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SCOPE OF SERVICES

**PROCUREMENT FOR THE
ENHANCEMENT OF THE SPECIAL ECONOMIC ZONE REGULATORY
INFORMATION SYSTEM (SEZRIS)**

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I.   BACKGROUND

The John Hay Management Corporation (JHMC), as administrator of the Camp John Hay, is mandated to provide excellent, efficient and responsive services towards total stakeholder's satisfaction, and committed to continually improve the JHMC Quality Management System while complying with statutory and regulatory requirements.

Through its Information and Communications Technology Division (ICTD), the JHMC is undergoing an enhancement in its Information Systems in compliance with the JHMC Board approved JHMC ICT Roadmap for CY 2018 to 2022.

This project focuses in the enhancement of the SEZRIS to address the following concerns: (a) integration and/or linking of processes of other agencies and payment options; and (b) address the need for wider online access, enhanced security, and greater automation in data input, reports generation, and analysis.

Furthermore, the SEZRIS has to be enhanced to ensure the availability and access to regulatory information that will enable stakeholders' participation in ensuring accountability in transparency, gradually influencing confidence in local investments and social reforms and deter or minimize the prevalence of corruption.

II.   OBJECTIVE

The JHMC seeks to procure the services of interested System Developers or Consultants to support the JHMC's regulatory system through the development and/or enhancement of the SEZRIS to enable to comply with the updated or new JHMC policies, process flows and government rules and regulations to improve performance and long-term sustainability of the organization.

III.   APPROVED BUDGET FOR THE CONTRACT

Three Hundred Thousand Pesos (Php 300,000.00) inclusive of all applicable taxes.

IV.   SCOPE OF SERVICES

The Consultant shall include, but is not limited to the following tasks:

1. System Analysis and Design
    a. Perform system analysis on the current version of the SEZRIS based on the actual usage of the system, system documentation, operating manuals and other related materials;
    b. Investigate the design and structure of the existing system, prepare a systems analysis report, which includes a documentation of the database structure,

links and relationships, reports and summary-tables, and a set of findings and recommendations for improvement;

c. Consult with the actors involved in this project to identify additional information, reports, summary-table requirements and desired new features or improvements as listed below:

    i. Integration or linking to JHMC's connected agency's processes

    ii. Integration of payment options (Application Programming Interface (API), Cards, Online Payment Solutions such as PayMaya, and Face to Face)

    iii. Integration of Quick Response (QR) Code in all printed reports

    iv. Generation of additional reports

    v. Reformatting or revising of existing generated reports

    vi. Adjustment of process flows to comply with the JHMC Board approved process manuals

    vii. Enhancement of the user interfaces, search options and notifications.

d. Prepare draft proposed system design, if necessary, and discuss with the concerned actors for adjustment, refinement and approval. The system is web-based, accessible via web browser, preferably built on open-source applications and compliant to existing programming language and database software used in the SEZRIS.

2. Programming for the Development/ Enhancement of the SEZRIS

a. Based on the approved system analyses and design, create a Quality Assurance module that can be accessed by all concerned actors of JHMC to: (a) keep track of the progress of development of planned SEZRIS features/ components/ routines; (b) facilitate user testing, bug reporting and tracking; and (c) document system crashes/failures and corresponding fixes/solutions.

b. Perform bug fixing, front-end and back-end programming, and web development for the development and/or enhancement of the current version of the SEZRIS in accordance with the approved desired features as agreed during consultations, and based on the approved result of the conducted system analyses and design; and

c. Deliver a live demonstration of system features/capabilities during regular meetings with the actors involved to show evidence on the status of development and to facilitate review of the system for improvement.

3. Management and Administrative Functions

a. Prepare and submit for approval an Inception Report which includes: a) the overall approach in undertaking the required tasks b) an indicative work plan (with milestones) listing all the activities to be undertaken under the Contract for Consulting Services, the schedule, and the personnel of the Consulting Firm responsible in accomplishing the activities; and; c) the template of the monthly progress reports;

b. Prepare and submit for approval (or re-approval) a work plan (or a revised version to incorporate catch-up measures in case of delays, as may be necessary) based on the approved Design Specification (original or revised);

c. Coordinate with the JHMC-ICTD and participate in bimonthly meetings for reporting progress of development and/or bug fixing, live system demonstration, etc.;

d. Conduct user training for SEZRIS Stakeholders;
e. Facilitate the conduct of workshops;
f. Submit Progress Billings (with the approved Monthly/Final Progress Report for the period covered);
g. Ensure that the system(s) is (are) properly installed in the JHMC;
h. Prepare and submit the following documentation/manuals in soft and hard copies: (a) system documentation manual; (b) a user manual; and (c) a training manual; and
i. Disclose and turn-over to the JHMC-ICTD all source codes, and agree to provide JHMC all Intellectual Property rights for the systems developed/enhanced.

V. TIMELINE

DELIVERABLE	DESCRIPTION	TIME (in Calendar Days)	PAYMENT %
Inception Report	Inception report (detailing schedule of work, key staff deployment, methodology, etc.) and Inception Workshop to discuss with JHMC	5	15%
	All key aspects of design (SEZRIS structure, indicators, report formats, information flow, and additional hardware/ software/ data/ connectivity requirements, institutional arrangements, etc.)	10	
Development and/or enhancement of the SEZRIS	Preliminary design, construction and installation	20	
	Evaluation and enhancement (Iterated development until final product is satisfied)	30	25%
	The final system is constructed	10	
Project Management and Monitoring System	Piloting Stage: software testing, full data entry and roll-out for selected processes	10	15%
	Full Roll-out Stage: deployment of system in full functionality	5	
	Post Roll-out: handholding support, proactive use surveys, bug fixes & updates	20	15%
Documentation and Training	SEZRIS documentation (design, use, and training manuals, organizational roles, etc.) and workshops	All through the key project	

DELIVERABLE	DESCRIPTION	TIME (in Calendar Days)	PAYMENT %
		stages and for all key deliverable stages – draft and final version	
Final Report	Final overview of activities, review of SEZRIS use, user perspectives, issues, suggestions for improvement, submission of final documents including the system source code and sustainability	5	30%
	JHMC Acceptance Report	5	
DURATION OF THE PROJECT		**120**	**100%**

VI. MODE OF PROCUREMENT

Small Value Procurement through Request for Proposals from the Service Providers or Consultants of the information system.

VII. CONTRACT TERM

The Contract shall be for a period of four (4) months and shall remain valid and effective until the full delivery of the requirements and acceptance by JHMC.

VIII. WARRANTY

The Consultant warrants that:

1. It is expert in the field and will provide services that are consistent with the highest industry standards.

2. The developed/ enhanced SEZRIS is in conformity with JHMC's specifications and requirements.

3. Without additional cost to JHMC, shall make modifications to the enhanced SEZRIS as may be necessary to correct any defects or errors reported to the Consultant by JHMC for a period of one (1) year after the final acceptance date of the completed project.

   Reported defects or errors that needs an immediate attention shall be acted by the Consultant with three (3) working days upon notice by JHMC. If the Consultant is unwilling or unable to make the required modifications, then Consultant shall

reimburse JHMC's reasonable expenditures for obtaining the required modifications from other Service Providers of JHMC's choice.

4. It will indemnify JHMC against liability to third parties resulting from claims that the information system or software developed infringes on or violates any patents, copyrights, or trade secrets or any JHMC claims, losses, and damages arising from the Consultant's breach of any of its obligations.