



REQUEST FOR QUOTATION

NPC REGISTRATION SYSTEM (NPCRS) - SYSTEM MAINTENANCE (APP Item No. 2024-0008)

24 January 2024

NOTICE TO ALL PROVIDERS

The National Privacy Commission intends to procure **NPC REGISTRATION SYSTEM (NPCRS) - SYSTEM MAINTENANCE (APP Item No. 2024-0008)**. As such, providers or suppliers of known qualifications are hereby invited to submit their quotations/price proposals signed by your authorized representative not later than **12:00 PM., 30 January 2024**.

The service providers/suppliers must also submit the following requirements:

1. Copy of the Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective bidder is located;
2. PhilGEPS Registration Number;
3. Notarized Omnibus Sworn Statement with applicable attachments¹;
4. Income/Business Tax return of the preceding year; and
5. Manifestation of compliance to the attached technical specification signed by your authorized representative.

Please submit your quotation together with the required documents via e-mail to bacsecretariat@privacy.gov.ph or via mail or courier in a sealed envelope to:

5th Floor, Ang Kiukok Hall,
PICC Delegation Building, PICC Complex,
Roxas Boulevard Manila 1307

Sincerely,

Digitally signed
by Mendoza Ma
Josefina Eusebio

ATTY. MA. JOSEFINA E. MENDOZA
BAC Secretariat Head
National Privacy Commission

¹ **NOTE:** Make sure to use the latest Omnibus Sworn Statement template downloadable from GPPB website (<https://www.gppb.gov.ph/downloadables.php>). Make sure that the "Jurat" of the sworn statement contains the details of the valid government issued ID of the affiant. Lastly, please make sure to submit its necessary attachments:

1. **If a sole proprietorship:** duly notarized Special Power of Attorney (if authorized representative)
2. **If a partnership, corporation, cooperative, or joint venture:** duly notarized Secretary's Certificate, Board/ Partnership Resolution, or Special Power of Attorney (whichever is applicable)

NOTE: Both the Omnibus Sworn Statement (OSS) and its attachment must specifically state the name of this procurement. Attached herein is the latest OSS template.

TERMS OF REFERENCE
NPC REGISTRATION SYSTEM (NPCRS) - SYSTEM MAINTENANCE

Item	Unit	Qty	Description/Specifications	Approved Budget of the Contract (Php 1,000,000.00)		Compliance (Manifest your compliance by <u>writing "COMPLY" in every item</u>)
				Unit Price	Total	
1	Job	1	<ul style="list-style-type: none"> • Please refer to the "Scope of Work" for: 			
			1. Scope of Services			
			a. NPCRS Enhancements <i>"See attached Scope of Work for the description"</i>			
			b. SMTP Requirements <i>"See attached Scope of Work for the description"</i>			
			2. Qualification of Consultant <i>"See attached Scope of Work for the description"</i>			
			3. Other Requirements <i>"See attached Scope of Work for the description"</i>			
			4. Contract Duration 12 Months			
			5. Payment and Delivery Terms <i>"See attached Scope of Work for the description"</i>			
TOTAL						

Instruction to bidders (as applicable):

- I. All prices shall be VAT inclusive.
- II. Compliance must be stated by **writing "COMPLY" in EVERY requirement** mentioned above, failure to do so shall be a ground for disqualification.
- III. Present the original Mayor's permit and submit Certified True Copy of the eligibility documents and signed Quotation upon the schedule signing of Notice to Award for inspection and verification.
- IV. Acknowledgement of the Notice of Award shall be within five business (5) days from its issuance.
- V. Delivery shall be made to NPC, 5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307.

CONFORME:

 (Name of Supplier/Provider/Date)

BY: _____
 (Name/Position/Signature of Representative/Date)



TERMS OF REFERENCE

NPC REGISTRATION SYSTEM (NPCRS) - SYSTEM MAINTENANCE (APP Item No. 2024 - 0008)

I. BACKGROUND

The National Privacy Commission (NPC) is charged with the administration and implementation of the provisions of the Data Privacy Act of 2012 (DPA) which includes ensuring the compliance by personal information controllers (PICs) with its provisions and publishing a compilation of an agency's system of records and notices, among others. To operationalize this, the Commission through the Compliance and Monitoring Division (CMD) launched the National Privacy Commission Registration System (NPCRS) in February 2022.

