



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
GENERAL SOLANO ST., SAN MIGUEL, MANILA

BIDDING DOCUMENTS
FOR THE
SOFTWARE AND NETWORK
MAINTENANCE AND
DEVELOPMENT
(PART I)

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REPUBLIC OF THE PHILIPPINES
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SECTION I. REQUEST FOR EXPRESSION OF INTEREST
SOFTWARE AND NETWORK MAINTENANCE AND
DEVELOPMENT

1. The Department of Budget and Management (DBM), through the authorized appropriation under the FY 2015 General Appropriations Act, intends to apply the sum of Forty Four Million Three Hundred Forty Two Thousand Pesos (P44,342,000.00) being the Approved Budget for the Contract (ABC) to payments under the contract for Consulting Services for the Software and Network Maintenance and Development. 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 Consulting Services for the Software and Network Maintenance and Development (the Project). Detailed service requirements are indicated in the Terms of Reference (TOR) of the Project (see Annex A).
3. The DBM will hold a meeting on the eligibility documents with the interested consultants (i.e., Consulting Firm/Group) on July 23, 2015, 11:00 a.m. at the Bids and Awards Committee (BAC) Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila, which shall be open to all interested parties.
4. Interested consultants must submit their eligibility documents on or before August 6, 2015, 11:00 a.m. at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila. Applications for eligibility will be evaluated based on a non-discretionary “pass/fail” criterion.
5. The BAC shall draw up the short list of consultants from those who have submitted Expressions of Interest and have been determined as eligible in accordance with the provisions of Republic Act (R.A.) No. 9184, otherwise known as the “Government Procurement Reform Act”, and its Implementing Rules and Regulations (IRR). The short list shall consist of five (5) Interested consultants who will be entitled to submit bids. In accordance with Section 24 of R.A. No. 9184 and its IRR, the criteria and rating system for short listing are:
 - (i) Applicable experience and capability of the consultant and members, in case of joint ventures, considering both the overall experience of the firms or, in the case of new firms, the individual experiences of the principal and key staff, including the times when employed by other consultants (45 points);

- (ii) Qualification of personnel who may be assigned to the Project vis-a vis extent and complexity of undertaking (40 points); and
 - (iii) Current Workload Relative to Capacity (15 points).
6. Bidding will be conducted through open competitive bidding procedures using non-discretionary “pass/fail” criterion as specified in the IRR of R.A. No. 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.

7. The DBM shall evaluate bids using the Quality-Cost Based Evaluation (QCBE). The criteria and rating system for the evaluation of bids shall be provided in the Instructions to Consultants.
8. The contract shall be completed within one (1) year from receipt of Notice to Proceed subject to extension of one (1) year based on mid-term assessment by the DBM.
9. 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 consultant or consultants.
10. For further information, please refer to:

DBM-BAC Secretariat
Department of Budget and Management
General Solano Street
San Miguel, Manila
Tel. no. 7912000 loc. 3121
Email address: rdiaz@dbm.gov.ph
vumali@dbm.gov.ph

ATTY. JANET B. ABUEL
Undersecretary
Chairperson, DBM BAC

SECTION II. ELIGIBILITY DOCUMENTS

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CHECKLIST OF ELIBILITY REQUIREMENTS

I. Class "A" Documents –

Legal Documents

- 1. Registration certificate from:
 - Securities and Exchange Commission (SEC) - for partnerships/corporations; or
 - Department of Trade and Industry (DTI) - for sole proprietorship; or
 - Cooperative Development Authority (CDA) for cooperatives.
- 2. Mayor's Permit issued by the city or municipality where the principal place of business of the interested consultant is located;
- 3. Tax Clearance per Executive Order No. 398, series of 2005, as finally reviewed and approved by the BIR.

