



REPUBLIC OF THE PHILIPPINES  
Department of Budget and Management  
Malacañang, Manila

**Bidding Documents for the**

**NETWORK AND**

**SOFTWARE**

**MAINTENANCE AND**

**DEVELOPMENT**

Part I – Eligibility Requirements

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## PART I

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REPUBLIC OF THE PHILIPPINES

**DEPARTMENT OF BUDGET AND MANAGEMENT**

**REQUEST FOR EXPRESSION OF INTEREST**

**SOFTWARE AND NETWORK MAINTENANCE AND DEVELOPMENT**

1. The Department of Budget and Management (DBM), through the authorized appropriations for FY 2013, intends to apply the sum of Forty Million Five Hundred Fifty Eight Thousand Pesos (P40,558,000.00) being the Approved Budget for the Contract (ABC) to payments under the contract for its Software and Network Maintenance and Development (“the Project”). Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
2. The DBM now calls for the submission of eligibility documents for the procurement of Consulting Services to handle and implement the Project. A brief description of the Project requirements is attached as Annex “A”. Interested bidders are invited to a briefing on eligibility requirements on March 6, 10:00 a.m. and must submit their eligibility documents on or before March 13, 2012, 11:00 a.m. at UEVG Conference Room, 2<sup>nd</sup> Floor Boncodin Hall, Gen. Solano St. San Miguel, Manila. Applications for eligibility will be evaluated based on a non-discretionary “pass/fail” criterion.
3. The BAC shall draw up the short list of consultants from those who have submitted Expressions of Interest and other required documents, and have been determined as eligible in accordance with the provisions of Republic Act (R.A.) 9184, and its Revised Implementing Rules and Regulations (IRR). All eligible consultants shall also be invited to present before the BAC work products done from similar completed contracts on June 29, 2011
4. The short list shall consist of four (4) prospective bidders who meets the minimum score below and will be allowed to submit bids. The criteria and rating system for short listing are the following using multi-level weighted scoring:

Evaluation Criteria	Percent Distribution	Minimum Score
Applicable experience of the Consulting Firm/Group	45%	31.5%
Qualification of personnel who may be assigned to the job, e.g., project manager and team	40%	28%
Current Workload relative to job capacity	15%	10.5%

5. Bidding will be conducted through open competitive bidding procedures using non-discretionary “pass/fail” criterion as specified in the IRR of RA 9184.

Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines.

6. The DBM shall evaluate bids using the Quality-Cost Based Evaluation (QCBE) procedure. The weights allocated are seventy percent (70%) for the Technical Proposal and thirty percent (30%) for the Financial Proposal. The criteria and rating system for the evaluation of bids shall be provided in the Instructions to Bidders.
7. The DBM reserves the right to reject any and all bids, annul the bidding process, or not award the contract at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.
8. For further information, please refer to:

*DBM-BAC Secretariat  
Department of Budget and Management  
Malacañang, Manila  
Tel. No. 7354902; Fascimile No.: 7354979/7351957  
Email address: jabrigo@dbm.gov.ph*

**ROWENA CANDICE M. RUIZ**  
*Vice Chairperson, DBM BAC*

# *Section II. Eligibility Documents*

## 1. Eligibility Criteria

- 1.1. The following persons/entities shall be allowed to participate in the bidding for Consulting Services:
  - (a) Duly licensed Filipino citizens/sole proprietorships;
  - (b) Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines;
  - (c) Corporations duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines;
  - (d) Cooperatives duly organized under the laws of the Philippines, and of which at least sixty percent (60%) interest belongs to citizens of the Philippines; or
  - (e) Persons/entities forming themselves into a joint venture, *i.e.*, a group of two (2) or more persons/entities that intend to be jointly and severally responsible or liable for a particular contract: Provided, however, That Filipino ownership or interest thereof shall be at least sixty percent (60%). For this purpose, Filipino ownership or interest shall be based on the contributions of each of the members of the joint venture as specified in their JVA.
- 1.2. When the types and fields of Consulting Services involve the practice of professions regulated by law, those who will actually perform the services shall be Filipino citizens and registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions specified in the EDS.
- 1.3. If the Request for Expression of Interest allows participation of foreign consultants, prospective foreign bidders may be eligible subject to the qualifications stated in the EDS.
- 1.4. Government corporate entities may be eligible to participate only if they can establish that they (a) are legally and financially autonomous, (b) operate under commercial law, and (c) are not dependent agencies of the GOP or the Procuring Entity.

## 2. Eligibility Requirements

2.1. The following eligibility requirements shall be submitted on or before the date of the eligibility check specified in the Request for Expression of Interest and Clause 5 for purposes of determining eligibility of prospective bidders:

(a) Class "A" Documents –

### Legal Documents

- (i) Registration certificate from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives, or any proof of such registration as stated in the EDS;
- (ii) Mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located;

### Technical Documents

- (iii) Statement of the prospective bidder of all its ongoing and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period provided in the EDS. The statement shall include, for each contract, the following:
  - (iii.1) the name and location of the contract;
  - (iii.2) date of award of the contract;
  - (iii.3) type and brief description of consulting services;
  - (iii.4) consultant's role (whether main consultant, subcontractor, or partner in a JV)
  - (iii.5) amount of contract;
  - (iii.6) contract duration; and
  - (iii.7) certificate of satisfactory completion or equivalent document specified in the EDS issued by the client, in the case of a completed contract;
- (iv) Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice those professions and allied

professions in accordance with Clause 1.2, including their respective curriculum vitae.

Financial Document

(v) The consultant's audited financial statements, showing, among others, the consultant's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.

(b) Class "B" Document –

Valid joint venture agreement (JVA), in case a joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful, shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the legal eligibility documents. The submission of technical and financial documents by any of the joint venture partners constitutes compliance.

- 2.2. In the case of foreign consultants, the foregoing eligibility requirements under Class "A" Documents may be substituted by the appropriate equivalent documents, if any, issued by the foreign consultant's country.
- 2.3. The eligibility requirements or statements and all other documents to be submitted to the BAC must be in English. A translation of the documents in English certified by the appropriate embassy or consulate in the Philippines must accompany the eligibility requirements under Classes "A" and "B" Documents if they are in other foreign language.
- 2.4. Prospective bidders may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities through a JV or subcontracting arrangements, as appropriate. However, subcontractors may only participate in the bid of one short listed consultant. Foreign Consultants shall seek the participation of Filipino Consultants by entering into a JV with, or subcontracting part of the project to, Filipino Consultants.
- 2.5. If a prospective bidder has previously secured a certification from the Procuring Entity to the effect that it has previously submitted the above-enumerated Class "A" Documents, the said certification may be submitted in lieu of the requirements enumerated in Clause 2.1 above.

### **3. Format and Signing of Eligibility Documents**

- 3.1. Prospective bidders shall submit their eligibility documents through their duly authorized representative on or before the deadline specified in Clause 5.
- 3.2. Prospective bidders shall prepare an original and copies of the eligibility documents. In the event of any discrepancy between the original and the copies, the original shall prevail.
- 3.3. The eligibility documents, except for unamended printed literature, shall be signed, and each and every page thereof shall be initialed, by the duly authorized representative/s of the prospective bidder.
- 3.4. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the duly authorized representative/s of the prospective bidder.

