

TERMS OF REFERENCE

DEVELOPMENT OF THE PLANNING AND MONITORING ONLINE SYSTEM OF THE DEPARTMENT OF TOURISM

Planning Service
Department of Tourism

1. Background

The Planning Service is one of the services of the Department of Tourism tasked, among others, to review and monitor the implementation of the Programs, Activities and Projects (PAPs) of the various operating units of the DOT with its overall function and mandate in the attainment of the DOT's organizational outcome.

On March 17, 2020, President Rodrigo Duterte issued Proclamation No. 929 which: (a) declared the whole Philippines under a State of Calamity for a period of six (6) months from 16 March 2020; and (b) imposed an Enhanced Community Quarantine (ECQ) throughout the island of Luzon due to the COVID-19 pandemic. The declaration prompted various work arrangements such as skeleton workforce and work from home arrangement, among others. Relatedly, the ECQ has highlighted the pressing need of an improvement on the ICT requirement of the government in providing its services.

In view thereof and in anticipation of the New Normal Scenario once the ECQ has been lifted, the DOT is in need of a Service provider specializing in the development of Management Information System (MIS). The company will develop the Planning and Monitoring Online System (PMOS) which will help in monitoring the implementation of PAPs, as well as, submission of accomplishment reports. The PMOS shall be consistent with the DOT's Quality Management System procedures namely: (1) Monitoring Control Procedure, and (2) Planning Control procedure. Moreover, reportorial requirements for submission to various oversight agencies such as DBM and COA will be complied. The system shall generate documents such as, but not limited to, Work and Financial Plan (WFP), Physical Plan (BED 2), Physical Performance Report (BAR 1), Report on Government Programs, Projects and Activities (GPPA), and Accomplishment Report.

2. Scope of Work / Requirements

The professional service provider shall be in charge of the following tasks:

2.1 Build a Web-based PMOS compatible with the existing hardware/software being utilized by the DOT, while fulfilling the current needs and allowing expansion in the future.

2.2 The system shall be based on agile development.

2.3 Consolidate documents into a single system where data will be normalized.

2.4 The DOT Planning Service and Information Technology Division will be the overall administrators of the system.

2.5 Validation of data entry forms to ensure the accuracy of data being entered in the system.

2.6 The system is aligned with the existing Planning and Monitoring and Evaluation Procedures of the DOT.

2.7 Provide necessary trainings to DOT employees and system administrators to ensure the efficient use of the system.

2.8 Users, Access, and Security Feature

2.8.1 Users – Users are DOT Officials and employees with the following roles:

2.8.1.1 Super Administrator - pertains to global administrator of the system handling maintain and trouble shooting.

2.8.1.2 Administrators – This pertains to Planning Service and Information Technology Division

2.8.1.3 Planning Division and Monitoring Division – this pertains to the two divisions in the Planning Service in charge of reviewing the submission of Delivery Units

2.8.1.4 Financial Management Service Director – this pertains to the Financial and Management Service who review the financial portion of the Work and Financial Plan of the Delivery Units.

2.8.1.5 Planning Service Director – this pertains to the Head of Planning Service

2.8.1.6 Sector Head – this pertains to the Head of the Sectors.

2.8.1.7 Delivery Unit Head – this pertains to the Heads of Delivery Units and Heads of Attached Agencies

2.8.1.8 Operating Unit Head – this pertains to the Heads of Operating Units

2.8.1.9 Budget Officer – this pertains to the Budget Officer or equivalent role of the Operating Units and Attached Agencies

2.8.1.10 Planning Officer – this pertains to the Planning Officer or equivalent role assigned to the Operating Units and Attached Agencies

2.8.1.11 Encoder – this pertains to staff that encodes the documents

2.8.1.12 Office of the Secretary – this pertains to the Office of the Secretary

2.8.1.13 Assistant Secretary for Administration and Finance – this pertains to the Assistant Secretary for Administration and Finance

2.8.1.14 Undersecretary for Administration and Finance – this pertains to the Undersecretary for Administration and Finance

2.8.1.15 Chief of Staff – this pertains to the Undersecretary for Administration and Finance

Note: The system shall have a provision to add/delete/disable/archive Users.

2.8.2 Access – All users will access the system through the internet. Users will access the system using email address and password. They must be authenticated, and access rights are based on their roles.

2.8.2.1 Administrators – can access the entire system

2.8.2.2 Monitoring Division – can review all documents endorsed by Sector Head. Can endorse the WFP to Financial Management Service Director (note: Monitoring Division can only endorse WFP to Planning Service Director once it is endorsed back by Financial Management Service Director). All other documents need not pass to Financial Management Director.

2.8.2.3 Planning Division - can review, return, and generate Accomplishment Reports submitted by all Delivery Units and Attached Agencies as vetted by their respective Sector Head and/or Head of Attached Agencies.