Technical Documents

- 4. Eligibility Documents Submission Form accompanied by the company's Secretary's Certificate or Special Power of Attorney (Use Annex B)
- 5. Statement of all Government and Private Contracts Completed which are Similar in Nature (Use Annex C)
- 6. Certificate of Good Standing and Satisfactory Completion or equivalent document (for Completed Contracts)
- 7. List of all Ongoing Government and Private Contracts Including Contracts Awarded but not yet Started (Use Annex D)
- 8. Statement of the Consultant's Nationality (Use Annex E)
- 9. Curriculum Vitae for the Proposed Professional Staff (Use Annex F)

Financial Document

- 10. Audited Financial Statements (AFS) for year 2014.

II. Class "B" Document –

Legal Documents

- 11. Valid Joint Venture Agreement (JVA) if JV is in existence or 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 event that the bid is successful.

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 consultants 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 Government of the Philippines (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 interested consultants:

(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 interested consultant is located;
- (iii) Tax Clearance per Executive Order No. 398, series of 2005, as finally reviewed and approved by the BIR.

Technical Documents

- (iv) Statement of the interested consultant 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:
 - (iv.1) the name and location of the contract;
 - (iv.2) date of award of the contract;
 - (iv.3) type and brief description of consulting services;
 - (iv.4) consultant’s role (whether main consultant, subcontractor, or partner in a JV)
 - (iv.5) amount of contract;
 - (iv.6) contract duration; and
 - (iv.7) certificate of satisfactory completion or equivalent document specified in the **EDS** issued by the client, in the case of a completed contract;
- (v) 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

- (vi) 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. Interested consultants 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 an interested consultant 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. Interested consultants shall submit their eligibility documents through their duly authorized representative on or before the deadline specified in Clause 5.

- 3.2. Interested consultants 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 interested consultant.
- 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 interested consultant.

4. Sealing and Marking of Eligibility Documents

- 4.1. Unless otherwise indicated in the EDS, Interested consultants shall enclose their original eligibility documents described in Clause 2.1, in a sealed envelope marked “ORIGINAL – ELIGIBILITY DOCUMENTS”. Each copy of 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 interested consultant 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 interested consultant 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 interested consultant 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 interested consultant 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 interested consultant unopened.
- 7.2. An interested consultant 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 interested consultant concerned. An interested consultant 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. An interested consultant 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 interested consultant’s representatives who choose to attend, at the time, on the date, and at the place specified in the **EDS**. The interested consultant’s 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 interested consultant. If the withdrawing interested consultant’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. 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 interested consultant;
- (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.

8.4. The eligibility of each interested consultant shall be determined by examining each consultant'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 an interested consultant 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 an interested consultant 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 interested consultant concerned as "eligible." If an interested consultant 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 interested consultant 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 interested consultants 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 interested consultants 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 consultants shall be opened and considered for award of contract. These short listed consultants, 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.

10. Protest Mechanism

Decision of the procuring entity at any stage of the procurement process may be questioned in accordance with Section 55 of the IRR of R.A. No. 9184.

SECTION III. ELIGIBILITY DATA SHEET

Eligibility Documents	
1.2	No further instructions.
1.3	No further instructions.
2.1 (a)(i)	For corporations/partnerships: the following shall also be submitted: Latest Articles of Incorporation/Partnership By-Laws duly approved by the Securities and Exchange Commission.
2.1 (a)(iv)	The List of all Ongoing Government and Private Contracts Including Contracts Awarded but not yet Started shall include all such contracts prior to June 23, 2015 (see Annex D for format). Likewise, the Statement of all Government and Private Contracts Completed which are Similar in Nature shall be submitted (see Annex C for format).
2.1 (iv.7)	Proponent must show certification or any equivalent document from each of their client, as stated in the Statement of Completed Contracts form, that they are in good standing and have implemented similar projects (clause 9.1) to their client's expectations. This particular requirement of submitting certification or equivalent document shall only apply to contracts that are similar in nature to the project at hand.
4.1	Each interested consultant shall submit one (1) original and two (2) copies of its eligibility documents.
4.3(c)	Department of Budget and Management Bids and Awards Committee DBM Building III, Ground Floor General Solano St., San Miguel, 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 BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila.
8.1	The deadline of submission of eligibility documents is August 6, 2015, 11:00 a.m., at the above-mentioned address.
9.1	Similar contracts shall refer to development and maintenance of software systems and the management of the support network.

