CASE MANAGEMENT INFORMATION SYSTEM

OFFICE OF THE SOLICITOR GENERAL

An integration of information systems - Enhanced Case Management System (eCMT) 2.0 with the current in-housed developed systems of the office (e-Filing, OSG Reports, OSG Receiving [window and mail], Outbound Document Dispatch, Arching System and Old CMT

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I. SUMMARY

The Office of the Solicitor General has been using an automated system in management of its handled cases since 1997 through old Case Management Tool (CMT). This system only tracks incoming case documents and records important entries and its assigned handling lawyers and legal divisions. In 2008 the OSG has updated this system to track not only incoming documents but also filed pleadings or outgoing documents with additional notable feature to barcode all these incoming and outgoing documents. Moreover, making the system web based to make it easier for users to access the system through any of its preferred web browser.

In 2010, the OSG has yet again updated this system with the aim to digitized case records. Thus, scanning all incoming documents received, digitized such records and making it readily available to the handling lawyer and/or legal division concerned. Seven (7) years has past and approaching its 8th year as main system of the office, the system; although still working, has been having dependency issues, performance issues among others because most of its backend software are either out of date, deprecated or obsolete.

With the advancement of technology and upgraded needs to efficiently manage these cases, this project is being proposed, not only upgrade the current eCMT system, but also to merge or integrate in-housed developed systems; making it updated with the current needs of the users. And in addition, creating a mobile version for efficient communication, notification and other useful features that lawyers of the office may use.

The Case Management Information System (CMIS) should be customized according to the integration of workflow and processes of the office.

The total budget allocated for the CMIS software development is Six Million One Hundred Fifty Thousand Pesos (6,150,000.00) inclusive of hardware, installations, licenses, trainings, knowledge transfer, VAT and other government taxes.

The project is expected to be completed and implemented within 12 months including the user and technical trainings.

II.   OBJECTIVE

The Case Management Information System main objective is to develop a new system that integrates the current Enhanced Case Management Tool (eCMT) 2.0 Digitization (see Business Process Diagrams for reference) with the other locally developed systems of the OSG. Then including a mobile application version of the system that is generally with the features and functionalities suited for the use of the Solicitor General, Secretariat, Legal Divisions, DMS Director and CMS (for user administration and support). *Please see figure below*.
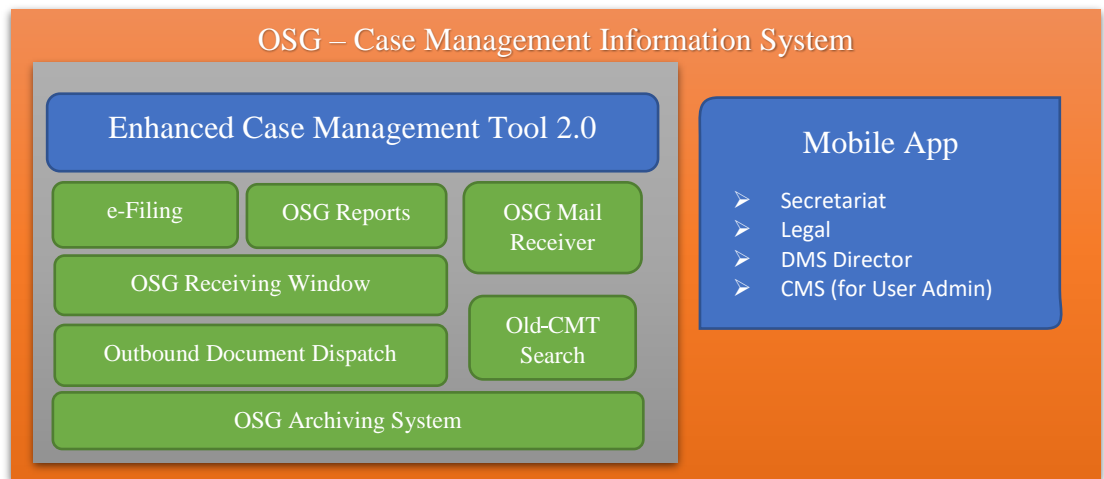
The project aims to further provide the following:

- An accurate, standard procedures and reports generation necessary in compliance with the Major Final Output (MFO) of the office.

- Local connectivity – The Winning Bidder will provide the OSG with a Hyperconverged Solution which will be installed in the OSG Data Center premises with the following specifications:

    ✓ Single Management Console for all hyperconverged servers and storage.

    ✓ The solution must be able to provide a single management platform in managing all infrastructures (Virtual Machine (VM), Servers, Storage and Backup). Any administrator from anywhere can view/access/manage their respective resources.

✓ The solution must be able to provide role-based access to be able to compartmentalize each user from each other and secure the servers of being illegally accessed by other users.

✓ The platform technology must be able to automatically provision needed computing, memory, storage and network connectivity solution when the need arises.

✓ It must utilize a hypervisor, bare-metal virtualization solution with centralized management that support core data services such as storage creation, backup, restore, clone and move for multiple locations as its capabilities for future requirements.

✓ It must be able to provision needed resources in minutes (locally and remotely)

✓ It must be able to augment its resources by providing additional compute, memory, and storage needs in minutes.

✓ It must be able to reuse existing servers of OSG as compute modules or as an extension device where it can still be controlled and managed by the platform.

✓ It must be able to provide a very fast Cloning system that can be done within minutes.

✓ VM can be considered for cloning, copying or moving

✓ It must be able to do live clone a running VM without shutdown in less than 10 minutes (minimum VM size must be 500GB).

✓ Must have the ability to move remotely a VM with a size of at least 500GB size in less than 10 minutes.