### **4. Sealing and Marking of Eligibility Documents**

- 4.1. Unless otherwise indicated in the EDS, prospective bidders shall enclose their original eligibility documents described in Clause 2.1, in a sealed envelope marked "ORIGINAL – ELIGIBILITY DOCUMENTS". Each copy shall be similarly sealed duly marking the envelopes as "COPY NO. \_\_\_ - ELIGIBILITY DOCUMENTS". These envelopes containing the original and the copies shall then be enclosed in one single envelope.
- 4.2. The original and the number of copies of the eligibility documents as indicated in the EDS shall be typed or written in indelible ink and shall be signed by the prospective bidder or its duly authorized representative/s.
- 4.3. All envelopes shall:
  - (a) contain the name of the contract to be bid in capital letters;
  - (b) bear the name and address of the prospective bidder in capital letters;
  - (c) be addressed to the Procuring Entity's BAC specified in the EDS;
  - (d) bear the specific identification of this Project indicated in the EDS; and
  - (e) bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of eligibility documents, in accordance with Clause 5.
- 4.4. If the eligibility documents are not sealed and marked as required, the Procuring Entity will assume no responsibility for its misplacement or premature opening.



## **5. Deadline for Submission of Eligibility Documents**

Eligibility documents must be received by the Procuring Entity's BAC at the address and on or before the date and time indicated in the Request for Expression of Interest and the EDS.

## **6. Late Submission of Eligibility Documents**

Any eligibility documents submitted after the deadline for submission and receipt prescribed in Clause 5 shall be declared "Late" and shall not be accepted by the Procuring Entity.

## **7. Modification and Withdrawal of Eligibility Documents**

7.1. The prospective bidder may modify its eligibility documents after it has been submitted; provided that the modification is received by the Procuring Entity prior to the deadline specified in Clause 5. The prospective bidder shall not be allowed to retrieve its original eligibility documents, but shall be allowed to submit another set equally sealed, properly identified, linked to its original bid marked as "ELIGIBILITY MODIFICATION" and stamped "received" by the BAC. Modifications received after the applicable deadline shall not be considered and shall be returned to the prospective bidder unopened.

7.2. A prospective bidder may, through a letter of withdrawal, withdraw its eligibility documents after it has been submitted, for valid and justifiable reason; provided that the letter of withdrawal is received by the Procuring Entity prior to the deadline prescribed for submission and receipt of eligibility documents.

7.3. Eligibility documents requested to be withdrawn in accordance with this Clause shall be returned unopened to the prospective bidder concerned. A prospective bidder may also express its intention not to participate in the bidding through a letter which should reach and be stamped by the BAC before the deadline for submission and receipt of eligibility documents. A prospective bidder that withdraws its eligibility documents shall not be permitted to submit another set, directly or indirectly, for the same project.

## **8. Opening and Preliminary Examination of Eligibility Documents**

8.1. The Procuring Entity's BAC will open the envelopes containing the eligibility documents in the presence of the prospective bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the EDS. The prospective bidders' representatives who are present shall sign a register evidencing their attendance.

8.2. Letters of withdrawal shall be read out and recorded during the opening of eligibility documents and the envelope containing the corresponding withdrawn eligibility documents shall be returned unopened to the

withdrawing prospective bidder. If the withdrawing prospective bidder's representative is present during the opening, the original eligibility documents and all copies thereof shall be returned to the representative during the opening of eligibility documents. If no representative is present, the eligibility documents shall be returned unopened by registered mail.

- 8.3. A prospective bidder determined as "ineligible" has seven (7) calendar days upon written notice or, if present at the time of the opening of eligibility documents, upon verbal notification, within which to file a request for reconsideration with the BAC: Provided, however, that the request for reconsideration shall not be granted if it is established that the finding of failure is due to the fault of the prospective bidder concerned: Provided, further, that the BAC shall decide on the request for reconsideration within seven (7) calendar days from receipt thereof. If a failed prospective bidder signifies his intent to file a request for reconsideration, in the case of a prospective bidder who is declared ineligible, the BAC shall hold the eligibility documents until such time that the request for reconsideration or protest has been resolved.
- 8.4. The eligibility documents envelopes and modifications, if any, shall be opened one at a time, and the following read out and recorded:
  - (a) the name of the prospective bidder;
  - (b) whether there is a modification or substitution; and
  - (c) the presence or absence of each document comprising the eligibility documents vis-à-vis a checklist of the required documents.
- 8.5. The eligibility of each prospective bidder shall be determined by examining each bidder's eligibility requirements or statements against a checklist of requirements, using non-discretionary "pass/fail" criterion, as stated in the Request for Expression of Interest, and shall be determined as either "eligible" or "ineligible." If a prospective bidder submits the specific eligibility document required, he shall be rated "passed" for that particular requirement. In this regard, failure to submit a requirement, or an incomplete or patently insufficient submission, shall be considered "failed" for the particular eligibility requirement concerned. If a prospective bidder is rated "passed" for all the eligibility requirements, he shall be considered eligible to participate in the bidding, and the BAC shall mark the set of eligibility documents of the prospective bidder concerned as "eligible." If a prospective bidder is rated "failed" in any of the eligibility requirements, he shall be considered ineligible to participate in the bidding, and the BAC shall mark the set of eligibility documents of the prospective bidder concerned as "ineligible." In either case, the BAC chairperson or his duly designated authority shall countersign the markings.

## 9. Short Listing of Consultants

- 9.1. Only prospective bidders whose submitted contracts are similar in nature and complexity to the contract to be bid as provided in the EDS shall be considered for short listing.
- 9.2. The BAC of the Procuring Entity shall draw up the short list of prospective bidders from those declared eligible using the detailed set of criteria and rating system to be used specified in the EDS.
- 9.3. Short listed consultants shall be invited to participate in the bidding for this project through a Letter of Invitation to Bid issued by the BAC of the Procuring Entity.
- 9.4. Only bids from short listed bidders shall be opened and considered for award of contract. These short listed bidders, whether single entities or JVs, should confirm in their bids that the information contained in the submitted eligibility documents remains correct as of the date of bid submission.

## *Section III. Eligibility Data Sheet*

<b>Eligibility Documents</b>	
1.2	No further instructions.
1.3	No further instructions.
2.1(a)(i)	For corporations/partnerships: the following may also be submitted: latest articles of incorporation/partnership or by-laws, or amendments thereto, duly approved by the Securities and Exchange Commission
2.1(a)(iii)	The statement of all ongoing and completed government and private contracts shall include all such contracts within the past three (3) years prior March 6, 2013. Kindly use the eligibility questionnaire attached as Annex B.
2.1(a)(iii.7)	Not required.
2.1 (b)	Notarization of document shall comply with the 2004 Rules on Notarial Practice. Moreover, the competent evidence of identity shall be limited to those specified under the foregoing Rules, to wit: (i) identification documents issued by an official agency bearing the photograph and signature of the individual i.e., passport, driver's license, SSS ID, GSIS e-card, etc.; and (ii) the oath of affirmation of one credible witness not privy to the instrument, document or transaction who is personally known to the notary public and who personally knows the individual and shows to the notary public documentary identification.
4.2	Each prospective bidder shall submit one (1) original and two (2) copies of its eligibility documents.
4.3(c)	DBM Bids and Awards Committee Department of Budget and Management Malacañang, Manila
4.3(d)	The name of the project is "Software and Network Maintenance and Development".
5	The address for submission of eligibility documents is G/F AS Conference Room, Mabini Hall, Malacañang, Manila.  The deadline for submission of eligibility documents is March 13, 2013, 11:00 a.m.
8.1	The place of opening of eligibility documents is UEVG Conference Room, 2 <sup>nd</sup> Floor Boncodin Hall, Gen. Solano St. San Miguel, Manila.  The date and time of opening of eligibility documents is March 13, 2013, 11:00 a.m.

