TERMS OF REFERENCE

DOCUMENT DIGITIZATION SERVICE FOR THE NATIONAL PROSECUTION SERVICE – DOCKET SECTION

1.0 Project Description

The aim of this project is to digitize existing documents (case files) from the Department of Justice, National Prosecution Service (NPS) - Docket Section. The converted digital format will be stored into storage defined by the Department using a simple document system capable search and retrieval for the purpose of attaching the same.

2.0 Scope of the Project/Deliverables

2.1 Convert the original paper document into electronic/digital format using effective, cost efficient, and technologically advanced document digitization solution.

2.2 The digitized document must be able to integrate with the existing document management system of the Department without using any third party software.

2.2.1 Provide a perpetual software licensed of Document Management Software (DMS). The DMS shall have the following features and functionalities;

2.2.2 Records Management

2.2.2.1 The system should have a dashboard for private and public folders, uploaded documents and notifications.

2.2.2.2 The system should have no limit in creation of folders and sub folders.

2.2.2.3 The system should have a public repository where users can only view the uploaded/created record in assigned public folder.

2.2.2.4 The system should have a private repository where only permitted users and groups are allowed to view and edit a record.

2.2.2.5 The system should have lock feature for folder.

2.2.2.6 The system should be capable to assign user and groups to specific folder.

2.2.2.7 The system should have a workflow management for automating a process per folder.

2.2.2.8 The system should have a conditional process in workflow management such as:

2.2.2.8.1 Workflow process should have condition in getting the file name.

2.2.2.8.2 Workflow process should have condition in getting the index.
2.2.2.8.3 Workflow process should have condition in getting the authors name.
2.2.2.8.4 Workflow process should have condition in getting the date uploaded.
2.2.2.9 The system should be capable to upload a single or bulk scanned document.
2.2.2.10 The system should be capable to index in each record.
2.2.2.11 The system should have no limits in index field.
2.2.2.12 The system should have a field for upload date and expiry date for archiving purposes.
2.2.2.13 The system should have an automatic archive feature.
2.2.2.14 The system should be capable to set the parameters for archiving.
2.2.2.15 The system should be capable to upload an index file in csv format and automatically link the attributes in designated file names without any limit.
2.2.2.16 The system should be capable to capture specific index in uploaded document and automatically fill up the designated fields.
2.2.2.17 The system should be capable to route records to one or more user accounts.
2.2.2.18 The system should be capable to route two or more tasks in single or multiple accounts.
2.2.2.19 The system should be capable to sign a document using digital signature.
2.2.2.20 The system should be capable to plot the exact x and y axis for insertion of digital signature by the assigned user.
2.2.2.21 The system should be capable to add two or more signature in single document.
2.2.2.22 The system should be capable to view the previous document uploaded.

2.2.3 Accounts Management
2.2.3.1 The system should have unlimited creation of user accounts.
2.2.3.2 The system should have a one-time pin (OTP) for password.
2.2.3.3 The system should have a password reset tool to be manage by the end user requester via email.
2.2.3.4 The system should notify the administrator thru email for new request for change password.
2.2.3.5 The system should have a link to user account profile.
2.2.3.6 The system should have an avatar upload feature.
2.2.3.7 The system should have user management to create new user accounts with specific roles such as employee, manager and administrator.
2.2.3.8 The system should have a group management to create new groups with specific roles per folder.
2.2.3.9 The system should be capable to use Google Login or Active Directory as login authentication.

2.2.4 Search and Retrieval Management
2.2.4.1 The system should be capable to search data such as index, file name, date, author name, uploader name, document type and content of the scanned document.
2.2.4.2 The system should have an advance content search that can search optical character recognition (ocr) of the scanned documents.
2.2.4.3 The system should have a filtering in search result to easily track the documents.

2.2.5 Reports Management
2.2.5.1 The system should be capable to count all the uploaded records by folder or user.
2.2.5.2 The system should be capable to count all the pages in every record uploaded.

2.2.6 Notification Management
2.2.6.1 The system should be capable to send email and sms notification in every routed task.
2.2.6.2 The system should be capable view real-time notification in dashboard.

2.2.7 System Management
2.2.7.1 The system should be accessible in web browser and can support multiple platforms such as Internet Explorer, Google Chrome, Mozilla Firefox.
2.2.7.2 The system should be in open source programming language using a Service Oriented Architecture (SOA).
2.2.7.3 The system should be in Bootstrap template and responsive view from desktop, tablet and mobile.
2.2.7.4 The system should have policy for brute force attacks.
   2.2.7.4.1 Accounts with 3 failed login attempts should block.
   2.2.7.4.2 Recover of password should be done by the assigned administrator using administration panel.
   2.2.7.4.3 Idle time of 15 minutes should automatically log out.
   2.2.7.4.4 Only alpha and numeric keys are allowed in username and password field.

2.3 Content of the digitized document must be searchable (within the digitized documents)
2.4 Shall display search output.
2.5 Digitized document can be linked into the records on Case Management System (CMS).
2.6 Service provider shall provide highly technical personnel for the document digitization project.

2.7 Provide a comprehensive training for the technical personnel that will be assigned by NPS - Docket Section to ensure continuity of operation, maintenance and proper technology transfer.