The NPCRS proved to be successful in providing a more efficient and secure platform for the registration of Data Processing Systems of Personal Information Controllers, Personal Information Processors, and Individual Professionals. Since its launch, there are 4304 approved registrations, 4196 of which are private companies and 108 are from the government sector.

The NPCRS has been crucial in providing up to date information for the compliance of PICs and PIPs in relation to their registration obligations. These reports are used for compliance checks as well as for giving recommendations for evaluation of data breach notifications. However, while the NPCRS is proven to be vital in the operations of the CMD, it is found out that there are lacking features in the said system. These lacking features have only been realized during the NPCRS' run and unfortunately have not been included in the initial requirements of the system during its development. The missing features include requests from PICs and PIPs to make the system more efficient and easier to use. For this reason, the CMD is proposing to acquire the services of the developers of the NPCRS to add these features in the NPCRS.

In addition, since the subscription of the email infrastructure services will be essential for the operation of NPCRS and the Data Breach Notification Management System (DBNMS), the CMD requires the said developers to include the provision of one (1) year of subscription to the simple mail transfer protocol (SMTP) on top of the maintenance and enhancement of the NPCRS.

II. OBJECTIVES

The maintenance and enhancement of the NPCRS aims to provide additional features to the said system that will allow for a more efficient, secure, and easier use of the said system. The enhancement of the NPCRS also aims to provide another one (1) year of subscription SMTP that the NPCRS and DBNMS are both using for sending one-time passwords (OTPs) and other vital email messages such as but not limited to: sending of orders, show cause orders, etc.

III. SCOPE OF SERVICES

This project involves not only the provision of adding the necessary features to the NPCRS, but this also includes support services that will cater to bug fixes not only to the newly added features but the support services including bug fixes, maintenance, and deployment support of the overall NPCRS. In addition. The enhancement should also come with warranties and the provision of one (1) year SMTP subscription used in both NPCRS and DBNMS to achieve its objectives. In summary, the scope of services for this project is as follows:

NPCRS Enhancements	
Feature	Details
1. Audit Logs - Internal	In generating audit logs feature, change DPO name to PIC name so when we generate audit logs, we can generate the PIC name instead of DPO name.
2. Audit Logs - Internal	<ul style="list-style-type: none"> • Add feature for the Date submitted, Date rejected, and date approved for PIC's registration application. • Filter, Search, Date Picker (1 month)
3. Additional Feature System - Internal	On the profiles of each PIC, add a history log that includes the dates of submission, rejection, and approval, as well as any other significant events related to the registration of that PIC
4. Additional Feature System - Profile Internal	When you click the notification on the account reset on the notification tab, it must redirect you to the account reset application
5. Notification Tab Account Deletion - Internal	Once the user account is deleted, all details in the NPCRS regarding that PIC shall also be deleted
6. Account Reset Internal	The system must allow special characters like parenthesis
7. Account Reset Internal	The PIC must receive the rejection notification real time or on the actual date of notification.
8. For Checking (External)	<p>Add feature where a PIC can upload their attestation of exemption of Registration (annex 1) for the PICs not covered by mandatory registration.</p> <p>Ex. "Are you amenable for an Exemption of Registration?" (In the form of a Checkbox)</p>
9. Additional Feature System - Internal	On the status for item no. 8, it must be "EXEMPTED". Then, if you click the "action icon", it will redirect you to the attestation of exemption of Registration Link.
10. Additional Feature System - Internal	On Dashboard, add additional feature in which we can filter the total submitted exemption on the registration
11. List View for Approval - Internal	For "For Approval" status those endorsed earlier should be on the top of the list view

12. Analytics and Ratings - Internal	There should be or add the count of "Account Resets" and "Account Deletions on Analytics and Ratings Tab. The default view should be per month but can be filtered to every 15th of the month
13. Additional Feature - Internal	The user should be able to change their Sector and subsector on their Profile Account.
Warranty	12 Month Warranty for the whole system (NPCRS) and not just the added features including bug fixes, maintenance support, deployment support, etc.

SMTP Requirements	
Feature	Duration
50,000 Emails per month	12 Months subscription
1 Dedicated IP address	

1. The provision of the necessary user, administrative and technical trainings that cover the enhancements of the NPCRS usage, database administration, and others.
2. The provision of at least one (1) year subscription of SMTP shall be shouldered by the consultants/ developers. In this regard, the consultants/ developers shall not provision a new SMTP account but will continue to provide billing to the established/ existing SMTP account of NPC.
3. Deployment Services

The CONSULTANT/PROVIDER shall follow previous/current setup during deployment services. Before the CONSULTANT/PROVIDER deploys the service in the cloud, the CONSULTANT/PROVIDER shall seek the approval of NPC's Interim Information Management System (IMISU) Unit and the end-user.

