

## TERMS OF REFERENCE

### **ENHANCEMENT OF THE BILLING AND REVENUE SYSTEM AND CASHIER SYSTEM OF THE ERC AND PROVISION OF SUPPORT FOR 2 YEARS**

The Energy Regulatory Commission, with its goal of continuous improvement of its collection efficiency, processes and systems, have identified to enhance its current Billing and Revenue System (BRS) and Cashier System (CS).

The Billing and Revenue System was implemented in 2013. It was designed to immediately address the need to monitor the billing and revenue collections. Its features were very limited to walk-in transactions and with limited reporting capability.

Amidst the technological advances such as portability and online applications, the Finance and Administrative Service (FAS) is in dire need to enhance the existing BRS and introduce the features like online collections (On-Coll) and online billing. Likewise, the said enhancement will carry out the concerns and observation stated in the COA ISROMs.

In this connection, the Energy Regulatory Commission (ERC) intends to engage the services of the Software Vendor that will provide enhanced version of Billing and Revenue System and Cashier System (Customized BRS-CS software for brevity) with the following detailed requirements:

#### **I. OBJECTIVE**

The general objective of the BRS and CS Enhancement is to improve the current system by including new features and functionalities and as compliance with the finding of COA ISROM.

1. Monitor the real-time status of all billing and collections;
2. Provide an online system with an online payment facility;
3. Improve the collections to capture both walk-in and online payments; and
4. Enable a more transparent system by including an enhanced auditing function/module within the system.

## II. CONTRACT PERIOD

The contract period for Enhancement of the Billing and Revenue System and Cashier System (“Customized BRS-CS software”) shall be **five (5) months** from **receipt of Notice to Proceed (NTP)** and contract period for Technical Support shall be **two (2) years** from Final Acceptance and deployment (Go Live).

## III. APPROVED BUDGET FOR THE CONTRACT

1. Fund for this engagement shall be sourced from the General Appropriation Act (GAA) for the fiscal year 2019 of the ERC.
2. The ABC for the project is **TWO MILLION FIVE HUNDRED THOUSAND PESOS (PhP2,500,00.00)** inclusive of all applicable government taxes, other fees and charges.

## IV. MODE OF PROCUREMENT

The Mode of Procurement shall be **Competitive or Public Bidding**, as specified in the 2016 IRR of Republic Act (RA) 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, and to citizens or organizations of a country that the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA 5183.

## V. QUALIFICATIONS

The Software Vendor should have the necessary experience and expertise in providing the Customized BRS-CS software:

### **Experience Requirements**

- a. Has more than 5 years of experience of end-to-end development, deployment and support of similar systems

within the private industry and, as well as, for government agencies;

- b. Has deployed similar projects developed in MS environment specified in the Technical Requirements under the Scope of Work.

## **VI. SCOPE OF WORK**

The scope of work covers the supply, delivery, and installation of a Customized BRS-CS Software, which include the following:

### **A. Project Coverage**

1. Two (2) year software warranty
2. Post-implementation support (online and offsite) which includes technical support, change requests, bug fixes and system upgrades for 2 years;
3. Three (3) days trainor's training (for system user); and
4. Two (2) days extensive technical training.

### **B. Project Detailed Specifications**

#### **1. Software Development Specifications:**

- a. System **must be** developed in Microsoft C# .NET that uses Microsoft Visual Studio Professional; Database **must be** Enterprise Microsoft SQL 2012 or higher;
- b. Utilize RESTFUL API (jQuery Ajax, AngularJS or any applicable JavaScript with REST API);
- c. User interface of the web-based application **must be** responsive to different devices such as laptops, tablets and smartphones;
- d. Use of inline database queries directly from C# code must be minimal and as needed only and use of database stored procedures are highly recommended;
- e. Two-Form Factor Authentications; and
- f. Application Programming Interface (API) enabled.

**2. Database Requirements:**

- a. The system must utilize Microsoft SQL Server as its main relational database;
- b. The system must utilize Microsoft Reporting Services as its report generator with business analytics.
- c. Automation of Full backup of the database must be configured according to specified schedule;
- d. Development of the database must include Database Diagrams and utilize the best practice in the industry; and
- e. Database calls from the web application must be done using Stored Procedures (SL for basic, FX for calculated).