✓ It must utilize SSD for cache and highly used data

✓ It must utilize x86 platform and must be able to run in single or dual physical processor

✓ With at least one (1) physical processors per hardware with at least an E5-2600 v4 Intel Processor or better

✓ With at least a total of 8-Core Processor and with at least 128GB of RAM

✓ With at least 5x1.9TB of SSD storage (Approximately 9TB Raw Capacity)

✓ The storage must be configured with hardware RAID.

- ✓ It must provide more value in terms of consuming less space, less power & cooling needs.

- ✓ It must be able to provide a complete backup system solution.

- ✓ It must be able to provide a very fast backup system that can be done within minutes.

- ✓ At least five (5) minutes for one (1) terabyte of data.

- ✓ It must be able to provide at least 10:1 storage efficiency (Virtual Machine (VM) data and backup) by the use of data Deduplication technique. This must cover all of the Data including backup locally.

- ✓ Customizable scheduled backup that can be triggered in every minute, hour, day, week or months. With the data efficiency of 10:1, backup should not take a lot of storage space.

- ✓ VM can be considered for cloning, copying or moving to any remote site as long as they are IP reachable.

- ✓ It must be able to execute concurrent backup and restoration processes within 1 hour.

- ✓ It must be able to cater for capacity to perform up to at least four (4) full back up a day for up to 2TB with an online retention period of one (1) year,

- ✓ It must be able to ensure that the backup is 100% restorable.

- ✓ It must be able to execute remote full backup.

- ✓ It must be able to back up on the VM level and not just a snapshot

- ✓ It should be able to back up the whole system and/or VM to a remote site in minutes

- ✓ Every backup must be a full backup and not incremental or snapshot.

- ✓ It must be able to backup VM to a remote location within 10 minutes.

- ✓ It must be able to restore a backup within 10 minutes

- ✓ Restoration must be done locally and remotely

- ✓ Remote location means a remote data center.

- ✓ It must use an INLINE DATA DEDUPLICATION at all tiers for better performance

- ✓ The Inline data deduplication must be a dedicated device that is built-in with the hyper converged platform.

✓ It must have a built-in Wide Area Network optimization technology to be able to do remote backup, cloning, evacuation and failover within minutes.

- *Connection outside of OSG premises* - For those who will access the system outside of OSG premises, a separate installation must be done to the cloud to ensure high availability using OSG's Microsoft Azure account. Installation and Setup must be done by the CONTRACTOR. *(Please see attached Annexes figures 1 & 2)*

- *Performance and Response Time* – performance and response time is one of the most important requirement of this project. Thus, the CONTRACTOR must follow the 8 second rule, which means that systems responsiveness must not exceed 8 seconds per transaction. It is also encouraged that CONTRACTOR should maximize the use of SQL VIEWs, Triggers, Stored Procedures and/or other performance enhancement techniques like clustering, high availability in database efficiency. Moreover, slow queries must be avoided if not totally removed.

- *Transition from old to new CMIS* – during the project the eCMT system should still be used by the OSG so as not to interrupt the daily operations in processing of documents. Thus, the CONTRACTOR must see to it that CMIS releases should be compatible with the eCMT database until such time that all database records shall be migrated to the new updated/upgraded database and then systems shall progressively transition to the new CMIS. Thus, (*see figure 3 in annexes)*

- Standardized procedures and policies on system use.

- Other components not specified but may be necessary to the overall output of the project should be applied by the CONTRACTOR

- The performance of at least one (1) year warranty for the CMIS project and Database service for at least one (1) year.

III. PROJECT MANAGEMENT

To ensure project implementation, business needs, standards and timelines are met, a collaborative partnership between CONTRACTOR and OSG will be created. Thus, the Contractor and OSG will have its own Project Managers whom will manage his/her team and will also act as a single point of contact for all resource persons and user

groups. Also, a regular scheduled meeting shall be agreed upon by both parties for updates and other concerns. Details on the outcome of the meeting will be documented.

Concerns/issues that were reported to any members of the project management team must be discussed if such is part of the project, thus if it is out of scope and needed to be implemented, it must go through the process of review of the CMIS team and approval of the CMS Director.

- Project Team Structure
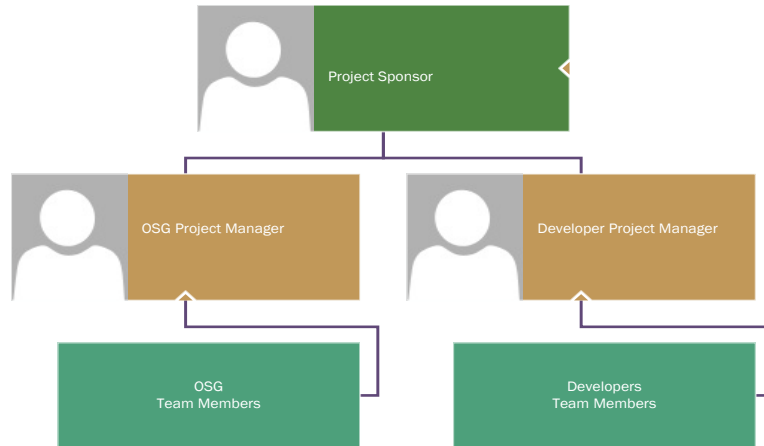
- Version Control

The Contractor should use version control throughout the duration of the project, a Virtual Machine (VM) server shall be setup on premise the OSG. It shall act as repository of all information's and source code of the project.