4. Quality, Security, and Performance Testing

The CONSULTANT/PROVIDER shall ensure that the application system project(s) are tested accordingly based on the quality, security and performance based on the end user's requirements. The CONSULTANT/PROVIDER shall provide test plans and test case design and its results to the end user and IMISU. The types of testing that will be provided shall be the following, but not limited to:

i. Agile Testing

The CONSULTANT/PROVIDER shall conform to the iterative requirements agreed by the end user, the IMISU and the CONSULTANT/PROVIDER. The testing methodologies that shall be used are the following but not limited to: (a) Behavior Driven Development (BDD); (b) Acceptance Test Driven Development (ATDD); and (s) Exploratory Testing.

The CONSULTANT/PROVIDER shall provide the complete lifecycle procedures, test plans and test case designs for the approval of the end-user with the recommendation of the IMISU. The testing requirements for the Agile Testing shall focus on the quality, functionality and performance of the application system. Other testing methods (e.g., regression testing, automated testing, performance testing etc.) may be included or added to the testing plan based on the end-user's decisions.

ii. Security Testing

The CONSULTANT/PROVIDER shall provide detailed security testing reports about the possible threats and vulnerabilities of the application system on the network, system software, client-side application and server-side application. The security testing shall be done as much as necessary or as determined by NPC's IMISU and the end-user, security testing should be done in development servers, staging server deployment and prior to the deployment in. The CONSULTANT/PROVIDER shall conform to the resource requirements of the Open Web Application Security Project OWASP as well as other security testing methodologies. The reports shall be submitted to the end-user and IMISU.

5. Privacy Impact Assessment - The CONSULTANT/PROVIDER shall fully participate in the end user's conduct of privacy impact assessment (PIA) to the proposed application system.
6. Consultant/Developers shall perform security assessment every development milestone and is required to provide reports thereof.
7. Consultant/Developer shall provide a secure portal for the reporting and monitoring of identified bugs and issues of the system. In this case, the consultants shall provide a detailed bug reporting process that will allow for easier and more efficient bug reporting and monitoring.
8. Data and Application Backups - The Consultant/ Provider shall set up automated snapshot backup to serve as protection to data loss and unauthorized acquisition of data.

The CONSULTANT/PROVIDER shall integrate the privacy concerns, results and approved recommendations into the engineering practices for systems and software engineering lifecycle processes.

IV. QUALIFICATION OF CONSULTANT

The proposed project team must be composed of experts and specialists from the same team that developed the NPCRS and DBNMS. This team should have the following positions as indicated in the table below.

In this respect, the persons' names and functions must be explicitly specified. However, the consultant has the option to add more personnel depending on his work strategy. The curriculum vitae must be signed by the person.

Position	Minimum Number of Personnel	Qualifications	Time/Work Arrangements
Key Personnel			
Business Solutions Architect	1	<ul style="list-style-type: none"> a. Minimum of five (5) years of Business Solutions Architect experience and at least five (5) years of Software Engineer experience of IT experience inclusive proven track record of solution expertise b. Deep knowledge of software development lifecycle and development pipeline (planning to monitoring) c. Experience with waterfall, Agile (SCRUM, Kanban, etc) and able to discuss workflows for different software development processes d. Experience in both private and e-Government application development, project management, service management based on best practices and industry standards. e. Highly efficient in preparing reports, technical and business communication writing and articulate in oral communication. f. Must be a graduate of a bachelor's degree in Information Technology, Computer Science, Business Administration, 	Amenable for work from home setup or on-premise from Monday-Friday on a full-time basis starting from 8:00 A.M. until 5:00 P.M. Must be available during scheduled meetings. Must be on-call 365x24x7

		or any degree course with comprehensive IT-related training and work experience. Master's Degree is an advantage	
Project Manager /Scrum Master or any equivalent role	1	<ul style="list-style-type: none"> g. Minimum of five (5) years of IT experience inclusive of three (3) years of experience in support, maintenance, development and deployment of complex mission-critical applications relating to secure software development using agile methodologies h. Certification in Information Technology Infrastructure Library (ITIL) Framework or any globally accepted project management certification. i. Familiar with Agile Development j. Experience in both private and e-Government application development, project management, service management based on best practices and industry standards. k. Highly efficient in preparing reports, technical and business communication writing and articulate in oral communication. l. Must be a graduate of a bachelor's degree in Information Technology, Computer Science, Business Administration, or any degree course with comprehensive IT-related training and work 	Amenable for work from home setup or on-premise from Monday-Friday on a full-time basis starting from 8:00 A.M. until 5:00 P.M. Must be available during scheduled meetings. Must be on-call 365x24x7