9.1	Similar contracts shall refer to development & maintenance of software systems and the management of the support network.																
9.2	<p>Multi-level weighted scoring shall be used for the short listing of consultants. The number of short listed consultants shall consist of four (4) prospective bidders who meet the minimum score for each criterion. The evaluation criteria are as follows:</p> <table data-bbox="421 479 1182 663"> <tr> <td>Applicable Experience of the Consulting Firm/Group-</td> <td>45%</td> </tr> <tr> <td>Manpower Capacity/Qualifications</td> <td>- 40%</td> </tr> <tr> <td>Current Workload relative to job capacity</td> <td>- 15%</td> </tr> <tr> <td></td> <td>-----</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>100%</b></td> </tr> </table> <p>The minimum required for each criterion is as follows:</p> <table data-bbox="421 775 1203 882"> <tr> <td>Applicable Experience of the Consulting Firm/Group-</td> <td>31.5%</td> </tr> <tr> <td>Manpower Capacity/Qualifications</td> <td>- 28%</td> </tr> <tr> <td>Current Workload relative to job capacity</td> <td>- 10.5%</td> </tr> </table> <p>Scoring shall be based on eligibility documents submitted.</p> <p>The BAC shall then rank the consultants in descending order based on the total score and identify the top four (4) potential bidders. Should less than the required number apply for eligibility and short listing, pass the eligibility check, and/or pass the minimum score required in the short listing, the BAC shall consider the same.</p>	Applicable Experience of the Consulting Firm/Group-	45%	Manpower Capacity/Qualifications	- 40%	Current Workload relative to job capacity	- 15%		-----	<b>TOTAL</b>	<b>100%</b>	Applicable Experience of the Consulting Firm/Group-	31.5%	Manpower Capacity/Qualifications	- 28%	Current Workload relative to job capacity	- 10.5%
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## ELIGIBILITY DOCUMENTS SUBMISSION FORM

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[Date]

### **The Chairperson**

DBM-Bids and Awards Committee  
Department of Budget and Management  
Malacañang, Manila

Ladies/Gentlemen:

In connection with your Request for Expression of Interest dated *November 7, 2012* for *Network and Software Maintenance and Development Partner*, [Name of Consultant] hereby expresses interest in participating in the eligibility and short listing for said Project and submits the attached eligibility documents in compliance with the Eligibility Documents therefor.

In line with this submission, we certify that:

- a) [Name of Consultant] is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, and that each of the documents submit; and
- b) Each of the documents submitted herewith is an authentic copy of the original, complete, and all statements and information provided therein are true and correct.

We acknowledge and accept the Procuring Entity's right to inspect and audit all records relating to our submission irrespective of whether we are declared eligible and short listed or not.

Yours sincerely,

Signature  
Name and Title of Authorized Signatory  
Name of Consultant  
Address

## **TERMS OF REFERENCE**

### **Software and Network Maintenance and Development**

#### **I. BACKGROUND**

The ICT Support Systems of the DBM consists in an array of software systems, distributed to the different DBM offices and external clients through a network infrastructure, which also allows broadband connectivity. Both the DBM Software Systems and the DBM Network Infrastructure have components that are absolutely mission-critical in the service delivery and everyday functioning of the DBM.

Due to the highly technical nature of development & maintenance of software systems and the management of the support network; and to the increasing scope as demanded by large-scale government reform agenda such as the Government Integrated Financial Management Information System (GIFMIS), it is both practical and necessary to outsource these services. Thus, the consultancy requires the highest order of technical expertise, the most fastidious of maintenance and administration, and the most relevant in technological innovations.

The Consultant must be able to address ALL ICT-related matters encountered by the DBM. Consultant, and its assigned agents, should be flexible enough to respond to the volatile needs of the DBM.

To enable the DBM to fully devote its energies and resources to the fulfillment of its mandate and the improvement of its service delivery, a strong partnership with a professional Software and Network Maintenance and Development Consultant is imperative. And to afford the DBM the best in operational and developmental technical support, the Consultant should possess a proven and excellent track record in providing services similar to those required by the DBM.

The Consultant shall be rendering services related to the administration, maintenance, improvement, and development of the DBM’s applications and the network over which these applications are delivered, the specifics of which are referenced and enumerated in Part II. Objectives, Part VII.A.2. Software - General Scope of Services, and VII.B.2. Network - General Scope of Services.

#### **II. OBJECTIVES**

- To provide full operational support in terms of the maintenance and development of the DBM software systems and DBM network infrastructure

- To enable the most seamless use of software systems within the DBM network in aid of the specific functions of each DBM unit
- To maximize connectivity within the DBM network to enable the fastest, clearest communication and the greatest, most relevant data and resource sharing
- To amplify the volume of information that the DBM may publish to external parties and also of data that the DBM may receive from such external sources
- To institute a proactive stance in making improvements and innovations to the DBM software systems and network
- To accommodate the dynamic and evolving needs of the DBM in accordance with emergent trends in public service and in technological development
- To facilitate the most efficient and effective service delivery to client agencies as demands move to electronic systems and for faster response times
- To bolster business continuity despite issues, threats, and changes, both within and without the normal course of operations
- To empower as many DBM units as possible in the fulfillment of their basic functions and of value-added mandates as well

### **III. PREFATORY DEFINITIONSS**

- *Information and Communications Technology Systems Service (ICTSS)* of the DBM is a policy defining, implementing, and administrative body responsible for ICT systems and services geared towards creating greater efficiency and effectivity for the DBM in the fulfillment of its mandate.
- *Software* shall pertain to all forms of operating system, database, server, system applications, and other similar software applications, and any hardware, cloud or other infrastructure necessary to the usage of the applications.
- *Network* shall include all forms of communication and data access and exchange over a network either through telephone, intranet, internet, or other similar infrastructure, and the devices comprising such infrastructure (including those indirectly but reasonably related).
- *Improvements* pertain to enhancements on *existing* systems, including bug fixes, customizations, and other such feature-related changes which do not necessarily alter the fundamental functions of the existing system.



- *Innovations* pertain to *new* initiatives that essentially need to be built from the ground up and that require most or all of the following processes: design, development, procurement, installation, testing, deployment, and capacity building and training.
- *National Fiscal Management Systems* referenced in Item VI.C. pertains to those that are similar to the existing systems being implemented in the DBM as described under Item VII.B.1. of these Terms of Reference.

#### **IV. DURATION**

The services of the Consultant shall be engaged for a period of twenty-four (24) months; provided, the ICTSS has issued a favorable performance evaluation for the services rendered by the consultant. Otherwise, the engagement shall only be for a period of twelve (12) months.