- Project Management (Software)

Project Management -- JIRA
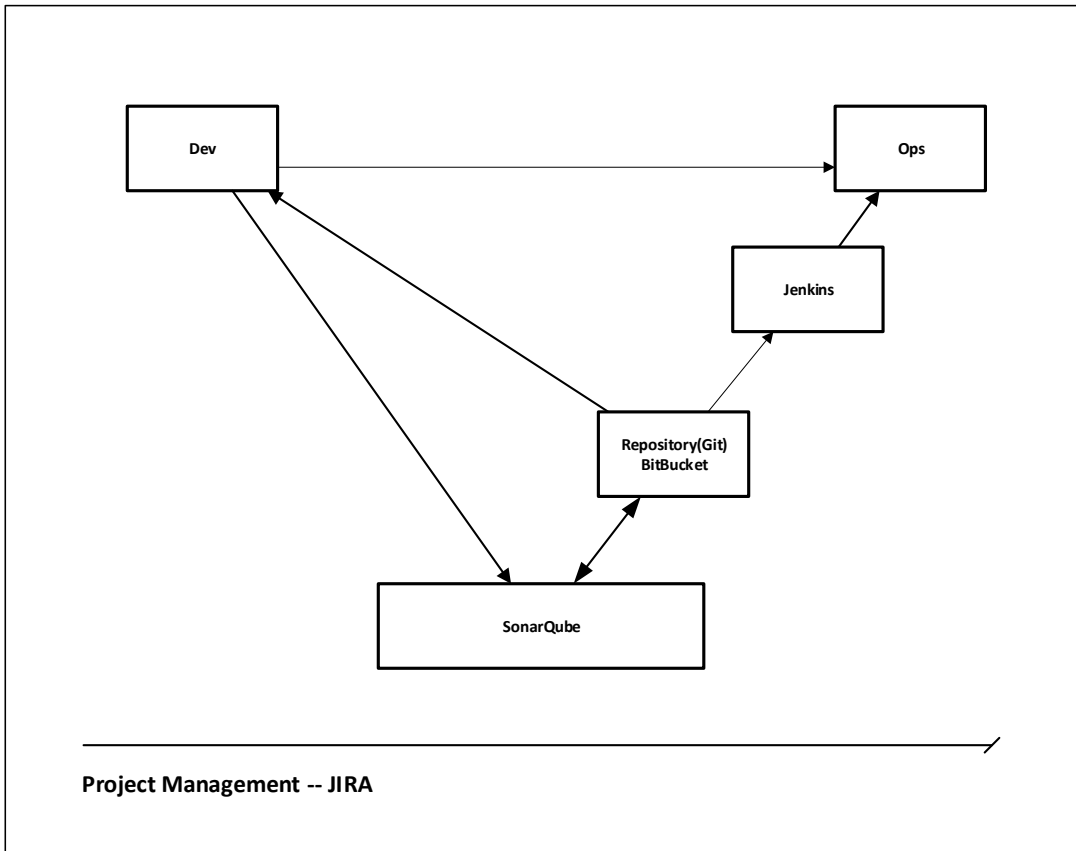
This project plan is a living document and as such will be subject to change as the term of the project moves forward.

IV. SYSTEM REQUIREMENTS AND SPECIFICATIONS

Functionalities per User Account			
	eCMT2	CMIS	
		New	Mobile
Accounts Management			
The system should have a one-time pin (OTP) for password.		•	
The system should have a password reset tool to be manage by the end user requester via email.		•	
The system should notify the administrator thru email for new request for change password.		•	
The system should have a link to user account profile.		•	

The system should have an avatar upload feature.		•	
The system should have user management to create new user accounts with specific roles in line with the current eCMT account modules	•	•	
The system should have a storage allocation meter per user that can track the used and unused storage to the account.		•	
The system should have configuration for allocating storage per user with real time update in every movement of the storage capacity.		•	
The system should have a group management to create new groups with specific roles per folder.		•	
The system should be capable to use Google Login or Active Directory as login authentication.		•	
Records Management			
The system should have a Record Management – It can archive, and purge document based on the retention period that was set. It has an advanced record retention and disposition that manage and organize the active and inactive files		•	
The system should have a notification for archived and for archiving documents based on the set expiration date of each uploaded record.		•	
The system should have a dashboard for private and public folders, uploaded documents and notifications.		•	
Uploaded documents must be automatically converted into pdf files for OCR with OSG logo watermark		•	
The system should have no limit in creation of folders and sub folders.		•	
The system should have a breadcrumb in folder path.		•	
The system should have a public repository where users can only view the uploaded/created record in assigned public folder.		•	
The system should have Document Tracking/History – efficiently track the movements and activities of electronic documents.		•	
The system should have a private repository where only permitted users and groups are allowed to view and edit a record.		•	
The system should have lock feature for folder.		•	
The system should be capable to assign user and groups to specific folder.		•	
The system should have a workflow management for automating a process per folder.		•	
The system should have a conditional process in workflow management such as:		•	
a. Workflow process should have condition in getting the file name.		•	
b. Workflow process should have condition in getting the index.		•	
c. Workflow process should have condition in getting the authors name.		•	

d. Workflow process should have condition in getting the date uploaded.		•	
The system should be capable to upload a single or bulk scanned document		•	
The system should be capable to upload a single or bulk scanned document for e-docketing case view (eCMT Fileserver)	•	•	
The system should be capable to read Optical Character Recognition (OCR) – It convert images into searchable machine encoded text. (e.g. uploaded softcopies of documents as well as pleadings filed)		•	
The system should have Watermark – It can embed watermark on the images stored in the system.		•	
The system should have a Indexing – It can provided unique classification through the document metadata or indexes extracted from the documents' contents		•	
The system should have Document Tagging functions/features – It capture a metadata (tagging) of electronic documents that creates database mining when information is needed.		•	
The system should have Document Linking – It can link documents to a certain document that can build child or parent relationships. It also allows users to link and organize documents into a logical form.		•	
The system should have no limits in index field.		•	
The system should have a field for upload date and expiry date for archiving purposes.		•	
The system should have an automatic archive feature.		•	
The system should have a Document Version Control – It provide check-in/check-out facility that prevent the documents from being overwritten or deleted. The documents can be updated by any user who has permission to update.		•	
The system should be able to set the parameters for archiving.		•	
The system should be able to upload an index file in csv format and automatically link the attributes in designated file names without any limit.		•	
The system should be able to capture specific index in uploaded document and automatically fill up the designated fields.		•	
The system should be able to route records to one or more user accounts.		•	
The system should be able to route two or more tasks in single or multiple accounts.		•	
The system should be able to route a document in a hierarchy level with two or more personnel.		•	
The system should be capable to sign a document using digital signature.		•	
The system should be capable to plot the exact x and y axis for insertion of digital signature by the assigned user.		•	