9.2	<p>The BAC shall rank the consultants in descending order based on their total scores considering the criteria presented below, and identify the top five (5) eligible consultants as short listed consultants. 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> <p>Scoring shall be based on eligibility documents submitted considering the following evaluation criteria:</p> <ul style="list-style-type: none"> (i) Applicable experience and capability of the Consultant and members, in case of joint ventures, considering both the overall experience of the firms or, in the case of new firms, the individual experiences of the principal and key staff, including the times when employed by other consultants (45 points); (ii) Qualification of personnel who may be assigned to the Project vis-a-vis extent and complexity of undertaking (40 points); and (iii) Current workload relative to capacity (15 points). <p>The minimum score required for each criterion is as follows:</p> <ul style="list-style-type: none"> (i) Applicable experience of the firm or firms in a joint venture (23 points); (ii) Qualification of personnel (20 points); and (iii) Current workload relative to capacity (7 points).
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TERMS OF REFERENCE
Software and Network Maintenance and Development

I. BACKGROUND

The ICT Support Systems of the DBM consists of 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 functions of the DBM.

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

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

The Consultant shall be rendering services related to the development, administration, maintenance and improvement 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 development and maintenance 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 value-added mandates.

III. **PREFATORY DEFINITIONS**

- *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 PABX, 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.
- *Public Financial Management System* 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 (TOR).

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 mid-term 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 FOUR MILLION THREE HUNDRED FORTY-TWO THOUSAND (P44,342,000.00). The contract price is inclusive of sixteen percent (16%) provision for additional contingency personnel beyond those defined in Item VI.C. Additional contingency personnel shall be based on the determination of ICTSS and upon

submission of written request to the Consultant. 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, including 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), shall be billed by the Consultant at the end of each month attaching a report as required by the ICTSS.
- Fees for Contingency Personnel (based on actual service as required by ICTSS evidenced by a written request to the Consultant),

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 to 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 TOR.

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 TOR or as otherwise agreed upon. These shall be for the account of the Consultant.

C. **Consultant Requirements**

Based on the succeeding 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; and
- 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.

On the other hand, the Consultant shall provide immediate remedial replacement should anyone of its consultants cannot report for work for personal reasons or otherwise.

The Consultant shall initiate, perform and conduct at least twice in each year of the contract a DBM-Regional Offices ICT-related activities, such as network security review, core network installation maintenance and cable harnessing, technology update & briefing, documentation and helpdesk support services for all ICT assets under the supervision of the ICTSS counterpart manager. Activities described in Annex 1 - Regular Housekeeping Activities. The initial Regional activities shall commence three (3) months after the inception of the Contract. The succeeding Regional on-site preventive and maintenance activities schedule will be agreed upon by both parties.

All Consultant's travel/s to DBM offices outside of Metro Manila shall be complemented and supported by DBM-ICTSS personnel when necessary. All travel-related cost of the DBM-ICTSS personnel shall be solely borne by DBM.

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 disruption in the operations and developments being undertaken by the DBM:

- 1 Database Administrator (see VII.A.5.)
- 1 Network Administrator (see VII.B.5.)
- 1 Systems Administrator (see VII.B.5.)

