00 – 6:00 Monday to Friday)
 - 3.16.2. Provision of immediate on-site support for issues classified as critical.
 - 3.16.3. Provision of feedback within four (4) hours to the end user to update the status/actions undertaken to repair the system.
 - 3.16.4. Monthly SQL Server Health Check, which ensures the MySQL Server is operating in optimum condition, and includes testing backups to ensure they are restored correctly, running traces to identify bottlenecks and improve efficiency etc.
 - 3.16.5. Must have dedicated personnel who will resolve issues encountered in the system.
 - 3.16.6. Duration of support shall be during the development of the system and warranty.

4. PROFESSIONAL REQUIREMENTS

Minimum Required Personnel	Minimum Years of Experience in handling related projects	Other requirements
Team Leader	5 years	Attended 3 web development training or other relevant trainings for the past 3 years
Data Analyst	3 years	Must have a degree in Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering or other related fields
Database Administrator	3 years	Must have a degree in Computer Science, Data/Information Management, Statistical Analysis, Information Technology, and Software Engineering or other related fields
Programmer/ Graphic Designer	3 years	Must have a degree in Computer Science, Data/Information Management, Statistical Analysis, Information Technology, and Software Engineering or other related fields
Quality Assurance Tester	3 years	Must have a degree in Computer Science, Data/Information Management, Statistical Analysis, Information Technology, and Software Engineering or other related fields

Note: Bidders may add additional personnel deemed fit for the team. Likewise, bidder must submit proof that they meet the qualifications indicated herein (example: list of relevant projects, training certificate, diploma, etc.)

5. ELIGIBILITY REQUIREMENTS

- 5.1.** Must be accredited with the Philippine Government Electronic Procurement Systems (PhilGEPS).
- 5.2.** Company must be in existence for at least five (5) years.
- 5.3.** Certification of satisfactory service/job orders/purchase requests from at least three (3) clients within the last three (3) years.
- 5.4.** The Bidder must submit the following documentary requirements:
 - 5.4.1. Company Profile
 - 5.4.2. Curriculum Vitae of Team Leader and Team Members who will handle the project
 - 5.4.3. List of ongoing and completed projects both in public and private sector in the last three (3) years

6. DURATION : Until December 31, 2020

7. PROJECT INVESTMENT / APPROVED BUDGET FOR THE CONTRACT (ABC)

The chosen system provider shall be paid the amount of Two Million Seven Hundred Thousand Pesos (Php 2,700,000.00) inclusive of all applicable taxes in accordance with the government procedure and based on the following tranches of the development of the system:

Reference of Payment	Amount
Provision of requirement analysis	20%
Delivery and approval of specifications as well as the Alpha Version of the system (Application is working but needs testing for functionality)	30%
Delivery of Beta Version – look for additional functionality	30%
Completed conversion and uploading ISO 9001:2015 Quality Procedures, and other related documents to the system/application.	

100% completion of the project, Training of eDCC and endorsement of Manual and Source Code	10%
Retention Fee	10%

Note:

- *If the man-days will exceed, no additional cost shall be charged to the DOT.*
- *Service provider shall submit Terminal Report and/or other requirements requested by the end-user (if applicable), prior to the processing of payment.*
- *Training Certificates shall be issued five (5) working days after the conduct of the training.*

8. CONTACT PERSONS

Ms. Alyssa Coline C. Malabanan
 Planning Service
acmalabanan@tourism.gov.ph

Ms. Leslie Marie Zaldua
Lmszaldua@tourism.gov.ph