2.8 Must provide a backup and recovery mechanism for the digitized documents.

2.9 Document digitization services, includes but not limited to the following:

2.9.1 Scanning, indexing, unfastening and refastening (incases of staple wires, clips and etc.) of documents will be done onsite to be determine by the NPS-Docket Section, with an 8 hrs. x 5 days a week provision of manpower, high speed scanner and back-up facilities.

2.9.2 Include three (3) index per document, index data to be entered in should be placed in a separate paper, positioned on the top of each document

2.9.3 Sizes of document to be scanned but not limited to the following: A4, Short, Legal or A3

2.9.4 Scanned images will be saved using industry standards, such as, TIFF, G4,PDF/A, searchable PDF or a like.

2.9.5 Minimum Resolution : 600dpi

2.9.6 Digital Images can be viewed and printed using standard PC and Printer

2.9.7 Uploading of digitized records into a defined storage area

2.10 Scanning of documents will be done onsite to be determined by the implementing agencies.

2.11 The provider must digitize or convert into electronic format the existing document from the following implementing agencies:

<table>
<thead>
<tr>
<th>Office</th>
<th>No. of records to be digitize/scanned</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Prosecution Service (NPS) – Docket Section</td>
<td>700,000</td>
</tr>
</tbody>
</table>

Forty-five (45) days upon receipt of the Notice to Proceed.

3.0 Implementing Agencies Responsibilities

3.1 It is the responsibility of the Department to provide a working area complete with tables, chairs, lighting and air-conditioning and a master list of all files with details with the complete list of account name, date, and description of the files.
4.0 Maintenance and Technical Support

4.1 Provide a five (5) hour response time on-site support, 8:00 a.m. to 5:00 p.m., Mondays to Friday. On-next-day support if issue cannot be resolved during working hours.

4.2 Twenty-four (24) hour resolution time and provision of service/replacement units if hardware issue is not resolved within 24 hours.

4.3 Provide telephone support / helpdesk facility for initial analysis and resolution of hardware and software related problems. Telephone support shall be provided 24 hours x 7 days.

5.0 Warranty

5.1 The Provider warrants that it shall conform conditions of this Terms of Reference.

5.2 The Provider warrants, represents and undertakes reliability of the services and that their manpower complements are hardworking, qualified/reliable and dedicated to do the service required to the satisfaction of the NPS - Docket Section whose records are to be digitized. It shall employ well-behaved and honest employees with ID displayed conspicuously while working within the compound.

5.3 The Provider shall comply with the laws governing employee’s compensation, Phil health, Social Security and labor standards, and other laws, rules and regulations applicable to its personnel employed by Provider on account of the contracted services. The Provider shall pay its personnel not less than the minimum wages and other benefits mandated by law.

5.4 The Provider, in the performance of its services, shall secure, maintain at its own expense all registration, licenses or permits required by national or Local Laws and shall comply with the rules, regulations and directives of Regulatory Authorities and Commissions. The Provider undertakes to pay all fees or charges payable to any instrument of government or to any other duly constituted authority relating to the use or operation of the installation.

5.5 The Provider’s personnel shall take all necessary precautions for the safety of all persons and properties at or near their area of work and shall comply with all the standard and established safety regulations, rules and practices.

5.6 The Provider shall coordinate with the authorized and/or designated NPS - Docket Section whose records are to be digitized personnel in the performance of their jobs.

5.7 The Provider shall be liable for loss, damage or injury due directly or indirectly through the fault or negligence of its personnel. It shall assume full responsibility thereof and the NPS - Docket Section whose records are to be digitized shall be specifically released from any and all liabilities arising therefrom.
5.8 The Provider shall neither assign, transfer, pledge, nor subcontract any part or interest therein.

5.9 The Provider shall turn over the customized Document Management System – Software to NPS - Docket Section whose records are digitized.

6.0 Confidentiality of Data

6.1 The Provider shall document detailed procedures/techniques in identifying system security risks and breach and how such shall be handled.

6.2 All project staff of Provider shall be required to sign a non-disclosure agreement.

6.3 The NPS - Docket Section whose records are to be digitized, its components, parts and all 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 NPS - Docket Section whose records are to be digitized.

6.4 The Provider agrees to hold the Propriety Information in strict confidence. Provider furthermore agrees not to reproduce, transcribe, or disclose the Proprietary Information to third parties without prior written approval of the NPS - Docket Section whose records are to be digitized.

6.5 To ensure the confidentiality of all information that will come to the knowledge of the Provider and its employees detailed with the NPS - Docket Section whose records are to be digitized,

6.6 The Provider and its employees assigned therein shall be considered agents of the NPS - Docket Section whose records are to be digitized.

6.7 The contract that will be executed heretofore shall categorically provide that the Provider and its employees, as project personnel of the NPS - Docket Section whose records are to be digitized, shall uphold strict confidentiality any information regarding the information on all documents.

7.0 DOJ Option

The provider/seller must have the authority to sell, deploy, manage and provide support services for the proposed document digitization solution issued by the product owner/manufacturer.

I hereby certify to comply and deliver all the above requirements.

<table>
<thead>
<tr>
<th>Name of Company/Bidder</th>
<th>Signature Over Printed Name of Representative</th>
<th>Date</th>
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