#### **V. APPROVED BUDGET FOR THE CONTRACT**

The maximum possible contract price for the services for the first twelve-month service period is PESOS: FORTY MILLION FIVE HUNDRED FIFTY-EIGHT THOUSAND (PhP40,558,000). A bid in excess of this amount shall automatically be rejected at the opening of the financial proposal.

This amount shall be inclusive of twelve percent (12%) Value Added Tax (VAT) and other taxes imposed by the government, and shall consist of the following:

- Equal and fixed monthly recurring fee for basic services (To be billed by the Consultant at the end of each month attaching a report as required by the ICTSS, and to be paid within thirty (30) days from such billing)
- Fees for Additional and/or Contingency Developers (As needed, based on the determination of ICTSS as evidenced by a written request to the Consultant)
- Fund for emergency and necessary travel to the DBM Regional Offices outside of Metro Manila (ICTSS shall regulate provisions pertaining to the maximum man-hours per trip, maximum number of man-trips, and other related matters)

Expenses as referenced in Item VIII.A. and tools of the trade and other similar items necessary in order to enable the Consultant and its agents to fulfill shall be for the account of the Consultant.

#### **VI. GENERAL PROVISIONS**

##### **A. Guiding Principles**

- Technology should follow the requirements of strategic planning and practice; not the other way around.
- While the processes of planning and development are important, the ultimate success of any established network or installed software shall depend on the actual benefits it grants DBM end-users.
- The relationship sought by the DBM with the Consultant is a partnership in the ever-improving, and thus necessarily changing/volatile, mission to render the best government service possible.

## **B. Hardware, Licenses, Subscriptions**

Any hardware, licenses, and subscriptions integral to the full functionality of the network infrastructure and software systems, as recommended by the Consultant and approved by the DBM, shall be procured and owned by the DBM. Thus, costs for such hardware, licenses, and subscriptions are excluded from the amounts estimated on these Terms of Reference.

Hardware, licenses, and subscriptions shall exclude the tools of the trade, hardware (including Personal Computers and its peripherals), software and licenses, everyday supplies and others items which shall be necessary in order to enable the Consultant and its agents to fulfill the scopes of work specified in these Terms of Reference or as otherwise agreed upon. These shall be for the account of the Consultant.

## **C. Consultant Requirements**

Based on the below enumeration of the current DBM software and network infrastructure and the indicative improvements and innovations, the Consultant must possess extensive experience and a strong track record showing consistent versatility and reliability in inheriting, reconfiguring, improving, developing, implementing, auditing, documenting, and capacity building for similar systems. In light of the foregoing, the Consultant must have at least three (3) years' experience in:

- software development (per se) and deployment, and system support and maintenance of network-based applications (both web and client-server based);
- processes related to public financial management (fiscal management, budgeting, payroll, accounting, and other similar processes); government experience a plus;
- support of systems and network infrastructure of offices spread across the archipelago (including but not limited to the management of telecommunications service providers, etc.).

The Consultant must exhibit a sincere and consistent intention to be a Partner of the DBM in the efficient and effective delivery of public service. The Consultant should provide a proposal that will describe and elaborate on their offering based on all the requirements enumerated herein.

Personnel of the Consultant to be assigned to the DBM shall be approved by the ICTSS. These personnel may only be changed upon prior approval of the ICTSS of such replacement and of suitable substitutes.

For the following critical positions, in anticipation of instances of inability by the personnel originally assigned to deliver services as required, the Consultant shall provide specific pre-identified and pre-approved substitutes with at least the same qualifications, who shall replace those originally assigned without any disruptions in the operations and developments being undertaken by the DBM:

- 1 Systems Security Officer (see VI.C.)
- 1 Database/Systems Administrator (see VII.A.5.)
- 1 Network Administrator (see VII.B.5.)
- 1 Systems Administrator (see VII.B.5.)

These specific substitute personnel shall be included in the original roster to be approved, except that they shall be designated and treated as mere substitutes.

The General Job Descriptions as detailed in the Team Composition sections shall be subject to change as required by the DBM, within the contemplation of these Terms of Reference and reasonably related purposes. The Position and Personnel may also be subject to change as is reasonable, upon the agreement of the Consultant (e.g. Instead of 3 Network Administrators and 3 System Administrators, it may be changed to 4 of the former and 2 of the latter, etc.)

Assigned personnel shall be required to comply with the processes for monitoring on-premise attendance (such as timing in and timing out on the bundee, blotter, and/or biometric systems) as defined by the Human Resources Department of the DBM. Compliance shall be enforced and monitored by the ICTSS.

Work areas shall be defined and work spaces shall be provided for by the ICTSS.

### **Team Composition – General**

<b>Position</b>	<b>Time Required &amp; Number of Shifts</b>	<b>Per Shift</b>	<b>Total</b>	<b>General Description</b>	<b>Job</b>	<b>Qualifications and Certifications</b>

Overall Project Manager	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7AM to 6PM. Must be On-Call 365x24x7	n/a	1	To be responsible for all matters and commitments relating to DBM applications and all ICT pertinent-matters; To carry out the functions and responsibilities of the Technical Manager and/or Hardware Manager when the latter two are unable to fulfill the same for whatever reason	Must have either a Masters degree in IT-related disciplines or sufficiently equivalent work experience to be determined by the ICTSS, and at least seven (7) years cumulative working experience in the support, maintenance, development and deployment of complex mission-critical applications relating to software development, network infrastructure, project management and service management based on best practices and industry standards. Experience in budget, accounting and financial management applications and accounting patterns and e-Government application development is a premium. He/she must be very efficient in report preparation/writing and business communication skills.
Systems Security Officer	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7AM to 6PM. Must be On-Call 365x24x7	n/a	1	Ensure system security, including but not limited to periodic penetration testing (network, web, applications). Should be able to implement the controls prescribed under Information Security Management Systems (ISMS) standards (ISO27001)	At least four (4) years experience maintaining and implementing an Information Security Management System (ISMS). Preferably with ISO 27001 audit experience.

System/Business /Requirements Analyst and Documentation Specialist	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7AM to 6PM.	n/a	1	Ensure that the needs of end-users and business process owners (which brought about the need for the software/ application) are translated into requirements, specifications, and use-cases for the developers to be able to produce the desired software and applications (fulfillment of intent of use or the context of the requirement). Preliminary user testing (black box testing). Documentation for both systems Work with the Hardware Manager to provide ICT infrastructure and hardware recommendations based on business process requirements and software specifications	At least four (4) years experience in business processes relating to budget, accounting, and financial management applications and accounting patterns and e-Government application development is a premium; and in performing preliminary user testing for related applications and systems.
Helpdesk Support	Mon to Fri 7:00am to 6:00pm, Sat 9:00am to 6:00pm	n/a	1	Primary contact point for user inquiries, requests and problems; routing and dispatching of appropriate technical concerns	Must have a College degree with a minimum of four (4) years relevant IT working experience and have completed courses in helpdesk etiquette, technical support protocols, and best helpdesk practices on top of his/her computer skills in basic computer operations
Subject Experts for Consultation	n/a	n/a	TBD	To be available for consultation on matters relating To network and software maintenance and development which are beyond or can complement the technical knowledge of those assigned to the DBM	Experts in the latest developments, trends, and technologies in fields pertaining to network and software maintenance and development

## **D. Engagement – Preliminaries**

Reasonableness dictates that the Consultant be provided ample time and sufficient opportunities to familiarize itself and its agents with the current DBM network infrastructure and software systems.