2.8.2.4 Financial Management Service Director – can review the WFP endorsed by Monitoring Division. Can endorse to Monitoring Division the WFP once everything is complied.

2.8.2.5 Planning Service Director– can endorse all documents as endorsed by Monitoring Division.

2.8.2.6 Sector Head – can review and endorse all submissions of Delivery Unit Head

2.8.2.7 Delivery Unit Head – can endorse to Sector Head all documents that are submitted by Delivery Unit Head

2.8.2.8 Operating Unit Head – can endorse the Work and Financial Plan submitted by Budget Officer

2.8.2.9 Budget Officer – can review all documents prepared by Planning Officer

2.8.2.10 Planning Officer– can review the documents prepared by Encoder

2.8.2.11 Encoder – can create and encode documents

2.8.2.12 Office of the Secretary – can approve the WFP

2.8.2.13 Assistant Secretary for Administration and Finance – can endorse WFP to Chief of Staff

2.8.2.14 Undersecretary for Administration and Finance – can approve BED 2, BAR 1, GPPA

2.8.2.15 – Chief of Staff – can endorse to Office of the Secretary the WFP for approval

2.8.3 Access Rights on the system shall be based on multilevel rights but must be flexible or editable to all roles and on the following definition:

2.8.3.1 Encode – can create documents

2.8.3.2 Edit – can edit contents of created documents

2.8.3.3 Review – can input comment on the documents requested to be reviewed

2.8.3.4 Return – can return the document once there are comments

2.8.3.5 Endorse – can endorse documents

2.8.3.6 Approve – can approve/disapprove the documents on any changes in the document. (e.g. approval of reports)

2.8.3.7 Generate – can generate reports

Responsible Person	Encode	Edit	Review	Return	Endorse	Approve	Generate
Administrator	X	X	X	X	X	X	X
Office of the Secretary						X	
Chief of Staff			X	X	X		
Planning Service Director			X	X	X		X
Assistant Secretary for Administration and Finance			X	X	X		
Undersecretary for Administration			X	X	X	X	

and Finance							
Monitoring Division			X	X	X		
Planning Division			X	X	X		
Financial Management Service Director			X	X	X		
Sector Head		X	X	X	X		
Delivery Unit Head		X	X	X	X		
Operating Unit Head		X	X	X	X		
Budget Officer		X	X	X	X		
Planning Officer		X	X	X	X		
Encoder	X						

Note: Proposed Access Rights are tentative and may vary during the consultation process on the development of the PMOS. Further, access rights can only be used at certain levels only. Further, access rights and roles can be edited.

Security Feature to ensure that the users can only access the system based on their roles. Unauthorized users shall not be able to access the system.

3. Features

3.1 General Features

Web-enabled system compatible with any web browser, including old browsers (ex. Google Chrome, Microsoft Edge, etc.). Further, it must be compatible with mobiles and tablets

3.1.1 Automatic sending of notices during encoding period.

3.1.2 Documents can be encoded at certain period only as determined by administrator

3.1.3 Documents could be generated whenever needed

3.1.4 There should be a chat/ dialogue box

3.1.5 Regular database and system backup compatible with the DOT system. Moreover, there should be an incremental backup for database and program

3.1.6 Elements of documents can be edited

3.1.7 End-user can add reports that maybe required by oversight agencies. The report format must be flexible enough to be customize, update, revise and easy to use.

3.1.8 Documents can be generated in PDF, excel and CSV format

3.1.9 A unique QR code must be generated for every document generated

3.1.10 User Interface (UI)

3.1.10.1 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.

3.1.10.2 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.

3.1.11 Technology to be used shall be compatible with existing DOT software and hardware infrastructure and shall be consulted with the ITD.

3.1.12 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..

3.2 Specific Features:

- The proposed process flow of the system can be revised during the development of the system.
- For reference, attached are the templates of each documents.

3.2.1 Work and Financial Plan (WFP)

Must have the following elements on the heading of the Work and Financial Plan:

- Office
- Division
- Overall objectives of the office
- Overall objectives of the Division
- Overall objectives of the program
- Budget per office / program

Must have the following columns:

- Activities
- Projects
- Project objectives
- Date of Implementation
- Quarterly project cost
- Total project cost
- Outcome indicator targets
- Outcome indicators
- Output indicator targets

- Output indicators
- Gender and Development issues
- Gender and Development outcome indicators targets
- Gender and Development outcome indicators
- Gender and Development output indicators targets
- Gender and Development output indicators

The work and financial plan flow are as follows:

- The encoder shall create the document;
- The planning officer shall review the WFP created by encoder;
- The budget officer shall review the WFP after planning officer reviewed the document;
- The head of operating unit shall endorse the WFP to the head of office;
- The head of office shall endorse the WFP to the head of the sector;
- The head of sector shall endorse the office / division WFP to the Monitoring Division;
- The Monitoring Division shall review the submission of office / division while at the same time, the FMS shall review the finance side of the WFP;
- The Planning Service shall endorse the WFP to Assistant Secretary for Administration and Finance;
- The Assistant Secretary for Administration and Finance shall endorse WFP to the Chief of Staff;
- The Chief of Staff shall endorse the WFP for approval;
- The Office of the Secretary shall approve the WFP;
- The Planning Service shall generate the WFP.