The system should be capable to add two or more signature in single document.		•	
The system should be capable to view the previous document uploaded.		•	
The system should have Add notes functions/features – It can add notes to a particular document.		•	
The system should have Document Life Cycle management – able to set retention periods and purging schedule of each document.		•	
Search and Retrieval Management			
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.		•	
The system should have an advance content search that can search ocr scanned documents.		•	
The system should have a filtering in search result to easily track the documents.		•	
The system should adopt the current eCMT search facilities (Case Tab and Document Tab) plus advance search	•	•	•
Reports Management			
The system should be capable to count all the uploaded records by folder or user.		•	
The system should be capable to count all the pages in every record uploaded.		•	
The system should be capable to display the accumulated storage and total storage capacity.		•	
The system should be capable to display the uploaded record of each user account.		•	
The system should be capable to display the total deleted record of each user account.		•	
The system should be capable to display the activity of each user account with date stamp.		•	
The system should be capable to address/generate the report requirements on Major Final Outputs of the OSG. Especially on Legal Services / case related.			
Notification Management			
The system should have Email Notification functions/features – It notify the user his/her pending actions in the workflow features of the document management system.		•	
The system should be capable view real-time notification in dashboard.		•	
System Management			

The system should have Retrieval – Retrieve the electronic document by specifying certain information of the document including tagging and document referencing. Supports a wide variety of browser including Chrome, Firefox, Explorer. Compatible with smartphones and tablet using Android, iOS for smartphones.		•	
The system should be accessible in web browser and can support multiple platforms such as Internet Explorer, Google Chrome, Mozilla Firefox.		•	
The system should be in PHP programming language using a Service Oriented Architecture software design		•	
The system should be in Bootstrap template as front-end framework.		•	
The system should have policy for brute force attacks.		•	
a. Accounts with 3 failed login attempts should block.		•	
b. Recover of password should be done by the assigned administrator using administration panel.		•	
c. Idle time of 15 minutes should automatically log out. Or can be set by IT Admin		•	
d. Only alpha and numeric keys are allowed in username and password field.		•	
Server Management			
The server system should run in any flavors of Linux Environment		•	
The system should run in MySQL platform.		•	
The system should use Apache or Nginx as web server of the application.		•	
Single Management Console for all hyperconverged servers and storage.		•	
The solution must be able to provide a single management platform in managing all infrastructures (Virtual Machine (VM), Servers, Storage and Backup). Any administrator from anywhere can view/access/manage their respective resources.		•	
The solution must be able to provide role-based access to be able to compartmentalize each user from each other and secure the servers of being illegally accessed by other users.		•	
The platform technology must be able to automatically provision needed computing, memory, storage and network connectivity solution when the need arises.		•	
It must utilize a hypervisor, bare-metal virtualization solution with centralized management that support core data services such as storage creation, backup, restore, clone and move for multiple locations as its capabilities for future requirements.		•	
It must be able to provision needed resources in minutes (locally and remotely)		•	

It must be able to augment its resources by providing additional compute, memory, and storage needs in minutes.	•	
It must be able to reuse existing servers of OSG as compute modules or as an extension device where it can still be controlled and managed by the platform.	•	
It must be able to provide a very fast Cloning system that can be done within minutes.	•	
VM can be considered for cloning, copying or moving	•	
It must be able to do live clone a running VM without shutdown in less than 10 minutes (minimum VM size must be 500GB).	•	
Must have the ability to move remotely a VM with a size of at least 500GB size in less than 10 minutes.	•	
It must utilize SSD for cache and highly used data	•	
It must utilize x86 platform and must be able to run in single or dual physical processor	•	
With at least one (1) physical processors per hardware with at least an E5-2600 v4 Intel Processor or better	•	
With at least a total of 8-Core Processor and with at least 128GB of RAM	•	
With at least 5x1.9TB of SSD storage (Approximately 9TB Raw Capacity)	•	
App Server Load balancing	•	
General Requirements		
Create app module especially for barcoder and e-docket staf OR system that is **not** dependent on other software like java to print barcode stickers	•	
Remove bulk update in assigning and re-assigning cases	•	
Auto reset docket number every year	•	
Integrate the eCMT reports system especially in report generation of office MFO's	•	
Able to create system generated Deputation/delegation and Notice of Appearance (pro forma) of case. With QR code	•	
Able to manage histor_log table.	•	
Able to archive the closed and terminated cases to have it separated to the production environment	•	
Database queries should be simplified for efficient and better performance (use views, stored procedures and other database techniques etc.)	•	
All insert, and update transactions should use DB write server	•	
All select transactions should use DB Read server especially for Search and Reports Generation transactions	•	
Remove dashboard on login and instead redirect the user to cases tab OR user may choose unto what tab it should be redirected upon successful logins	•	