		experience. Master's Degree is an advantage	
Application Support Analyst	2	<ul style="list-style-type: none"> a. Minimum of five (5) years of IT experience inclusive of three (3) years of experience in business and system analysis, design and deployment of complex mission-critical applications relating to secure software development. b. Acquired foundation in Information Technology Infrastructure Library (ITIL) or any globally accepted project management certification. c. Background in performing preliminary user testing for related applications and systems. d. Have strong experience in Agile Methodology e. Strong system documentation and business communication skills. f. Must be a graduate of a bachelor's degree in Information Technology, Computer Science, Business Administration, or any degree course with IT-related background and training. 	Amenable for work from home setup or on-premise from Monday to Friday on a full-time basis on a regular time schedule starting from 8:00 A.M. until 5:00 P.M.
Application Team Lead/Senior Developer	1	<ul style="list-style-type: none"> a. Minimum of five (5) years' experience in computer programming, maintenance, and enhancement of IT systems. b. Must be a graduate of a bachelor's degree in Information Technology, Computer Science or any 	Amenable for work from home setup or on-premise from Monday-Friday on a full-time basis starting from 8:00 A.M. until 5:00 P.M. Must

		<p>degree course with IT-related background and training.</p> <p>c. Must have strong experience in Agile Methodology</p> <p>d. Strong experience in Secure Software Development</p> <p>e. Strong experience with Software Development Life Cycle</p>	<p>be available during scheduled meetings. Must be on-call 365x24x7</p>
Database Administrator	1	<p>a. Minimum of six (6) years of IT experience inclusive of three (3) years as Database Administrator.</p> <p>b. Must have certifications relating to the management and use of any enterprise-grade database technologies</p> <p>c. Preferably knowledgeable on RedHat Linux or any equivalent.</p> <p>d. Must be a graduate of a bachelor's degree in Information Technology, Computer Science or any degree course with IT-related background and training.</p>	<p>Amenable for work from home setup or on-premise from Monday to Friday on a full-time basis at least eight (8) hours a day on starting from 8:00 A.M. until 5:00 P.M. and must be on-call 365x24x7</p>
Technical Personnel			
Quality Assurance Analyst	1	<p>a. Minimum of two (2) years' experience in Quality Management Software and Processes.</p> <p>b. Expertise in testing multiple simple and complex IT systems</p> <p>c. Ability to understand and create clear, concise and detail-oriented test plans/cases from specifications or verbal communications.</p>	<p>Offsite but must be available during scheduled meetings. Must be on-call 365x24x7</p>

		<ul style="list-style-type: none"> d. Must have strong experience in Agile Methodology e. Must be a graduate of a bachelor's degree in Information technology, Computer Science, Computer Engineering, or any degree course with IT-related background and training. 	
Senior Developers	1	<ul style="list-style-type: none"> a. Minimum of four (4) years' experience in computer programming, maintenance, and enhancement of IT systems. b. Must have strong experience in Agile Methodology c. Must be a graduate of a bachelor's degree in Information Technology, Computer Science or any degree course with IT-related background and training. d. Proficiency with software collaboration tools (git, Jira, etc.,) e. Strong experience in Secure Software Development f. Each individual must have the corresponding technical trainings as a requirement. 	<p>Amenable for work from home setup or on-premise from Monday-Friday on a full-time basis starting from 8:00 A.M. until 5:00 P.M. Must be available during scheduled meetings. Must be on-call 365x24x7</p>
Junior Developers	2	<ul style="list-style-type: none"> a. Minimum of two (2) years' experience in computer programming, maintenance, and enhancement of IT systems. b. Must have strong experience in Agile Methodology 	<p>Amenable for work from home setup or on-premise from Monday-Friday on a full-time basis starting from 8:00 A.M. until</p>