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 TOR and reasonably related purposes. The Position and Personnel may also be subject to change as is reasonable, upon the agreement of the parties (e.g., Instead of 2 Network Administrators and 3 System Administrators, it may be changed to 3 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 bundy, blotter, and/or biometric systems) as defined by the Human Resources Development Division 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

Position	Time Required & Number of Shifts	Per Shift	Total	General Job Description	Qualifications and Certifications
Overall Project Manager	Flexible time schedule and must be available during set meeting. Must be On-Call 365x24x7	n/a	1	To be responsible for all matters and commitments relating to DBM applications and all ICT concerns; To carry out the functions and responsibilities of the Technical Team Leader and/or Infrastructure Team Leader when the latter two are unable to fulfill the same for whatever reason.	Must have either a Master's degree in IT-related disciplines or sufficiently equivalent work experience to be determined by the ICTSS, and at least five (5) years cumulative working experience in the support, maintenance, development and deployment of complex mission-critical applications relating to software development particularly in budget, accounting and financial management applications and accounting patterns and e-Government application development, network infrastructure, project management, human resource and service management based on best practices and industry standards. He/she must be very efficient in report preparation/writing and business communication skills.

Business Analyst	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7 a.m. to 6 p.m.	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 three (3) 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 and quality assurance for related applications and systems. He/she must be very efficient in business communication skills.
Systems Analyst/ 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 7 a.m. to 6 p.m.	1	2	Participate in the Preliminary user testing (black box testing) when necessary. Establish and maintain system documentation for both application and network systems. Work with the Business Analyst to provide recommendations based on business process and requirements. Responsible for document security, for assigning access, and for removing obsolete documents. Prepare monthly report and support documents to the monthly recurring charges.	At least three (3) years experience in system documentation relating to budget, accounting, and financial management applications and accounting patterns and e-Government application development is a premium; with background in Systems Analysis and in performing preliminary user testing for related applications and systems.
Helpdesk Support	Mondays to Fridays, regardless of holidays, 7 a.m.- 4p.m.; 9 a.m.- 6 p.m. and Saturdays 9 a.m. to 6 p.m.	1	2	Primary contact point for user inquiries, requests and problems; routing and dispatching of appropriate technical concerns; Solve basic hardware and software issues for DBM user request.	Must have a College degree with a minimum of three (3) 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

Offsite Subject Matter Expert	N/A	N/A	1	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	Must have a College degree with a minimum of three (3) years technical working experience, inclusive of one (1) year residency as: - One (1) CISCO Certified Network Professional (CCNP)
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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 necessity considering relevant circumstances (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 developing new systems.

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:

- *Online Submission of Budget Proposal (OSBP) provides data entry facility of budget proposals for all national government agencies.*
- *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.*
 - National Expenditure Program (NEP), this contains the details of spending for each department and agency by program, activity or project, and is submitted in the form of a proposed General Appropriations Act.

- Budget of Expenditures and Sources of Financing (BESF), this contains the macroeconomic assumptions, public sector context (including overviews of LGU and GOCC financial positions), breakdown of the expenditures and funding sources for the fiscal year and the two previous years.
- *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.
 - PSIPOP is an online application that allows National Government Agencies to access their respective plantilla through web and edit position of the incumbent
 - Staffing Summary, this contains a summary of the staffing complement of each department and agency, including number of positions and amounts allocated for the same.
- *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.
- Unified Reporting System (URS) facilitates online submission of Budget Execution Documents (BEDs) and Budget Financial Accountability Reports (BFARs).
- UACS Repository is an application that monitors of all request form for new, deactivation and reactivation of UACS codes. Additionally, it is the storage of all UACS codes being used by DBM information systems. Enhancements of this system will be given by the UACS administrator to improve its functions and performance.
 - UACS website contains related information to UACS implementation in the Philippines (e.g. UACS manual, UACS primer) intended as guide and reference for all users in the National Government including Constitutional Offices, State Universities and Colleges (SUCs), and GOCCs as well as the general public.
- *eAppropriation System (eAppro)* is a web-based application used to edit Budget Expenditures during budget legislation. This application will be utilized by the two legislative bodies, the Senate and the House of Representatives.
- *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.