**3. System Features of a Customized BRS-CS Software:**

- a. Adaptation of the present features and functionalities of the existing BRS-CS systems plus the following new features as enumerated from letters **b** to **g**:
- b. Online Collection (UCPB, Landbank and others as required)
  - i. Integration to the bank's online payment facility
  - ii. Secured and reliable payment facility
- c. ICTMS/DTS Integration
- d. Advance Payment (Meter Deposit)
- e. A Reporting System Module that can generate the following automated reports:
  - i. Accounting Reports (Monthly/Yearly Acct. Receivable, Monthly/Yearly Aging of Receivables, FAR No. 5, Monthly/Yearly Income Classification Report, Income per Service Generation)
  - ii. Cashier Reports (Report of Collection and Deposit, Monthly/yearly Report of Collection and Deposit, Confirmation of BTr deposits with Authorized Government Depository Bank)
- f. Centralized User and Role Management Module for BRS and CS such as but not limited with the following features:

- i. Microsoft Active Directory connection for fetching and verifying user accounts;
  - ii. User account management for activation/deactivation of access for users;
  - iii. Role management to control what can be accessed by the users;
  - iv. All transaction in this module must be reflected in transaction logs
- g. Enhanced Audit Module
  - i. Includes all transaction logs such as but not limited to the following:
    - Activity logs (transactional logs);
    - User utilization logs (login and logout of users, etc);
    - System Utilization logs
  - ii. Other functions as may be required

#### **4. Technical Manuals:**

- a. Detailed System Design Study (DS2) Report and Implementation/Deployment Plan
- b. System's Technical Manual (Design) including source codes
- c. User manual for web apps and smart device apps
- d. User and admin trainings

#### **5. Other Requirements:**

- a. Transport Layer Security (TLS) and Secure Sockets Layer (SSL) enabled
- b. Cloud-based deployment (preferably Microsoft Azure) for 1 Year
- c. Two (2) year software warranty
- d. Post-implementation support (online and offsite) which includes technical support, change requests, bug fixes and system upgrades for 2 years
- e. Software Vendor must ensure that service providers are physically and mentally fit to perform the work and compliant with ERC Health protocols.

**C. Summary of Deliverables:**

1. Working BRS and CS Software
2. System's Technical Manual (Source Codes, Design & Development)
3. User manual for web apps and smart device apps
4. User and administrator trainings
5. Cloud-based deployment (preferably Microsoft Azure) for 1 Year
6. Two (2) year software warranty
7. Two (2) year post- implementation support (online and offsite) which includes technical support, change requests, bug fixes and system upgrades for 2 years
8. Certificate/s that Software Vendor must ensure that service providers are physically and mentally fit to perform the work and compliant with ERC Health protocols.

**VII. TERMS OF PAYMENT**

Payment to the Software Vendor shall be a One-Time payment basis only upon submission of billing statement, inspection report forms, and other documentary requirements, and final acceptance.

**VIII. LIQUIDATED DAMAGES**

1. Where the Software Vendor refuses or fails to satisfactorily complete the work within the specified contract time, plus any extension time duly granted and is hereby in default under the contract, the Software Vendor shall pay ERC for liquidated damages, and not by way of penalty, an amount, as provided in the conditions of the contract, equal to one tenth (1/10) of one percent (1%) of the cost of the unperformed portion for every day of delay. The maximum deduction shall be ten percent (10%) of the amount of the contract, of which ERC may rescind or terminate the

contract, without prejudice to other courses of action and remedies available under the circumstances such as but not limited to forfeiture of performance security and/or blacklisting of the latter.

2. For entitlement to such liquidated damages, ERC need not prove the damages actually incurred. Said damages in any amount shall be deducted from any money due or which may become due the Software Vendor under the Contract and/or collect such liquidated damages from the retention money or other securities posted by the Software Vendor at ERC's convenience.

## **IX. RESERVATION CLAUSE**

The ERC reserves the right to accept or reject any quotation, to annul the procurement process, and to reject all quotations at any time without thereby incurring any liability to the affected supplier/s.