Description			
Re-design fileserver inbound and outbound for easier archiving of closed, archived and/or terminated cases to be separated in production environment		•	
Mobile app connection using data will connect to cloud but if on OSG Network will use of connect with on-prem database.		•	•
Sync eCMT/CMIS calendar with CMIS mobile app calendar		•	•
Get computer name, mac address and/or IP address on every create, update, view transactions especially on cloud / mobile app connections.		•	
Additional fields on case profile especially on marriage related cases		•	
o Gender of petitioner		•	
o Ager of petitioner		•	
o Number of children		•	
o If with properties or not etc.		•	
· On senior citizen & PWD committee		•	
o If victim /defendant is a PWD		•	
o Age of victim/defendant if member of PWD		•	
Additional entries on Special Proceeding Cases E.g. Marriage Related Cases, and Land Cases. Also, categorization of place of filing		•	
For Task Force cases - Uploaded documents must be credited to taskforce members		•	
High Availability (HA) setup of databases ---		•	
Color coded background or tag for cases that has 2 or more profile (useful to docket people when they are searching a case that was elevated to higher court)		•	
Hover on case search result to view more details like nature, caption, comments etc.		•	
For confidential cases - Some entries in case profile (case Title) can be hidden/masking from all other users except Solgen account, Handling ASG, handling lawyer and DMS Director		•	
System Generated Certification (QR Coded) signed by DMS Dir.		•	
Fix/include Special characters in printing (!'() 's)		•	
Hide/ "deleted" double assigned case profiles. But can be seen on advanced search		•	
Facility to create system form for e-docketing if in case the system is down. Manual update/upload on the system but has checking before commit to database.		•	
Able to reprint barcode but must be logged on every action		•	
Able to Reprint affidavit of service		•	
Audit Log activities of scanning staff with linked to actual pdf		•	
Able to edit case profile for DMS and Legal	•	•	
Time in barcoding (filtering) also include time in filter		•	
Create DMS and Legal intern account that is linked to regular OSG accounts that should be under his/her supervision.		•	

Report logging and/or monitoring for errors from the end users. Barcode printing, scanning, double assignments, e-docketing and other system activities,		•	
Create "Recent activities" or reporting of scanned documents for scanning staff.		•	
Bypass the current "workflow" of eCMT case status on creating new case profiles		•	
Encoding of dates must not exceed the current date. Except due date actions		•	
Advance search to include other entries on case profile (e.g. nature of case, caption, notes, comments, branch etc.)		•	
Create automated process on reassignment of cases (regular cases and task force case).		•	•
May use mobile device in inventory and/or re-assignment of cases		•	•
Mobile App- notification for calendar, incoming document and new cases			•
Member of a Task Force that has ASG role should be able to view any cross assigned cases assign to them.		•	
Integrate archiving system		•	
Integrate walk-in receiver system – window		•	
Integrate mail reciever (from post office)		•	
Integrate outbound document receiving		•	
o Receive outbound document		•	
o Print recipient address with QR code		•	
o Print mail bill		•	
Tag (delete on part of the user) case profile that have been double assigned and should have logs on the docket nos. and title of cases they have deleted – these tagged case profile shall not be viewable to end users and is also not part of production environment. But can be viewed by IT admin fro audit purposes.		•	
Able to create another case profile w/out having to close the status of the case. (bypass current eCMT workflow)		•	
Created profile will appear on the dashboard and mobile app of handling lawyer as notification, even when clicked, its status will not be affected.		•	•
Able to print QR Code/barcode of receive documents for dispatch		•	
Document filed by legal div, when receive by dispatch shall appear on handling lawyers dashboard (may be set to be notified through mobile app)		•	•
Must have version for iOS and Android, available for download on OSG Intranet		•	
Must have security parameters on download, in such that only allowed users can access.		•	
Calendar sync CMIS and Mobile app to task and other event reminders		•	•
Notifications that focuses mostly on notifications of transactions – case movements and other important matters.			•
Responsive - High-performance (should not keep the user waiting - 8 second rule) – RAM / Processor of the mobile specs as well as data connection		•	•

Feature			
App updates / must allow version updating			•
Security (user access)			
Analytics (user experience)			•
Feedback and contact means.			•
Mobile device should be disconnected/banned from using the system once reported missing		•	•
Secretariat			
Assign/re-assign cases to the division	•	•	
Can monitor the case load per division and per case category, their ongoing task/dues.	•	•	•
Can **search** all cases of the office, task force list, its head and members.	•	•	•
Create a task force and assign specific head and its members	•	•	
Generate report of all cases in the office, change the access of a case from **"Private to Public to Share"**	•	•	
Share the cases to particular lawyer/s, add notes/comments on the case profile	•	•	•
Add notes/comments on the case profile	•	•	•
Can view all scanned documents	•	•	•
Approve cases uploaded in eCMT if case is for filing in the Supreme Court	•	•	
Can edit case profile and their status	•	•	
Every changes/view in the system will have an audit trail	•	•	•
Can view the case profile, case history, attached documents, list of documents for review, case access level **(private, shared, public),** calendar, report list, audit trail, barcode log, account profile.	•	•	•
Scan barcode/QR code to search and view case information	•	•	•
Upload document or memos, especially on memo's creating taskforce	•	•	•
ASG / ASG Secretary			
Assign new case and re-assign existing cases to lawyers in his division, as well lawyers from other division if case is under a task force	•	•	
Can monitor the case load of his lawyers based on their category, status, and their incoming dues	•	•	•
Search all cases under his/her division	•	•	•
Can receive incoming documents from the docket division	•	•	
Approve cases uploaded in eCMT if case is for filing	•	•	
Can view the cases under his account	•	•	•
Upload documents for filing	•	•	
Case reassignment (lawyer within the division / lawyer within the taskforce members under ASG Task Force Head)		•	
Generate report of all cases assigned to his division, change the access of a case from **"Private to Public to Share"**	•	•	
Can view all scanned documents under his division	•	•	