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 Comprehensive Human Resource Information System (CHRIS) 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. Data warehousing may be considered in the design of different applications where applicable, in such a way that the data set can be used in multi-year reporting and data analysis, more particularly to OSBP and BPMS.
- *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. Testing and Quality Assurance shall be undertaken after each development/ enhancement.
- *System Migration.* The Consultant will likewise be responsible for all aspects relating to system and data 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 within normal working hours (Monday- Friday, 7 a.m. – 6 p.m.) 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 ICTSS 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*. There is a need to incorporate GMIS functionality to CHRIS. CHRIS is envisioned to provide the Philippine National Government with a comprehensive integrated human resource management information system. The following are the initial pilot agencies:
 - Department of Budget and Management (DBM)
 - Bureau of the Treasury (BTr)
 - Bureau of Internal Revenue (BIR)
 - Department of Finance (DOF)
 - Commission on Audit (COA)

Assuming that the 5 Pilot Agencies' "go-live" is achieved, below is the list of government agencies being considered for succeeding roll out:

- Department of Education (DepEd)
- Department of Foreign Affairs (DFA)
- Department of Interior and Local Government (DILG) - Philippine National Police (PNP)
- Department of National Defense (DND) - Armed Forces
- Department of Science and Technology (DOST)
- Department of Public Works and Highways (DPWH)
- Department of Social Welfare and Development (DSWD)
- Civil Service Commission (CSC)
- Department of Justice (DOJ)
- Office of the President (OP)
- Office of the Vice President (OVP)
- Bureau of Customs (BOC)
- Department of Environment and Natural Resources (DENR)

If CHRIS will not be implemented, enhancement of GMIS will be necessary to make it UACS compliant.

- *eBudget System*. The eBudget System facilitates releasing and monitoring of allotment and cash programs. Additional requirements are as follows:
 - Improvement of General Ledger for the use of the other system such as URS and dashboard, among others.
 - Inclusion of Location Code where to release the fund.
 - Conversion of eBudget from Powerbuilder based-system to Java based-system.
- *Unified Reporting System (URS)*. The URS facilitates online submission of Budget Execution Documents (BEDs) and Budget Financial Accountability Reports (BFARs).
 - Integration of eBudget to URS, particularly the allotment releases and cash allocation
 - can handle multi-year data
- *Security Module*. Development of an integrated Security Module for all Applications to make it more efficient, robust, resilient and flexible.
- *Online Submission of Budget Proposal (OSBP)*.

- Inclusion of Four (4) BP Forms (BP 203, BP 203A, BP 206 B and BP 206 B.1) that will require a separate database in order to accommodate locally funded and foreign assisted projects and profile.
- Conversion of OSBP Powerbuilder based-system into Java based-system.
- Revision of OSBP to conform in the implementation of Program Expenditure Classification (PREXC) for the 2017 budget preparation, including all other requirements as defined in the Budget Call.
- Inclusion of Government-Owned and/or Controlled Corporations (GOCCs) with subsidy from the National Government.
- DBM Website. DBM website provides information to the public about the effective and efficient use of government resources for national development and the different functions and engagement of the agency (e.g., Internal Revenue Allotment (IRA) microsite, Bid Opportunities, Issuances, Announcements). The Consultant is expected to provide assistance in the enhancement and modification of the DBM website in accordance to the Government Website Template (GWT) and other requirements as maybe needed.
- Other improvements as may arise over the course of the engagement.

4. ***Planned Innovations***

The succeeding list is not exclusive.

- Adoption and implementation of *Comprehensive Human Resources Information System (GMIS+CHRIS)*.
Operation of GMIS will be terminated once CHRIS is in place.
- Implementation of Service Oriented Architecture (SOA) across its various applications to promote interoperability, functionality sharing and reuse, and improved integration process. This shall equip ICTSS in handling system and technology updates, versioning, and modernization. Implementation of new policies, rules, standards and pertinent changes can also be easily applied to the system.
- Implementation of Business Process Modelling (BPM) in select process-intensive systems to visually and more descriptively document business activities, information flows, data storage, and systems of DBM for improvement of process communication and operational efficiencies. This shall enable the ICTSS to easily view, assess and track the business activities and the corresponding information needed in executing the aforementioned activities.
- Other innovations as may arise over the course of the engagement.