The DBM will have many improvements and innovations that it plans to engage the Consultant to undertake. The enumeration in this TOR and thereafter is not exclusive, and may be subject to change depending on a number of factors (e.g., as the government's reform agency will require, Consultant's advice, among others).

The list of improvements and innovations listed in these TOR shall be the minimum scope of planned improvements and innovations. As to which improvements and innovations will actually be embarked upon, the schedule under which they will be undertaken, and other pertinent details will be decided by the DBM through the ICTSS, in consultation with the Consultant.

## **VII. SCOPE OF FUNDAMENTAL SERVICES**

The fundamental services to be rendered by the Consultant shall be the maintenance of Existing systems, making Improvements on the same, and also developing New systems. GIFMIS developments and the Truly Cloud Based Infrastructure of Integrated Budget System (see VII.A.4.) will be a significant and primary purpose of the engagement of the Consultant.

### **A. Software**

#### ***1. Existing Software Systems***

It is noteworthy that usage and access of majority of the software systems will be done through the DBM network.

The current software systems of the DBM consist of the following applications:

- *Budget Preparation Management System (BPMS)* designed for the preparation and management of the national budget that provides computer-aided facility for expenditure planning and analysis. System was web-enabled in 2012 for system portability and accessibility.
- *Government Manpower Information System (GMIS)* designed to manage national government plantilla and to facilitate processing of agency request pertaining to modifications in staffing which includes position classification/reclassification, transfer, creation and abolition. In 2012, a web based module

was developed for the agency in order to facilitate inputting and updating of agencies personnel movements along with personnel data. Regular GMIS functionalities internal for DBM was also web enabled for ease of access.

- *Electronic Budget Releasing System (eBudget)* a web based system designed to manage the national budget and to facilitate processing of fund releases to implementing agencies.
- *Foreign Assisted Projects System (FAPS)* contains a database of all foreign assisted projects. With the issuance of Budget Execution Guidelines No. 2011-30, dated December 20, 2011, releases pertaining to FAPs should be done thru the eBudget. Support for FAPs system will still be necessary pertaining to other FAPs documents and releases which cannot be accommodated in the eBudget System until such time that full functionalities of FAPs are assimilated in eBudget.
- *Electronic Transparency and Accountability Initiatives for Lump-sum Funds System (eTAILS)* a web based system developed to facilitate the budget execution and tracking of selected Lump-sum appropriations (Priority Development Assistance Fund, Internal Revenue Allotment and Department of Education School Building Program), and to provide transparency and accountability in the allocation, disbursement and use of fund thru automatic posting of releases to the DBM website. Support component is the maintenance and safeguarding of the eTAILS portion in the DBM website.
- *Document Management System (DMS)* a web based document management and tracking system capable of storing, organizing and retrieving of indexed documents with automated document routing/review process (work flow).

In addition, DBM has the following Internal Applications:

- *Manpower Management Information System (MMIS)* this encompasses the Personnel Database Management System and the Payroll System. With the initiative of the current administration to implement a National Payroll System, transitory support services will be needed until such time that the National Payroll and corresponding Government Human Resource Information System are in place.
- *Index of Payment Computerized System (IPCS)* this involves the indexing of payments to the DBM employees.

- *Property Monitoring Information System (PMIS)* developed to maintain database of property accountability of DBM employees.

## **2. General Scope of Services**

The succeeding list is not exclusive. Among the services that will be performed by the Consultant in relation to the DBM software systems are:

- *Consultant Transition.* The Consultant shall ensure full support of the operation of the current DBM software systems through a transition phase upon the transfer from the former software maintenance service Consultant.
- *Systems Architecture, Design and Implementation.* The Consultant shall undergo an assessment of the current array of DBM IT systems. Based on the review, the Consultant, in coordination and consultation with pertinent DBM units, shall provide a recommended systems architecture and design plan that incorporates the creation of an IT development platform for the current and future DBM systems.
- *IT Consulting.* The Consultant shall assist the DBM in evaluating and incorporating the latest technologies available to ensure that all the systems are flexible and future proof. The Consultant shall provide recommendations and create a migration plan to help DBM in the following areas: Business Process Management (BPM), Service Oriented Architecture (SOA), and Cloud technologies enablement.
- *Software Enhancement.* The Consultant shall undertake the systematic enhancement of the DBM systems based on the approved Systems Architecture and Design plan. Maintenance of existing systems will continue until all operations, data, processes, etc. are fully and successfully migrated to new systems, and even after as needed.
- *System Migration.* The Consultant will likewise be responsible for all aspects relating to system migration.
- *Hardware Requirements Analysis and Definition.* Included in the Systems Architecture and Design, the Consultant shall render a comprehensive Hardware Requirements Analysis which shall define the hardware and infrastructure that needs to be serviced, retired, or procured in order to support strategic enhancements and innovations to the DBM systems. The



Consultant shall provide consultation on specifications for hardware, peripherals, and related software.

- *Rationalized Software Access Plan.* The Consultant shall implement a Software Access Plan as provided by pertinent DBM units for varying levels of access to the different applications of the DBM software systems.
- *Regular Software Performance Audit.* The Consultant shall conduct a regular audit or automated log of software performance, usage data on specific features, logging and resolution of issues, and other relevant areas.
- *Software Operability Guarantee.* The Consultant shall take all measures reasonably possible in guaranteeing the stability and operability of each application in the DBM software system, giving priority to those that are mission critical.
- *Software Improvement Roadmap.* The Consultant, as a DBM partner, shall coordinate with the pertinent DBM units in mapping out a strategic IT roadmap for the development of a platform and improvement of the DBM systems. Any changes applied to the DBM network shall take strategic goals into consideration; thus, compatibility, flexibility, interoperability, availability and portability and similar factors must be borne in mind.
- *Systems and Equipment Maintenance.* The Consultant shall exercise utmost diligence in the maintenance of all systems and equipment that are property of the DBM, all of which are entrusted under its care.
- *Preventive Maintenance and Troubleshooting.* The Consultant shall exert all efforts against any issues arising from the DBM software system, its access, and usage. In the event that problems are encountered, the Consultant commits to vigilance and urgency in their resolution. Remedial measures shall be undertaken by the Consultant in a timely fashion.
- *Contingency Measures.* The Consultant shall prepare and institute contingency measures against critical issues that may hamper or hinder any of the applications in the DBM software system, their access, and usage. In this wise, back-up systems to ensure business continuity are vital. Immediate restoration to full serviceability when so required is a priority.
- *User Support.* The Consultant shall provide on-site primary end-user application and network support services for all DBM

systems. This shall also include an on call availability twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year for mission critical needs such as application/database fortification, troubleshooting and recovery and other urgent first level end-user assistance.