User may download scanned documents under his/her Division			•
Can edit case profile and their status	•	•	
Add Task on case profile if they have due dates as part of their calendar monitoring of cases	•	•	•
Every changes/view in the system will have an audit trail	•	•	•
Can view the case profile, case history, attached documents, list of documents for review, case access level **(private, shared, public),** calendar, report list, audit trail, barcode log, account profile.	•	•	•
Separate New Cases list from Reassigned Cases		•	•
ASG/ASG Sec can delegate their work to another member of division (like assigning of case, approval of uploaded document, transfer of cases etc.) in case they are on leave/absent		•	
ASG/ASG Sec can assign secretary to one or more lawyer (CMS Staff will just create the account and let them assign the secretary to his/her immediate superior and add his/her account to other lawyers he/she will be assisting). In line with the support of the system in cases where in a single individual or one secretary is assisting two or more lawyers		•	
Lawyer / Lawyer Secretary			
Search all cases and documents under his/her account	•	•	•
Receive new and re-assigned cases under his account	•	•	
Lawyer may set notification on a particular awaiting document.		•	•
Can view all scanned documents under his account	•	•	
User may download scanned documents of his/her handled cases			•
Can view the cases and its history under his account	•	•	•
Upload documents for filing	•	•	
Can share his cases to other lawyers and can upload documents on other lawyer's cases	•	•	
Can edit case profile and their status	•	•	
Add Task on case profile if they have due dates as part of their calendar monitoring of cases	•	•	•
Monitor his cases via status, category, taskforce	•	•	•
Add/edit/delete recipients of outbound documents of his cases	•	•	
Every changes/view in the system will have an audit trail	•	•	•
Can view the case profile, case history, attached documents, list of documents for review, case access level **(private, shared, public),** calendar, report list, audit trail, barcode log, account profile.	•	•	•
Can add note/comment on case profile	•	•	•
Scan barcode/QR code to search and view case information, calendar / (to have an option to download document/s) using mobile device.		•	•
E-Filing of pleadings to Supreme Court		•	

System generated reports of the following: (All reports generated in the eCMT Reports including the MFOs)		•	•
Separate New Cases list from Reassigned Cases		•	•
able to create Outbound Slip /transmittal slip with QR code based on outbound document number for filing; which shall also be used for received by the DMS dispatch		•	
Categorization on place of filing		•	
Updated bulk reassignment – use of barcode in physical reassignment of cases.		•	•
My Briefcase – lawyers can upload documents		•	•
For outbound documents for filing, Secretary to prepare "transmittal form" instead of affidavit of service. This will include recipients address with QR Code to be receive in DMS Dispatch section.		•	
Integration of E-filling		•	
E-subpoena / E-notice		•	
Able to create NEW case profile by the handling lawyer in filing cases for "Petition, Petition for Review or Certiorari" etc. (bypass eCMT workflow)		•	
Recipient's list created on the first profile should appear as well on other case profile		•	
IT Admin			
Create user account and type of in eCMT and disable them when employee is no longer connected in the office	•	•	•
Able to manually logout user session	•	•	•
Able to reset user's password	•	•	•
Create taskforce in eCMT and its head and members	•	•	•
Create New Legal division and its head and members	•	•	•
Create user type and add its functionality based on his kind of work	•	•	•
Add system codes which will be used as **"document type, court decision, status, legal division, agency, case category etc"**	•	•	
Search case and documents	•	•	•
Add/Delete roles to user type depending on account type	•	•	•
Customizable report generation		•	•
Remove bulk update		•	•
Knowledge transfer – Contractor should teach setup / installation and other notable information of the system		•	•
Knowledge transfer regarding the structure of the database etc.		•	•
Docket Chief			
Create new docket number and save the profile in the system	•	•	
Receive and create barcode sticker on documents received by the office and re-print those barcode numbers in case needed	•	•	
cancel erroneously created barcode number	•	•	

encode/edit new cases and incoming documents	•	•	
monitor the number of created barcode number vs. scanned documents vs. encoded documents via report generation	•	•	•
monitor the performance of his people on how many were scanned, created barcode stickers and encoded documents based on his preferred schedule (hourly, daily, weekly etc.)	•	•	•
monitor the performance of each section in the docket (Civil, Criminal, Marriage etc).	•	•	•
Scan documents and transfer them to the server to attached in the system	•	•	
Can view the case profile, case history, attached documents, list of outbound documents, report list, audit trail, barcode log, account profile.	•	•	•
Create new case profile if case moved up to another court (ex. From CA to SC etc)	•	•	
Can post notes/comments on case profile	•	•	
Can edit case profile and inbound document details	•	•	
Migrate profile from old CMT to eCMT and create barcode number deleted by user	•	•	
Change the status of cases	•	•	•
Docket Clerk			
Create new docket number and save the profile in the system	•	•	
Receive and create barcode sticker on documents received by the office	•	•	
encode/edit new cases and incoming documents	•	•	
scan documents and transfer them to the server to attached in the system	•	•	
Can view the case profile, case history, attached documents, list of outbound documents, report list, audit trail, barcode log, account profile.	•	•	
Create new case profile if case moved up to another court (ex. From CA to SC etc)	•	•	
Can post notes/comments on case profile	•	•	
Can edit case profile and inbound document details	•	•	
Generate report based on work he has accomplished (daily, weekly, monthly and annually)	•	•	
Able to separate for e-docketing of archiving staff from regular incoming documents of the DMS also with New Cases, New Case Profiles and Documents with Scanned Issues		•	
Investigative Clerk			
Search case/documents	•	•	
Determine if case is new or is already existing thru case search using case title, case number etc.	•	•	
Can view the case profile, case history, attached documents, list of outbound documents, report list, audit trail, barcode log, account profile.	•	•	