3.2.2 Physical Plan (BED 2)

Must have the following elements on the heading of the BED 2:

- Office
- Division
- Year
- Must have the following columns:
- Outcome indicators;
- Output indicators;
- Current Year's Accomplishments
 - Actual (January to September)
 - Estimate (October to December)
 - Total (Actual + estimate)
- Physical Targets (next fiscal year)
 - 1st Quarter
 - 2nd Quarter
 - 3rd Quarter
 - 4th Quarter
 - Total (sum of 1st to 4th quarter)
- Variance (Total physical targets – total current year's accomplishments)

- Remarks

The BED 2 flow are as follows:

- The encoder shall create the document;
- The planning officer shall review the document created by encoder;
- The budget officer shall review the BED 2 after planning officer reviewed the document;
- The head of office shall endorse the BED 2 to the head of the sector;
- The head of sector shall endorse the office / division BED 2 to the Planning Service;
- The Monitoring Division shall review and consolidate the submission of office / division;
- The Planning Service shall endorse the BED 2;
- The Undersecretary for Administration and Finance shall approve the BED 2
- The Planning Service shall generate the BED 2.

Note:

- All BED 2 must be collated and generated into one single report of the Department
- Targets must be an input of the BAR 1 and cannot be edited once approved

3.2.3 Physical Report of Operations (BAR 1)

Must have the following elements on the heading of the BAR 1:

- Office
- Division
- Quarter Period

Must have the following columns:

- Outcome and Output Indicators;
- Physical Targets (note: this column must be based on BED 2)
 - 1st Quarter
 - 2nd Quarter
 - 3rd Quarter
 - 4th Quarter
 - Total
- Physical Accomplishments
 - 1st Quarter
 - 2nd Quarter
 - 3rd Quarter
 - 4th Quarter
 - Total
- Variance (Total physical accomplishment – total targets)
- Reason for over/underperformance

The BAR 1 flow are as follows:

- The encoder shall create the document;
- The planning officer shall review the document created by encoder;
- The budget officer shall review the BAR 1 after planning officer reviewed the document;
- The head of office shall endorse the BAR 1 to the head of the sector;
- The head of sector shall endorse the office / division BAR 1 to the Planning Service;
- The Monitoring Division shall review and consolidate the submission of office / division;
- The Planning Service shall endorse the BAR 1;
- The Undersecretary for Administration and Finance shall approve the BAR 1
- The Planning Service shall generate the BAR 1.

Note: All BAR 1 must be collated and generated into one single report of the Department

3.2.4 Report on Government Programs, Projects and Activities (GPPA).

Must have the following elements on the heading of the GPPA:

- Office
- Division
- Quarter Period

Must have the following columns:

- Project Name
- Contract ID number
- Location of project
- Total cost
 - Original cost
 - Revised cost
- Reason for revision of cost
- Contractor's / supplier's name
- Date started
- Target completion date
 - Original completion date
 - Revised completion date
- % of completion
- Total cost to date
- Reason for delayed completion
- Remarks

The GPPA flow are as follows:

- The encoder shall create the document;
- The planning officer shall review the document created by encoder;
- The budget officer shall review the GPPA after planning officer reviewed the document;
- The head of office shall endorse the GPPA to the head of the sector;

- The head of sector shall endorse the office / division GPPA to the Planning Service;
- The Monitoring Division shall review and consolidate the submission of office / division;
- The Planning Service shall endorse the GPPA;
- The Undersecretary for Administration and Finance shall approve the BED 2
- The Planning Service shall generate the GPPA.