		<ul style="list-style-type: none"> c. Must be a graduate of a bachelor's degree in Information Technology, Computer Science or any degree course with IT-related background and training. d. Must have experience in Secure Software Development e. Proficiency with software collaboration tools (git, Jira, etc.,) f. Each individual must have the corresponding technical trainings as a requirement. 	5:00 P.M. Must be available during scheduled meetings. Must be on-call 365x24x7
Systems Administrator/ Hardware Engineer	1	<ul style="list-style-type: none"> a. Minimum of three (3) years experience in the configuration, administration, maintenance, setup, and use of Data Center equipment which includes but not limited to: Cisco Catalyst, Nutanix products b. Minimum of three (3) years' experience in the configuration, administration, maintenance, setup, and use of Cloud based technology c. Must be a graduate of a bachelor's degree in Information Technology, Computer Science or any degree course with IT-related background and training. d. Knowledgeable in the security configuration of on-premise and cloud-based technologies 	Amenable for work from home setup or on-premise from Monday-Friday on a full-time basis starting from 8:00 A.M. until 5:00 P.M. Must be available during scheduled meetings. Must be on-call 365x24x7

		e. Must have certifications/trainings related to the field	
Document Specialist	2	<p>a. Minimum of two (2) years' experience in technical documentation of procedures and practices.</p> <p>b. Must be a graduate of a bachelor's degree in Information Technology, Computer Sciences, Business Administration, or any degree course with IT-related background and training.</p>	<p>Amenable for work from home setup or on-premise from Monday-Friday on a full-time basis starting from 8:00 A.M. until 5:00 P.M. Must be available during scheduled meetings. Must be on-call 365x24x7</p>

OTHER REQUIREMENTS

1. The Consultant/Developer should have satisfactory experience deploying privacy-first application systems within the last two (2) years for the procuring entity.
2. The Consultant/Developer must have completed similar and related software development projects in the last two (2) years.
3. The Consultant/Developer should have an experience using the following technologies:
 - a. Database: MongoDB
 - b. Back-end Framework: Express.js and Node.js
 - c. Front-end Framework: Vue.js (Vue 2)
4. The Consultant/Developer must not have a history of blacklisting (or any recommendations towards such) in PhilGEPS as raised by any government agency in the past five (5) years.
5. The Consultant/Developer have an updated National Privacy Commission (NPC) Data Processing System Registration and has a Data Protection Officer.
6. The Consultant/Developer must be a Premier Partner of the Cloud Computing Platform to be used in delivering the project, specifying expertise in the Government/Public Sector and Cloud Computing.
7. The Consultant/Developer have the following certified personnel and must be Filipino citizens, regular & full-time employees of the company, and must provide proof of nationality, company ID and Certificate of Employment. Each employee must possess one (1) certificate.
 - a. Three (3) Professional Cloud Architect
 - b. Nine (8) Professional Cloud Developer

- c. One (1) Professional Cloud Security Engineer
- d. One (1) Professional Cloud DevOps Engineer
- e. Ten (10) Cloud Digital Leader

V. CONTRACT DURATION

The engagement is for twelve (12) months, which shall commence ten (10) days from the issuance of Notice to Proceed/WO/Contract.

The contract period may change depending on the agreement between the parties.

VI. PAYMENT AND DELIVERY

Payment shall be made upon Issuance of the Inspection and Acceptance Certificate by the Inspection and Acceptance Committee upon recommendation by the end-user and shall be consistent with the following:

% of Contract Cost	Activity / Deliverables
30%	Submission of feature documents and provision of SMTP subscription
50%	CONSULTANT/PROVIDER will conduct a quality, security, and performance testing with 35% of the project completed.
20%	CONSULTANT/PROVIDER will conduct a quality, security, and performance testing with 100% of the project completed.
100%	TOTAL

VII. MODE AND NATURE OF PROCUREMENT

This shall be procurement of Consulting Services.

The mode of procurement shall be Alternative Mode through Negotiated Procurement - Small Value Procurement

VII. FUND SOURCE AND APPROVED BUDGET FOR THE CONTRACT (ABC)

Source of Fund : FY 2024 General Appropriations
NPC Indicative Annual Procurement Plan FY 2024
(APP Item No. 2024-0008) ✓

Approved Budget
for the Contract : One Million Pesos Only (Php 1,000,000.00) ✓

Prepared by:

GRELLY ANTHONY H. RAMOS
Information Technology Officer I, IMISU

Recommending Approval:

ATTY. RAINIER ANTHONY M. MILANES
Vice-Chairperson, IMISU

Approved by:

ATTY. IVIN RONALD D.M. ALZONA
Chairperson, IMISU 31
Executive Director IV, OED