Can post notes/comments on case profile	•	•	
Receive and create barcode sticker on documents received by the office and re-print those barcode numbers in case needed	•	•	
cancel erroneously created barcode number	•	•	
scan documents and transfer them to the server to attached in the system	•	•	
Can edit case profile and inbound document details	•	•	
Generate report based on work he has accomplished (daily, weekly, monthly and annually)	•	•	
Docket Dispatcher			
Receive all outbound document by the office by scanning the **"Affidavit of service"** attached in the document	•	•	
Receive all outbound document by the office by scanning the **QR coded Dispatch Slip** attached to the document		•	
Generate and print the list of recipient/s selected by the handling lawyer/lawyer secretary	•	•	
Generate QR Code and print recipient/s name and address sticker		•	
Can generate report on all **"Receive and Sent"** pleadings by the office (daily, weekly, monthly or annually)	•	•	
Generate **"Mail Bill"** or a summary of all the outbound mail bundles		•	
Track all filed pleadings		•	
Records Archive Staff			
Receive, verify and record all physical records whose status in eCMT are already closed and are deemed for disposal	•	•	
Scan the whole folder content and attach them in eCMT	•	•	
Compile and bundle all folders that were already scanned and encoded, then place them in their proper place	•	•	
Receiving Window / Mail Receiver			
For Receiving Window / Kiosk: Receive incoming documents, fetch submitted case / document information from online filing or from walk-in receiving and encode data to the CMIS		•	
For Mail Receiver: Receive incoming documents via Mail (from post office); determine the nature of the mail; determine the number of cases attached inside the envelope;		•	
Should be able to determine if the case / document is received via snail mail or walk-in		•	

Additional Functionalities for Case Management Information System

i. New Account Modules with Mobile App – an additional module that would specifically cater the needs for the efficient management of Archiving system, Re-assignment of cases, Outbound Document Process among others. Plus, the mobile application version of the system. Please see figure 4 in annexes.		•	•
ii. Manage Scanned/Digitized documents – wherein all inbound and outbound documents of a case shall be included in one folder. For easier archiving and separation from the production environment when a particular case is closed, archived or terminated. Moreover, indexing must be included for faster, efficient and easy access to digitized documents. Please see figure 5 in annexes.		•	
Manage Double Assigned Cases – system functionality that should be able to hide/tag a case profiles that a declared double assigned. These tagged docket number/case profile shall not be seen by regular users but can be viewed on "Advanced Search" of the system for better reference. It shall not also be seen/counted on the handled case of the particular lawyer.		•	
Manage New Cases for e-docketing for DMS Investigative Staff – the account of DMS investigative Staff shall only load all those cases for new assignment and also separate entries for wrongly scanned or digitized documents with issue/s.		•	
Manage e-docketing – able to set documents for docketing through read barcode in bulk. These shall be tagged on user list of for e-docketing. Also facility to get random (old) for e-docket that shall also be tagged on a particular e-docket user.		•	
vi. Manage wrong scanned digitized documents – this system functionality allows the e-docketing personnel to skip the loaded digitized document on their screen if such entry is wrong, incomplete or other reasons that may render such digitized document not to be encoded. These skipped documents shall appear on Investigative Staff for further investigation unto and e-docketing. Note that all wrongly scanned documents shall have a corresponding report generation for purposes of quality control.		•	
Manage Reassignment of Cases – a sub-module of the CMIS that would accommodate the efficient transfer of case records from one Division/handling lawyer to another.		•	
New outbound document procedure – new procedure for the processing of outbound documents that shall have the following major functions. *Please see figure __ in annexes.*		•	
1. Able to receive document for filing from the legal division/Secretaries.		•	
2. Able to create sub-barcode number for recipient list		•	
3. Able to print recipients address with QR code on a 2x3 sticker using the officer barcode printers		•	

4. Able to create "Mail Bill" forms from the printed recipients address on envelopes.		•	
5. Has search and retrieve of records functionalities for status and report generations.		•	

V. PROJECT ACTIVITIES

#	Activities	Remarks
1	Preparation / request for project budget proposal	Done
2	Data Gathering – • Compilation eCMT issues and concerns • Preparation/plotting of current and proposed business process (MS Visio)	done
3	Preparation of Draft Terms of Reference for the Project	done
4	Call for Consultative Meetings with end users	(target date: July 9-11 or 23-25, 2018)
5	Consultation with software developers	Target date: July 12-13
6	Submission to CMS Dir. of Policy Issues that may need Office Orders and if needed to be included in Terms of Reference	1 week after Consultative Meeting
7	Finalize Terms of Reference	1 week
8	Submission to the Chief of Project Proposal with attached Project Plan, Term of Reference	2 days after Finalize TOR and Project Plan
9	Bidding Process	-
10	Project Award – Notice to Proceed	-
11	Successful bidder / Contractor to submit a "System Development Project Plan with Milestones and Timelines" to CMS. Also, a set or list of success indicator must be prepared and agreed upon by both parties (OSG & Contractor)	1st week on the start of the project
12	Knowledge Transfer (training of CMS personnel), while on warranty period. Contractor must schedule training for CMS staff on installation, system structure and support maintenance and other notable information	After development period

13	End of Project / Warranty Period – the Contractor must be on call in case of any system bugs and/or issues	1year period after project end
14	After warranty period – System Maintenance Agreement between OSG and service provider	

