

**PROCUREMENT FOR THE DEVELOPMENT AND DEPLOYMENT OF DOCUMENT TRACKING
AND PROCESSING MONITORING SYSTEM**

ABC – Php1,500,000.00

Item	Specification	Comments
GENERAL REQUIREMENTS		
	1. The bidder must be a valid registered organization in existence for a minimum of four (4) years	
	2. The bidder must be an Information Technology company	
	3. The bidder must have a completed Single Largest Contract of similar nature within the last 2 years amounting to at least fifty percent 50% of the ABC of the item being bid.	
	4. The bidder must be Platinum PhiGeps accredited.	
SYSTEM REQUIREMENTS		
Modules		
Account Management & Security	<ol style="list-style-type: none"> 1. The system must have creation and maintenance for user accounts and access role definition. 2. The system must have a group management to create groups with role access to folders 3. The system must have optional “view-only” access for “guest” users but limited only to documents designated as “public”. 4. The system must provide password reset tool. 5. The system must allow business units to secure their respective document collections. 	
Records Management	<ol style="list-style-type: none"> 1. The system must provide module for identifying, classifying, storing, securing, retrieving, tracking, and archiving documents. 2. The system must be able to ingest and provide records management support for all typical digital document and file types (e.g., .doc, .xls, .ppt, .pdf, .htm, .txt, and including photo, image, email, audio and video files). 3. The system must provide creation and management of private, shared, and public folders. 4. The system must have ability to define access and action permissions/restrictions for specific folders. Non-public folders must be restricted from guest access by default. 	

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	<ol style="list-style-type: none"> 5. The system must be capable of uploading single or bulk scanned documents and other digital file types including emails. 6. The system must be capable of optical character recognition (OCR). 7. The system must provide classification by original metadata extracted from uploaded artifacts (i.e., document/file properties). 8. The system must provide automatic indexing of document text extracted via OCR or captured via transcription, to allow keyword or phrase searches against document content. 9. The system must provide document tagging to allow classification by “user-defined” document tags/keywords with no limit on the number of “user-defined” tag fields), to enable database mining when information is needed. 10. The system must provide ability for grouping of “user-defined” tags according to business need, for ease of use when classifying documents or displaying document profile. 11. The system must provide document linking capability to organize documents in logical form. 12. The system must provide document version controlling to provide check-in/check-out to restrict document from being overwritten or deleted. 	
<p>Search and Retrieval Management</p>	<ol style="list-style-type: none"> 1. The system must allow browser-based access to documents. 2. The system must be able to search documents based on content using keywords and/or phrases, with ability to drill down search results through multi-level filtering using document metadata (e.g., file name, document type) and custom user tags (e.g., title, subject matter, reference number, custodian). 3. The system must provide a display list for search results or folders where items can be filtered, sorted, and selected for further handling, to include tagging, and copying/moving to another user-specified folder. 4. The system must provide ability to define data to be included for document list display, filtering, and sorting. 5. The system must include built-in browser-based viewing to provide quick document visibility and 	

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	<p>keyword search without need for a 3rd-party native application that requires download.</p> <ol style="list-style-type: none"> 6. The system must allow document annotation and/or redaction without altering the original document. 7. Document download, printing and export must be permissible. 	
<p>Report Generation Management</p>	<ol style="list-style-type: none"> 1. The system must provide the generation of various reports needed or required by the agency based on the supplied information or data submitted and uploaded, to include but not limited to document lists and tally/pivot reports. 2. The system must provide on-demand administrative reports or audit logs pertaining to document access and group/user activity. 	
<p>Workflow Management</p>	<ol style="list-style-type: none"> 1. The system must provide workflow tools for modeling routine operational processes, to include actions for document upload, routing, review, tagging and classification, annotation, signature capture, and filing. 2. The system must provide ability to save workflow template for reuse. 3. The system must provide selection of a workflow template to start a task, with ability to progress to next action and flag a task as complete when done. 4. The system must provide a unique routing identifier for each routing task started. 5. The system must provide ability to designate specific user/group participants (i.e., static, and/or as needed during routing), including assigning roles and permissions. 6. The system must provide ability to notify participants regarding pending tasks through email and/or dashboard. 7. The system must have ability for document viewing, searching, filtering, and sorting. 8. Document access must be restricted only to routing participants. 9. The system must provide ability for user signature management. 10. The system must provide definition of document signatories, including placement and order/hierarchy of signatures. 11. The system must provide capability for online capture of electronic PKI signatures and the production of digitally certified signed documents. 	

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	12. The system must provide ability for activity tracking and visibility to workflow progress through dashboard and/or reporting.	
Features and Functions		
	<ol style="list-style-type: none"> 1. The DTPMS must be web-based. 2. The DPTMS must be able to store scanned documents as attachment per transaction 3. The DPTMS must be able to track and monitor documents and its corresponding status 4. The DPTMS must be able to embed digitally certified signatures for end-users if needed. 5. The DPTMS must be responsive web design 6. All DPTMS modules must be seamlessly integrated. 	
System Platform		
	<ol style="list-style-type: none"> 1. Must run under the minimum hardware specifications: <ol style="list-style-type: none"> a. Microsoft Windows Server 2016 and above (Server) b. Multi-core x64 compatible processors c. 16 GB RAM memory d. 4 TB hard disk 2. DTPMS must be web-based 3. DTPMS must be compatible with the following web browsers: <ol style="list-style-type: none"> a. Microsoft Internet Explorer (highly Recommended) b. Firefox c. Chrome d. Safari 	
Development and Deployment		
	1. The bidder must complete development and deployment within 30 days upon acceptance of Notice to Proceed	
Project Team		
	<ol style="list-style-type: none"> 1. The bidder must provide a dedicated development team composed of the following: <ol style="list-style-type: none"> a. Project Manager b. Business Analyst 	