- *Capacity Building.* The Consultant shall cooperate and coordinate with pertinent DBM units in facilitating the use of all the relevant features of the DBM software system. This shall be one of the functions of the Helpdesk to be established and made constantly available by the Consultant. This will also include providing assistance in IT Change Management processes.
- *Documentation and Technology Transfer.* The Consultant shall adopt a meticulous and transparent routine of documenting methodologies, issues, solutions, best practices, and other information that will be critical prospective educational and instructional media. Detailed documentation as required by the ICTSS shall be turned over to the latter at the end of every twelve-month period and as necessitated by circumstances.
- *Training Assistance.* The Consultant will extend assistance in technology appreciation and training to be conducted by ICTCSS for all DBM client agencies to enable the latter to maximize the use of budget-related applications.
- *Systems Coordination.* The Consultant shall ensure a seamless and effective coordination between the units in charge of the network infrastructure and software systems.
- *Software Partner.* The Consultant, as DBM partner, shall take responsibility for all the processes related to the maintenance and development of the DBM software systems so as to enable and aid the DBM units in the fulfillment of its government mandate.

### **3. Planned Improvements**

The succeeding list is not exclusive. Priority improvement and major enhancements identified are the following:

- *GMIS.* For budget preparation purposes, there is a need to incorporate the exceptional cases (uniformed personnel and other special case in national government settings) to the functionality of current GMIS. In addition, it will include tagging of unfunded/funded items as part of GMIS+GHRIS functionality.

- *PMIS*. The current design did not cover tracking of common supply. In order to improve the controls in the acquisition, recording custody, maintenance, utilization and disposition of DBM properties, inclusion of stock card and supply inventory will be necessary. This will enable DBM to monitor and record maintenance history of specific property and equipment as an input for decision and procurement administration.
- *eBudget*. The eBudget System facilitates releasing and monitoring of allotment and cash programs. Additional requirement is to expose charges against the Miscellaneous Personnel Benefits Fund (MPBF) and Program Activity Project (PAP) code to be used by GHRIS for unfunded positions.
- *FAPs*. The FAPs System will be phased-out and folding all its functionalities into eBudget.
- *eTAILS (Phase 1)*. The additional PDAF reports for the Office of the Secretary and include generation of Notice of Funding Warrant for IRA releases. Transfer all releasing functionalities to eBudget (ABM, SARO and NCA).
- *Security Module*. Enhancement must be made to the module to make it more robust, resilient, flexible and better equipped to handle newly developed modules, applications, and systems.
  - *Online Submission of Budget Proposal (OSBP)*. A web-based system to be used by agencies in the creation and submission of budget proposals (BP201). This web form development project shall also be able to automatically consolidate relevant related data.
  - *Other improvements as may arise over the course of the engagement.*

#### **4. Planned Innovations**

The succeeding list is not exclusive.

- *Government Integrated Financial Management System (GIFMIS)*. a joint project by DBM, COA, DOF and BTR for an integrated financial system. DBM support initiatives for the project are the following applications:
  - *National Budget Execution System (NBES)*. web-based system which is a part of GIFMIS Track 1 showing the consolidated national budget data of the Philippines. This will cover sharing of related information from SARO, NCA

and other budget documents to other concerned agencies like COA, DOF and BTR.

- *GIFMIS Portal*. home portal for all GIFMIS Track 1 systems. This includes the integration of all track 1 systems.
- *GMIS and Government Human Resources Information System Synchronization (GMIS+GHRIS)*. synchronize data of GMIS and GHRIS and its effects on both systems and their corresponding databases.
- *Truly Cloud Based Infrastructure of Integrated Budget System*. All the budget-related applications will be integrated into a fully and truly cloud based infrastructure to form an end-to-end suite of systems comprised of equivalents of the GMIS, eBudget, FAPS, eTAILS, BPMS, and others, with functionalities fully compatible with the Unified Account Code Structure (UACS) and other pertinent policy changes.
- *Electronic Library System (eLibrary)*. organized collection of digitized material or it's holding in the digital form. The DBM is in the process of reviewing current eLibrary System of the National Library for it's possible adoption.
- *Open Budget Data Initiative (OBDI)*. begins with the digitization of budget data which will be undertaken through the document scanning system already instituted as part of the DMS. The next step is the automation of the process whereby the data is normalized into a uniform format that will facilitate data storage, indexing, retrieval, and analysis.
- *Other innovations as may arise over the course of the engagement.*

### 5. Team Composition

Position	Time Required & Number of Shifts	Per Shift	Total	General Description	Job	Qualifications and Certifications
Technical Manager (Software Maintenance and Development)	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7AM to 6PM. Must be On-Call 365x24x7	n/a	1	<ul style="list-style-type: none"> <li>- Assist in resolving issues regarding priority of work requests</li> <li>- Ensure availability of logistical requirements of the Project (software Maintenance Component)</li> <li>- Ensure the availability of persons knowledgeable on DBM systems and procedures</li> <li>- work closely/hand-in-hand with concerned DBM-Project Manager</li> <li>- Systems Analysis, Design, and Documentation of all existing systems</li> <li>- Perform Systems Designs for enhancement and innovations (development projects)</li> </ul>		Must have a Bachelor's Degree and at least five (5) years technical experience in the IT industry, have undertaken project management responsibility over development teams on projects which involve the development, customization, implementation, operation and support of large-scale nation-wide IT systems
Database/System Administrator	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7AM to 6PM. Must be On-Call 365x24x7	n/a	1	<ul style="list-style-type: none"> <li>- Day to Day application and database server administration</li> <li>- Installing and maintaining database management software</li> <li>- Perform upgrades and data migration</li> <li>- Manage Oracle Automatic Storage management</li> <li>- Apply one-off patches, patch set, and critical patch updates</li> <li>- Backup and</li> </ul>		Must have a College Degree, at least five (5) years experience as DBA, must be a Certified Oracle Professional/Expert (OCP) and have experiential knowledge in RedHat Linux.

					<p>Recovery</p> <ul style="list-style-type: none"> <li>- Monitoring, maintaining and managing space usage within the database and related resources</li> <li>- Documenting procedures, troubleshooting, disaster Recovery standard procedures, database design, and other DB related documentations</li> </ul>	
Dedicated Pool of Developers (On-site)		Mondays to Fridays, 7:00am to 4:00pm, 9:00am to 6:00pm	3 to 4	7	<ul style="list-style-type: none"> <li>- Primary End-User Support</li> <li>- Continuing Enhancements Implementation</li> <li>- Initiate defect correction measures to solve problems of the Applications detected through monitoring or reported through the established Helpdesk</li> <li>- Conduct training sessions and orientations as needed including knowledge and technology transfer and also provide necessary documentations</li> </ul>	<p>Must have a College Degree with minimum of three (3) years experience in computer programming and maintenance &amp; enhancement of existing IT systems. They should be <u>proficient</u> on any of the following technologies:          (Note: Each individual may have any combination of the following technical training but the total pool of staff should have the overall requirements as may be necessary to accomplish purposes to be defined by the DBM)</p> <ul style="list-style-type: none"> <li>- Basic SQL using Oracle</li> <li>- PHP web components</li> <li>- Sybase EA Server Application</li> <li>- Powerbuilder 9, 10 &amp; 11</li> <li>- .NET Framework</li> </ul>

Additional Developers (Planned and Priority Improvements/Innovations/Enhancements)	Mondays to Fridays, 7:00am to 4:00pm, 9:00am to 6:00pm	TBD	4	Development of priority improvements, innovations and major enhancements	Must have a College Degree with at least three (3) years experience in computer programming and should be <u>proficient</u> in Java 2SE, Java Web services, J2EE, PHP web components, XML (Note: Each individual may have any combination of the following technical training but the total pool of staff should have the overall requirements as may be necessary to accomplish purposes to be defined by the DBM)
Additional Developers (Contingency Requirements)	n/a	TBD	5	Development of additional priority improvements/new requirements	Must have a College Degree with at least three (3) years experience in computer programming and should be <u>proficient</u> in Java 2SE, Java Web services, J2EE, PHP web components, XML (Note: Each individual may have any combination of the following technical training but the total pool of staff should have the overall requirements as may be necessary to accomplish purposes to be defined by the DBM)

## **B. Network**

### ***1. Existing Network Infrastructure Plan***

The current DBM network infrastructure covers linkages for main offices in different buildings in manila and sixteen (16) regional offices, and consists of internet links, wireless access points and modems, phones systems, providing secure access to key services such as internet, e-mail, web and proxy, DBM software system applications and database servers, DBM shared storage devices and network-attached storage, and data center equipment and peripherals.