5. **Team Composition**

Position	Time Required & Number of Shifts	Per Shift	Total	General Job Description	Qualifications and Certifications
Technical Team Leader	Mondays to Fridays on full-time basis on a flexible time schedules from 7AM to 6PM. Must be On-Call 365x24x7	n/a	1	<ul style="list-style-type: none"> - Assist in resolving issues regarding priority of work requests - Ensure availability of logistical requirements of the Project (Software Maintenance Component) - Ensure the availability of persons knowledgeable on DBM systems and procedures - work closely with concerned DBM-Project Manager - Systems Analysis, Design, and Documentation of all existing systems - Perform Systems Designs for enhancement and innovations (development projects) 	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 Administrator	Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7 a.m. to 6 p.m. Must be On-Call 365x24x7	n/a	1	<ul style="list-style-type: none"> - Day to Day application and database server administration - Installing and maintaining database management software - Perform upgrades and data migration - Manage Oracle Automatic Storage management - Apply one-off patches, patch set, and critical patch updates - Backup and 	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 or equivalent

				<p>Recovery</p> <ul style="list-style-type: none"> - Monitoring, maintaining and managing space usage within the database and related resources - Documenting procedures, troubleshooting, disaster Recovery standard procedures, database design, and other DB related documentations 	
Dedicated Pool of Developers (On-site)	<p>Regular Schedule: Mondays to Fridays, 7 a.m. to 4 p.m., 9 a.m. to 6 p.m.</p> <p>Note: Regular schedule may change subject to DBM request</p>	4	8	<ul style="list-style-type: none"> - Primary End-User Support - Continuing Enhancements Implementation - Initiate defect correction measures to solve problems of the Applications detected through monitoring or reported through the established Helpdesk - Conduct training sessions and orientations as needed including knowledge and technology transfer and also provide necessary documentations 	<p>Must have a College Degree with minimum of three (3) years experience in computer programming, maintenance & enhancement of 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"> - Basic SQL using Oracle - PHP web components - Sybase EA Server Application - Powerbuilder 9, 10 & 11 - .NET Framework - Java
Additional Developers (Planned and Priority Improvements/Innovations/Enhancements)	<p>Mondays to Fridays regardless of holidays, on full-time basis at least eight (8) hours a day on a flexible time schedules from 7 a.m. to 6 p.m.</p>	TBD	7	<p>Development of priority improvements, innovations and major enhancements</p>	<p>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)</p>

B. Network

1. *Existing Network Infrastructure Plan*

The current DBM enterprise network infrastructure covers linkages for main offices in different buildings in Central Offices and sixteen (16) Regional Offices, and consists of Multiprotocol Label Switching System (MPLS) and internet links, wireless access points and modems, local and cloud-hosted PABX phones systems, providing secure access to key services such as internet, 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 4H.

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 in 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 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 all of 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 so that the DBM units can devote all their time, resources, and competence to the fulfillment of the government mandate.
- Inter-Agency Network Collaboration.

3. ***Planned Improvements***

The succeeding list is not exclusive.

- *Regional Network Infrastructure Strengthening.* Equipment and systems in the regional office require regular 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.
- Harmonized, rationalized and integrated ICT plans and resources of multi-agency within Malacañang Complex comprising of the following networks and systems:

1. Open Network – Unsecured wireless network for research (sites blocked in the private network), media partners, guests and employees
2. Private Network – Restricted and secured wired and wireless network dedicated for all official communications only
3. Close Network – A highly secured and restricted network dedicated to process all confidential communications
4. Telephone Network – A network for land and mobile voice communications
5. TV Network – IPTv broadcast of with additional channels such as Government Channel, Information channels, etc.
6. Radio Network – Radio communications system based on IP and trunk technology
7. CCTV Network – Video security surveillance and monitoring
8. ID System – Physical and virtual security
9. Open and TV Infrastructure – Backbone infrastructure to be shared by the Open and TV Network

