

Annual Maintenance and Enhancement of Document Management System (DMS)

Terms of Reference

Version 1.0

Anti-Money Laundering Council Secretariat

February 2018

A. BACKGROUND

The Document Management System (DMS) has become the AMLC Secretariat's major application for receiving and routing of records, cases and documents. Since its implementation in August 2017, there have been numerous request for enhancements and customization to meet the different requirements of users. In this Regards, the continued maintenance and enhancement support for the DMS has become evident. This Terms of Reference shall serve as a guide for this undertaking.

B. APPROVED BUDGET COST

The AMLC intends to apply the sum of *One Million Eight Hundred Forty Five Thousand Pesos* (PhP1,845,000.00) being the Approved Budget for the Contract (ABC) for the completion of the *Annual Maintenance and Enhancement of Document Management System*

C. SOURCE OF FUNDS

The ABC authorized for the *Annual Maintenance and Enhancement of Document Management System* shall be sourced from the *General Appropriations Act (GAA) of CY2018*. The ABC is included in the approved *Annual Procurement Plan for CY2018* pursuant to the *Revised Implementing Rules and Regulations of Republic Act 9184*.

D. CONTRACT DURATION

The implementation of *Document Management System Annual Maintenance* shall be in effect from 30 April 2018 to 30 April 2019

E. TERMS OF PAYMENT

The payment will be on a Quarterly basis. The service provider must attach the following supporting documents to their quarterly billing:

- Summary of list of service tickets billed on that particular quarter containing the ticket number, description of the service ticket requests, date reported, date started, date of completion, number of agreed man-days for the ticket, actual number of man-days or man-hours utilized, and consultant/programmer assigned for the particular tickets
- Copy of signed assessment report and User Acceptance Test Report (UATR) of completed tickets
- Softcopy of email correspondence and ticket logs

F. SCOPE OF WORK

- The Service Provider shall provide manpower resources to support the AMLCS for the maintenance and enhancement of the DMS including but not limited to bug fixes, resolution to performance issues that are related to the function, design and configuration of the system.
- The Service Provider shall provide functional and technical support to AMLCS.
- The Service Provider shall provide at most 150 man-days (1 man-day = 8 hours) for the maintenance and enhancements.
 - Major enhancements shall include but not limited to adding page/s in the applications.
 - Minor enhancements shall include but not limited to additional reports and changes in the existing features and report layout.
 - Maintenance shall include but not limited to patches, troubleshooting related to software and applications.
- The Service Provider shall assume expenses related to onsite visits and services.
- The Service Provider shall provide off site support via the following:
 - Email Support
 - Telephone Support
 - Online assistance subject to AMLCS policies and procedures
- Provide status report every week and updated documentation on the activities performed.
- Provide an initial assessment on the requested enhancement, free of charge. AMLCS will submit request for application system service and/or supporting documents for the requested enhancement for assessment.
- AMLCS has the option to convert man-days or man-hours to Knowledge Transfer vouchers if necessary.

G. INDEMNIFICATION

The Service Provider shall be liable damages caused to any AMLCS property including non-tangible property such as but not limited to information or electronic data files, databases and application software due to the fault or negligence of their personnel. Damages shall be repaired by the contractor at their own expense and to the satisfaction of AMLCS.

H. NON-DISCLOSURE AGREEMENT

The Service Provider must not disclose any documents, materials, project manuals, software configurations and parameters used, or any other information that would compromise AMLCS. The supplier must maintain the information obtained from the AMLCS in strict confidentiality.

The supplier must agree and sign the AMLCS confidentiality and Non-Disclosure Agreement Form.

For Bidders only

This is to certify that our company is amenable with Anti-Money Laundering Council's **Terms of Reference** for the **Document Management System Annual Maintenance** project and is capable of satisfying the scope and requirements.

Conforme:

Bidder's Authorized Representative
Name and Signature