The current network infrastructure and an inventory of the existing assets may be found here attached as Annexes 1 thru 5.

### ***2. General Scope of Services***

The succeeding list is not exclusive. Among the services that will be performed by the Consultant are:

- *Consultant Transition.* The Consultant shall ensure full support of the operation of the current DBM network through a transition phase upon the transfer from the former network management service Consultant.
- *Network Design and Implementation.* The Consultant shall undergo an assessment of the current DBM network infrastructure. Based on such a review, the Consultant, in coordination and consultation with pertinent DBM units, shall produce an improved design where necessary.
- *Network Reconfiguration.* The Consultant shall undertake a reconfiguration of the DBM network infrastructure based on the approved Network Design. Maintenance of existing systems will continue until all operations, data, processes, etc. are fully and successfully migrated to new systems, and even after as needed.
- *System Migration.* The Consultant will likewise be responsible for all aspects relating to system migration.
- *Network Installation.* The Consultant shall be responsible for actual network installation, deployment, and maintenance as required by the DBM. This shall include relocation and reconfiguration as reasonably required by circumstances.
- *Hardware Requirements Analysis and Definition.* Included in the Network Design, the Consultant shall render a comprehensive



Hardware Requirements Analysis which shall define network-pertinent hardware that need to be serviced, retired, or procured. The Consultant shall be available for consultation on specifications for hardware, peripherals, and related software, as the need arises.

- *Network and Asset Management.* The Consultant shall be the manager and administrator (under ICTSS supervision) of the network and network-related assets and services of the DBM, such as the ISP, PABX, CCTV Servers (Data Center), among others.
- *Rationalized Network Access Plan.* The Consultant, in coordination and consultation with the pertinent DBM units shall recommend and implement a plan, as approved, for varying levels of access to the DBM network (e.g. Guest, DBM Staff, DBM Staff 2, Senior Official, VIP Guest, etc.)
- *Access Point Prevalence and Signal Ubiquity.* The Consultant shall ensure that access to the network where allowed is pervasive through the DBM offices.
- *Regular Connectivity Audit.* The Consultant shall conduct a regular audit or automated log of network connectivity, signal ubiquity, bandwidth usage, data uploads and downloads, and other relevant metrics.
- *Network Security Guarantee.* The Consultant shall take all measures reasonably possible in guaranteeing the security and integrity of the network.
- *Network Improvement Roadmap.* The Consultant, as a DBM partner, shall coordinate with the pertinent DBM units in mapping out a strategic roadmap for the improvement of the DBM network infrastructure. Any changes applied to the DBM network shall take strategic goals into consideration; thus, compatibility, flexibility, and portability and similar factors must be borne in mind.
- *Network Equipment Maintenance.* The Consultant shall exercise the diligence of a good father in the maintenance of all equipment entrusted under its care.
- *Preventive Maintenance and Troubleshooting.* The Consultant shall exert all efforts against any issues arising from the network, its access, and usage. In the event that problems are encountered, the Consultant commits to vigilance and urgency

in their resolution. Remedial measures shall be undertaken by the Consultant in a timely fashion.

- *Network Contingency Measures.* The Consultant shall prepare and institute contingency measures against critical issues that may compromise the network, its access, and usage. In this wise, back-up systems in terms of network access and data storage are vital.
- *User Support.* The Consultant shall provide the gamut of user support services necessarily involved or related to network-related systems.
- *Capacity Building.* The Consultant shall cooperate and coordinate with pertinent DBM units in facilitating the use of all the relevant features of the network and network-related applications. This shall be one of the functions of the Helpdesk to be established and made constantly available by the Consultant.
- *Documentation and Technology Transfer.* The Consultant shall adopt a meticulous and transparent routine of documenting methodologies, issues, solutions, best practices, and other information that will be critical prospective educational and instructional media. Detailed documentation as required by the ICTSS shall be turned over to the latter at the end of every twelve-month period and as necessitated by circumstances.
- *Systems Coordination.* The Consultant shall ensure a seamless and effective coordination between the units in charge of the network infrastructure and software systems.
- *Network Partner.* The Consultant, as DBM partner, shall take responsibility for of all the processes related to the maintenance and development of the DBM network infrastructure (an indicative enumeration of some Regular Housekeeping Activities may be found in Annex 6) and other ICT-related matters. This is so that the DBM units can devote all their time, resources, and competence to the fulfillment of the government mandate.

### ***3. Planned Improvements***

The succeeding list is not exclusive.

- *Worldwide Interoperability for Microwave Access (WiMAX) Initiative.* Efforts will be made so that the DBM, with its regional offices, will be ready to meet WiMAX standards.

- *Regional Network Infrastructure Strengthening.* Equipment and systems in the regional require updating for greater synergy with the central office.
- *Other improvements as may arise over the course of the engagement.*

#### **4. Planned Innovations**

The succeeding list is not exclusive.

- *Tele and Videoconferencing.* A holistic infrastructure that enables effective tele and videoconferencing among the DBM central and regional offices is sought to be implemented to save on time and costs associated with travel, whenever practicable.
- *Digital Fax System.* A system which receives messages sent to assigned numbers, converts it into a digital format, and then delivers it to particular e-mail addresses is deemed practical in order to save on costs of separate lines, fax paper, toner; and to curb instances of undelivered fax messages due to high traffic.
- *Other innovations as may arise over the course of the engagement.*

#### **5. Team Composition**

<b>Position</b>	<b>Time Required &amp; Number of Shifts</b>	<b>Per Shift</b>	<b>Total</b>	<b>General Description</b>	<b>Job</b>	<b>Qualifications and Certifications</b>
Hardware/ Infrastructure Manager / Regional Network Coordination Head	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7AM to 6PM. Must be On-Call 365x24x7	n/a	1	Initiate the contact and coordination with all offices and agencies involved in the network maintenance project / Assist in resolving issues regarding priority of work requests / Provide requirements and information needed by Service Consultant / Ensure that logistical requirements of the projects are met / Ensure the availability of persons knowledgeable on DBM systems and procedure and provide available system documentation / Approve architecture and interface decisions / Review the status of the		Must have a Bachelors Degree and at least five (5) years experience in network design, implementation, server management, and maintenance of large-scale nationwide ICT system. He/she must be very efficient in report preparation/writing and business communication skills.