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	<ul style="list-style-type: none"> c. Developer 2. The bidder must provide latest Curriculum Vitae of their Project Manager, Business Analyst and Developers for credential review of DDB 	
Warranty and Support		
	<ul style="list-style-type: none"> 1. The bidder must provide one (1) Year warranty and Support upon project sign off. <ul style="list-style-type: none"> a. Warranty includes fixes for system bugs, issues, and system errors. b. Assistance in document management workflow creation c. Resolution can be delivered in the form of remote and/or on-site resolution 	
Knowledge Transfer		
	<ul style="list-style-type: none"> 1. Contractor must conduct training to DDB identified end users and administrators. 2. Training must provide the following: <ul style="list-style-type: none"> a. End-User Manual b. Administrator Manual 3. Contractor must serve as the subject matter expert during conduct of workshops for system roll out. 	
DELIVERABLES		
	<ul style="list-style-type: none"> 1. The following deliverables must be achieved with the implementation of the required solution: <ul style="list-style-type: none"> a) Attain the business objectives/requirements stated in the technical requirement b) Reports must be drawn from a single source c) Employ latest technology where applicable to the proposed solution d) Propose an innovative solution that can accommodate future requirements/enhancement of the agency e) Ensure the solution is logical and can be integrated to DDB’s current systems. f) Ensure data integrity and data security by implementing quality control procedures and data entry levels 	
SERVICE LEVEL AGREEMENT		

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	<ol style="list-style-type: none"> 1. The Inception Report shall be delivered fifteen (15) calendar days from receipt of Notice to Proceed. <ol style="list-style-type: none"> a) 1/10th of 1% of the total contract cost shall be imposed per day of delay. 2. The DTPMS shall be delivered and made operational within thirty (30) calendar days upon receipt of Notice to Proceed. <ol style="list-style-type: none"> a) 1/10th of 1% of the Software Development cost shall be imposed per day of delay. 3. Knowledge transfer (Training, training manuals and training certificates) shall be provided for DDB personnel by the CONTRACTOR before the end of the contract period provided that the system is accepted. <ol style="list-style-type: none"> a) 10th of 1% of the total contract cost shall be imposed per day of delay. 4. The CONTRACTOR shall respond to the problem within two (2) business hours after it was reported by the DDB thru telephone or email and solution delivery shall be in the form of telephone, electronic and/or on-site. <ol style="list-style-type: none"> a) 1/10th of 1% of the total contract cost shall be imposed for every hour or a fraction thereof of inability of the contractor to respond and provide commitment regarding issue resolution. b) This item shall be specific to application-related issues only. CONTRACTOR shall be given due consideration to resolve or correct issues that result from circumstances beyond their control, (e.g., loss of internet connectivity, power outages or hardware failure that result in data corruption.) c) Backup of server applications and data shall be the responsibility of DDB. 	
SPECIAL CONDITIONS OF CONTRACT		
	<ol style="list-style-type: none"> 1. The winning bidder must ensure DTPMS must be compliant for future upgrade based on identified and agreed SOW with DDB. 	

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CONFIDENTIALITY OF DATA		
	<ol style="list-style-type: none"> 1. The CONTRACTOR shall document detailed procedures/techniques in identifying systems security risks and breach(es) and how such shall be handled. 2. All project staff of CONTRACTOR shall be required to sign a non-disclosure agreement. 3. The DDB system, its components, parts and all products, product samples and specifications, data, ideas, technology, and technical and non-technical materials, all or any of which may be derived from any of the foregoing (all of which, individually and collectively, referred to as “Proprietary Information”) are confidential and proprietary to the Dangerous Drugs Board. 4. The CONTRACTOR agrees to hold the Proprietary Information in strict confidence. CONTRACTOR furthermore agrees not to reproduce, transcribe, or disclose the Proprietary Information to third parties without prior written approval of the Dangerous Drugs Board. 5. To ensure the confidentiality of all information that will come to the knowledge of the CONTRACTOR and its employees detailed with the DDB, the CONTRACTOR and its employees assigned therein shall be considered agents of the DDB. The contract that will be executed hereto shall categorically provide that the CONTRACTOR and its employees, as agents of the DDB, shall uphold strict confidentiality of any information. 6. Violation of the NDA shall be dealt with accordingly as prescribed in the Existing Philippine Laws 	
TERMS OF PAYMENT		
	<ol style="list-style-type: none"> 1. Inception Report <ol style="list-style-type: none"> a) Fifteen percent (15%) of the contract price 2. Software Development, deployment, and User Acceptance <ol style="list-style-type: none"> a) Fifty-five percent (55%) of the contract price 	

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	<p>3. Go Live, Complete Project Documentation, and Sign Off</p> <p>a) Thirty percent (30%) of the contract price</p>	
PRE-TERMINATION OF THE CONTRACT		
	<ol style="list-style-type: none"> 1. The contract for the DTPMS development may be pre-terminated by the DDB for any violation of the terms of the contract. In case of pre-termination, the CONTRACTOR shall be informed by the DDB thirty (30) days prior to such pre-termination. 2. In case of pre-termination, THE CONTRACTOR shall be liable to an additional liquidated damages equivalent to one percent (1%) of the contract price as provided for in the Government Accounting and Auditing Manual (GAAM) and forfeiture of the Performance Security. 	