The agencies involved are:

1. Department of Budget and Management (DBM)
2. Presidential Management Staff (PMS)
3. National Security Council (NSC)
4. Presidential Communication Operations Office (PCOO)

5. Presidential Communication Development and Strategic Planning Office (PCDSPO)
6. Procurement Service (PS-DBM)
7. Radio and Television Malacañang (RTVM)
8. Kagawaran ng Wikang Filipino (KWF)
9. Philippine Commission on Women (PCW)
10. Presidential Security Group (PSG)

- Other innovations as may arise over the course of the engagement.

5. *Team Composition*

Position	Time Required & Number of Shifts	Per Shift	Total	General Job Description	Qualifications and Certifications
Infrastructure Team Leader	Mondays to Fridays on full-time basis on a flexible time schedules from 7 a.m. to 6 p.m. 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 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	Must have a College Degree and at least five (5) years aggregate experience in network design, implementation, server management, telephony and maintenance of large-scale nationwide integrated ICT system. He/she must be very efficient in report preparation/writing and business communication skills.

*System Administrator	Mondays to Fridays regardless of holidays on the following shifts: 6 a.m. – 3 p.m., 2 p.m. – 11 p.m. and 10 p.m. – 6a.m.) On call during weekend.	1	3	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	Must have a College degree with a minimum of three (3) years technical working experience, inclusive of one (1) year residency as: - Two (2) Microsoft System Engineer/ Administrator (MCSE/MCSA); - One (1) Linux Certified Engineer/Technician
* Network Administrator	Mondays to Fridays regardless of holidays on the following shifts: 6 a.m. - 3 p.m. and 2 p.m. – 11p.m.	1	2	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: - One (1) CISCO Certified Network Associate (CCNA); - One (1) Certified Network Security Professional

Desktop Administrator	Mondays to Fridays regardless of holidays from 7 a.m.-4 p.m. and 10 a.m. -7 p.m. Note: Regular schedule may change subject to DBM request	1 to 2	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 8 a.m.-5 p.m.	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 math/ Clear, pleasing voice and good hearing / Good reading, spelling and arithmetic skills/ Good eye-hand coordination and manual dexterity are useful/with ability to work well under pressure

* One (1) Network Administration and/or System Administration will render services during Saturdays and Sundays in three (3) shifts (6 a.m.-3 p.m., 2 p.m.-11 p.m. and 10 p.m.-7 a.m.).

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 broken down as follows:

- a. 84% for the Fixed monthly recurring fee (for 32 personnel)
- b. 16% for the additional contingency personnel (based on actual service as determined by the ICTSS through a written request to the Consultant)

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 TOR 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 TOR. 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.

ELIGIBILITY DOCUMENTS SUBMISSION FORM

[Date]

Department of Budget and Management

Bids and Awards Committee
Building III, Gen. Solano St.
San Miguel, Manila

Ladies/Gentlemen:

In connection with your Request for Expression of Interest dated *[insert date]* for Software and Network Maintenance and Development, *[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

**Statement of all Government and Private Contracts Completed
which are Similar in Nature**

Business Name: _____

Business Address: _____

Name of Client	Date of the Contract	Kinds of Consulting Services	Amount of Contract	Date of Delivery	End User's Acceptance or Official Receipt(s) Issued for the Contract
<u>Government</u>					
<u>Private</u>					

Submitted by : _____
(Printed Name and Signature)

Designation : _____

Date : _____

Instructions:

- a) Projects should be completed within the two (2) years immediately preceding July 23, 2015.
- b) Completed contract:
 - (i) If there are more than twenty (20) similar completed contracts in a year, state at least 20 completed contracts for said year.
 - (ii) If there are 20 or less similar completed contracts in a year, state all completed contracts for said year.
 - (iii) If there is no similar completed contract in a year, state none or equivalent term. This shall not be a basis for disqualification.