				<p>project and assess the team performance / Recommend issuance of certificate of acceptance / Adjust project scope of work and/or coverage as necessary / provide ICT infrastructure and hardware recommendations based on business process requirements and software specifications</p>	
System Administrator	<p>Mondays to Fridays regardless of holidays on the following shifts: 6AM-3PM, 2PM-11PM and 10PM-6AM)</p>	1	3	<p>Analyzing system logs and identifying potential issues with computer systems / Introducing and integrating new technologies into existing data center environments / Performing routine audits of systems and software / Performing backups / Applying operating system updates, patches, and configuration changes / Installing and configuring new hardware and software / Adding, removing, or updating user account information, resetting passwords, etc / Answering technical queries / Responsibility for security / Responsibility for documenting the configuration of the system / Troubleshooting any reported problems / System performance tuning / Ensuring that the network infrastructure is up and running</p>	<p>Must have a College degree with a minimum of three (3) years technical working experience, inclusive of one (1) year residency as:</p> <ul style="list-style-type: none"> <li>- The first: a Microsoft System Engineer/Administrator (MCSE/MCSA);</li> <li>- The second: Linux Certified Engineer/Technician</li> <li>- The third: both MCSE/MCSA and Linux</li> </ul>

Network Administrator	Mondays to Fridays regardless of holidays on the following shifts: 6AM-3PM, 2PM-11PM and 10PM-6AM)	1	3	Maintains network infrastructure such as switches, routers and firewalls and diagnoses problems with these or with the behavior of network-attached computers / Monitors the performance of the network and troubleshoots any problem such as slow performance or network crashes / Works with individual users who are having network problems / Develop, install and maintain emergency systems to back up the main network server / Keeps records of all users' problems and errors as well as the steps taken to solve the problems / Control user access to network including the setup of passwords and access levels	Must have a College degree with a minimum of three (3) years technical working experience, inclusive of one (1) year residency as: - The first: CISCO Certified Network Professional (CCNP); - The second: CISCO Certified Network Associates (CCNA); - The third: Certified Network Security Professional
Desktop/Tech Support Specialist	Mondays to Fridays regardless of holidays from 9AM-6PM	3	3	Serve as liaison between the Service Consultant and DBM clients / Solve hardware and software issues for DBM clients / Educate DBM users on hardware and software procedures/ Provide feedback about DBM clients needs / Consult and/or conduct research about how product/software works / Install, configure, and upgrade hardware and software	Must have a College degree with a minimum of two (2) years technical working experience as a Microsoft Certified Desktop Support Technician (MCDST) or its equivalent, or a higher Microsoft Product Certification, CompTIA A+ Hardware is a plus.
Telephone Operator	Mondays to Fridays regardless of holidays from 8AM-5PM	1	1	Customer service and answer all IP-PBX incoming calls, direct calls to appropriate places, provide enough information to the calling persons, etc / Act as receptionist or information clerks	Must be a College graduate, familiarity with computers is essential and fluency in a English language is an asset / took courses in speech, office practice and business match/ Clear, pleasing voice and good hearing / Good reading, spelling and arithmetic skills/ Good eye-hand

					coordination and manual dexterity are useful, as is an ability to work well under pressure
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**VIII. OTHER ITEMS**

**A. Expenses**

The Contract Price paid to the Consultant (as provided for in Item V.) shall cover all expenses related to the maintenance and development of the DBM network infrastructure and software systems.

**B. Disclaimer**

There will be no employer-employee relationship between the DBM and the Consultant, nor between the former and the agents of the latter.

**C. Property of DBM**

Any and all works (including source codes) resulting from the engagement as originating from these Terms of Reference shall be the sole property of the DBM which shall be turned over whenever required by the DBM.

**D. Warranty**

The Consultant warrants that its personnel are properly supervised and technically competent to provide and conduct the required scope of work as originating from these Terms of Reference. The DBM may demand for replacement of the Consultant’s personnel if the performance and/or knowledge level is found below the expectation for the required services.

**CONSULTANT QUALIFICATION**

Corporate Profile

Please identify all organizational components and other companies or organizations with which you are affiliated, including subsidiaries, which may be directly or indirectly a party to this proposed contract with the Government.

Conflicts of Interest

Please identify any potential conflicts of interest that may exist related to conducting business with the Government.

Experience

Please provide three (3) to five (5) cases which show that Consultant's qualifications meet the specifications in the Terms of Reference (TOR) with respect to Consultant Requirements (Please see VI.C. of the TOR). Please fill up the Form below, and provide supporting documents (e.g. Certifications or Letters of Recommendation from previous/existing clients), if any (optional).

**CONSULTANT'S REFERENCES**

**Minnum of Three (3), Maximum of Five (5) Completed/Ongoing Relevant Projects in the Last Five Years that Best Illustrate Qualifications**

Using the format below, provide information on each project for which your firm/entity, either individually, as a corporate entity, or as one of the major companies within an association, was legally contracted.

Project Name:		
Name of Client:		Nº of Staff:
Address:		Duration of Project:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current Philippine Peso):
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Consultant's Name: \_\_\_\_\_

## **PERSONNEL QUALIFICATION**

Please provide the Curriculum Vitae (Please see Form below) of all the Key Professional Staff the Consultant commits to deploy to the DBM for each of the positions as listed in the TOR satisfying the minimum requirements likewise provided for in the TOR.

Note: Where applicable, Curriculum Vitae should also be provided for positions for which substitutes are required (see VI.C. of the TOR).

Note: Contents should be sequenced and formatted in such a way that it is readily apparent that the minimum requirements for each position/job description are complied with.

### **FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED KEY PROFESSIONAL STAFF**

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Proposed Position: \_\_\_\_\_

Name of Staff: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Membership in Professional Societies: \_\_\_\_\_

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#### **Key Qualifications:**

*[Give an outline of staff member's experience and training most pertinent to tasks on project. Describe degree of responsibility held by staff member on relevant previous projects and give dates and locations. Use about half a page.]*

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#### **Education:**

*[Summarize college/university and other specialized education of staff members, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]*

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#### **Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of projects. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]*

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## **CONSULTANT CAPACITY**

Kindly fill out the information below using the following format thereby providing the number of Employees of the Consultant which meet the Minimum Qualifications as provided in the TOR for each Position. Kindly use the following Form: (please see sample information)

Clarification: ALL the employees which meet the specific qualifications must be provided in the table below (not just the ones to potentially be assigned to the DBM). This information will be used to get an indicative absorptive capacity of the Consultant in terms of personnel.

Position (Based on TOR Qualifications and Certifications)	Names of Employees which Meet the Qualifications	Name of Client to which the Employee in column 2 is currently deployed (State if Currently Undeployed or other relevant status)	Address, Telephone Number, and Name of Contact Person (usually Human Resources) of Client referred to in column 3
Overall Project Manager	1. Juan B. dela Cruz	ABC, Inc.	5 Kalye St., Manila. 2671984 Annie Martinez
Overall Project Manager	2. Jenny Gutierrez	DEF, Inc.	3 Eskinita Road, Quezon City 7354112 Mark Santos
Etc.	3. Etc.	Etc.	Etc.
Etc.	4. Etc.	Etc.	Etc.
Etc.	5. Etc.	Etc.	Etc.