Note: All GPPA must be collated and generated into one single report of the Department

3.2.2.5 ACCOMPLISHMENT REPORT

Must have the following elements on the heading of the GPPA:

- Office
- Division
- Quarter Period

Must have the following columns:

- Program
- Project
- Activities
- Major Accomplishments
- Initiative/s on Sustainability
- Partnerships Developed/Forged/Established
- If Applicable:
 - Volume/Number for the ___ Quarter
 - Increase/Decrease (Comparison with previous quarter of previous year)
 - Factors for increase/decrease
 - Total Number of Participants
 - Male
 - Female
 - Others

Must have the following rows:

- Standards and Enforcement Program
- Market and Product Development Program
- Tourism Policy and Planning Program
- Tourism Industry Training
- GASS
- STO
- Others

The Accomplishment Report flow is:

- The encoder shall create the document;
- The planning officer shall review the document created by encoder;

- The Director/Regional Director/Head of Attached Agency shall approve the Accomplishment Report prepared by their office
- The Head of Sector/Agency shall vet the Accomplishment Report
- The Planning Service shall consolidate the reports
- The Director of Planning Service shall endorse the report to the Undersecretary for Administration and Finance
- The Undersecretary for Administration and Finance shall endorse the report to the Office of the Secretary for Approval
- The Office of the Secretary shall approve the Accomplishment Report

4. Deliverables

4.1 A secured and responsive web design system used to generate, and manage the documents such as, but not limited to, WFP, BED 2, BAR 1, GPPA, Accomplishment Reports. The system must be compatible with the existing hardware, software and operating system of the DOT as well as accessible in multi-browsers and multi-platforms. The system must have a secure socket layer (SSL) for improve security.

4.2 Production of a detailed specification of the system before development to ensure that any major issues are caught at an early stage;

4.3 The completed system must be configured and installed in the designated server;

4.4 One year free support for all users and administrators of the system. This will provide direct phone and email support for users (both technical and end-user queries) after user acceptance;

4.5 A project team composed of the following: one (1) Team Leader, one (1) Data Analyst, one (1) Database Administrator, two (2) Programmers/ Graphic Designer, and one (1) QA Tester who will be assigned for the DOT to deal with any issues or questions.

4.6 Technical documentation for the application, vital for the ongoing maintenance and development of the system;

4.7 Users Training shall be conducted to adequately train the users in understanding the basics on how the application system works and impart technique for troubleshooting of hardware and network connection. In addition, there should be a “trainer’s training” for systems administrators for a core pool of DOT trainers. 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. 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.

4.8 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.

4.9 Delivery of ALPHA version of the system which will contain all the major elements of the system to allow the follow through of Planning and Monitoring Control Procedures, as they would be on the final version. The Alpha version shall be subject to Pilot Testing. The project officer shall determine the office/ unit that will participate in the pilot testing.

4.10 Completion report including transfer of all source codes and licenses to the DOT.

4.11 Provide 3 sets of hard and soft copy of the documentation of the system, to include: policies, procedures, user manual, operations manual, administrators manual, and Frequently Asked Questions manual

4.12 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 total of 2-year warranty period after turn over.

4.13 Delivery of the BETA version of the system which will contain all the features and functionality as outlined in the agreed specification.

4.14 Formulate test strategies for all areas of the system based on the needs of the system, and the strategies will be built into the project plan.

4.15 Provision to update the system's libraries.

4.16 Technical documentation for the application, vital for the ongoing maintenance and development of the system;

Ongoing support to include:

- Support for technical and end-user queries. This includes phone and email support during office hours (09:00 – 6:00 Monday to Friday)
- Provision of immediate on-site support for issues classified as critical.
- Provision of four (4) hours service level agreement (SLA) for system related concerns.
- 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.

- Must have a dedicated personnel who will resolve issues encountered in the system.

5. Duration: Until December 31, 2020

6. Project Investment/Approved Budget for the Contract (ABC):

The chosen system provider shall be paid the amount of Three Million Pesos (Php 3,000,000.00) 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%
100% completion of the project, Training of users 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.

7. Suppliers Qualification and Profile

7.1 Qualifications of the Company

The Supplier must be a reputable Information Technology Firm with at least five (5) years business operation in the design, development, implementation and maintenance of Management Information System. Must have at least 3 projects in the public sector over the past 3 years.

7.2 Qualifications of Team Members

The Team Members should have the following skills and qualifications;

(As of 15 June 2020)

Required Personnel	Minimum Years of Experience in handling related projects	Other requirements
Team Leader	5 years	Attended 3 relevant trainings for the past 3 years
Data Analyst	3 years	Must have a degree on in Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering or other related fields Attended 1 relevant trainings for the past 3 years
Database Administrator	3 years	Must have a degree in Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering or other related fields Attended 1 relevant trainings for the past 3 years
Programmer/ Graphic Designer	3 years	Must have a degree in Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering or other related fields Attended 1 relevant trainings for the past 3 years
QA Tester	3 years	Must have a degree in Computer Science, Data/Information Management, Advanced Statistical Analysis, Information Technology, and Software Engineering or other related

		fields Attended 1 relevant trainings for the past 3 years
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Note: Bidders may provide additional personnel deemed fit for the team. Further bidder must submit proof that they meet the qualifications indicated herein (example: list of relevant projects, training certificate, diploma, etc.)

8. Contact Persons

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 Project Officer

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 Assistant Project Officer

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