**List of all Ongoing Government and Private Contracts Including
Contracts Awarded but not yet Started**

Business Name: _____

Business Address: _____

Name of Client	Date of the Contract	Kinds of Consulting Services	Value of Outstanding Contracts	Date of Delivery
<u>Government</u>				
<u>Private</u>				

Submitted by : _____
(Printed Name and Signature)

Designation : _____

Date : _____

Instructions:

- i. State all ongoing contracts including those awarded but not yet started (government and private contracts which may be similar or not similar to the project being bid) prior to July 23, 2015.
- ii. If there is no ongoing contract including awarded but not yet started as of the aforementioned period, state none or equivalent term.

STATEMENT OF THE CONSULTANT'S NATIONALITY

Department of Budget and Management

Bids and Awards Committee
Building III, Gen. Solano St.
San Miguel, Manila

Ladies/Gentlemen:

In compliance with the requirements of the Department of Budget and Management – Bids and Awards Committee (DBM BAC) for the bidding of the Software and Network Maintenance and Development, I/we hereby declare the following:

1. [Select one and delete the rest].

[If domestic entity consultant] That (Name of the consultant) is a domestic sole proprietorship/partnership/corporation/joint venture organized or formed under the laws of the Philippines;

[If foreign entity consultant] That (Name of the consultant) is a foreign sole proprietorship/partnership/corporation/joint venture organized or formed under the laws of the (Name of the country);

[If foreign entity consultant] That (Name of the consultant) is registered with the Securities and Exchange Commission and/or any agency authorized by the laws of the Philippines;

2. That the following are/is the proposed Personnel:

Name of Proposed Personnel	Proposed Position	Nationality	Proof of Identification
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

3. That attached herewith are the Curriculum Vitae of the above-mentioned personnel (*Annex/es _____*); and

4. That the undersigned is/are the authorized representative/s for this public bidding as evidenced by herewith attached notarized authority.

Very truly yours,

Signature: _____

Name and Title of Authorized Signatory: _____

Name of Consultant/Company: _____

Address: _____ Contact No/s. _____

(Note: Please attach the notarized authority of the consultant's representative for the public bidding for this project)

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

FIRM'S PROFILE

Name of Firm		
Form of Organization	Year Established	
Business Address		
Principal Contact Person		
Telephone Number	Fax Number	Email
General Description and Technical Capabilities		

Field of Specialization and Type of Services

Field	Service Provided	Experience (No. of Years)

Company Officers and Key Personnel

Name	Position	Education	Expertise	Years with Firm	Age

Current Number of Personnel

Position	Number		
	Full time	Part time	Total

Awards, Certifications, Relevant Distinctions

Name	Given By	Date

Signature: _____

Name and Title of Authorized Signatory: _____

Name of Consultant/Company: _____

CURRICULUM VITAE (CV) FOR PROPOSED KEY PROFESSIONAL STAFF

Proposed Team:		<i>Please check:</i>			
		<input type="checkbox"/>			
		Key Personnel	<input type="checkbox"/>	Staff	
Name of Position:					
Personal Information					
Name of Staff					
Address		Contact No.		Email Address	
Date of Birth				Civil Status	
		Citizenship			
Work Experience (start from the current employment)					
Company Name	Inclusive Dates		Total (Years, Months)	Position Title	Actual Duties and Responsibilities
	From	To			

Current Workload *(include workload or projects from other companies, if any)*

Company Name	Inclusive Dates		Total <i>(Years, Months)</i>	Position Title	Actual Duties and Responsibilities
	From	To			

Relevant Training *(start from the most recent)*

Course Title	Inclusive Dates		Location	No. of Hours	Conducted / Sponsored by
	From	To			

Education *(start from the most recent)*

School	Inclusive Dates		Degree Course	Scholarships / Academic Honors Received
	From	To		

Certificates, Other Credentials

Title	Date Received

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and experience.

Date: _____

Signature

Republic of the Philippines

gppb