CMS staff may avail training from other training centers during the development period on courses in line with the system.
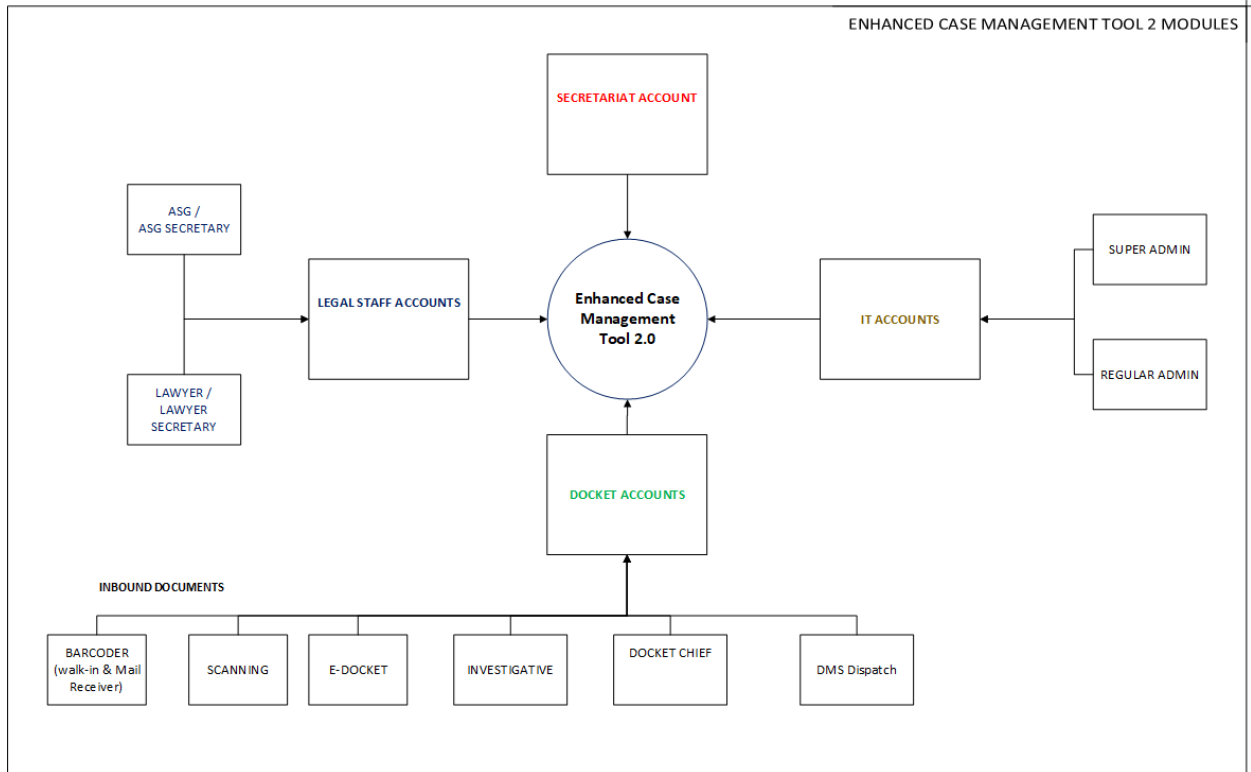
BUDGET

The proposed estimated budget for this project is Six Million One Hundred Fifty Thousand Pesos (6,150,000.00). Projected cost is the following:

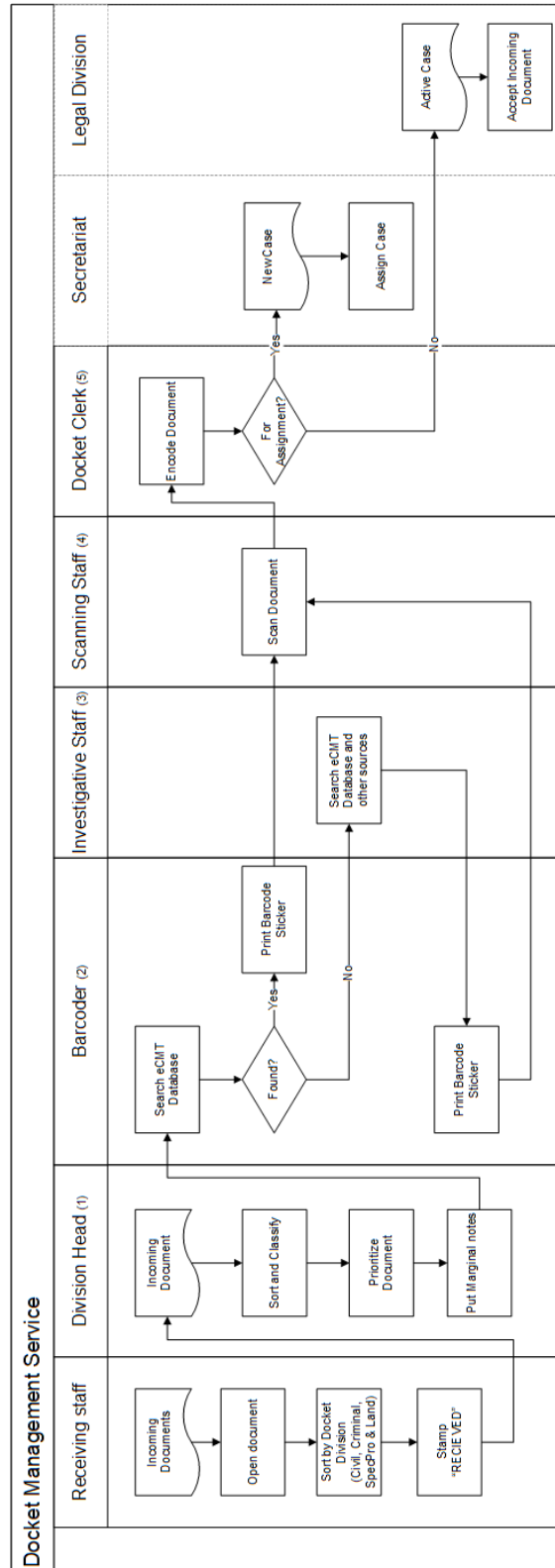| Main Project / Software Development	
Redesign of eCMT	1,500,000.00
Mobile App Development	1,500,000.00
Migration of Database and Documents	500,000.00
Hardware Deliverable, Software Licenses and Training	
Hyperconverged Server	1,500,000.00
Software License & Training of IT Personnel	500,000.00
Other expenses (Change Request or out of scope etc. if any)	650,000.00
TOTAL	**PHP6,150,000.00**

CMS team training must be in line with the system to be developed and its dependencies.
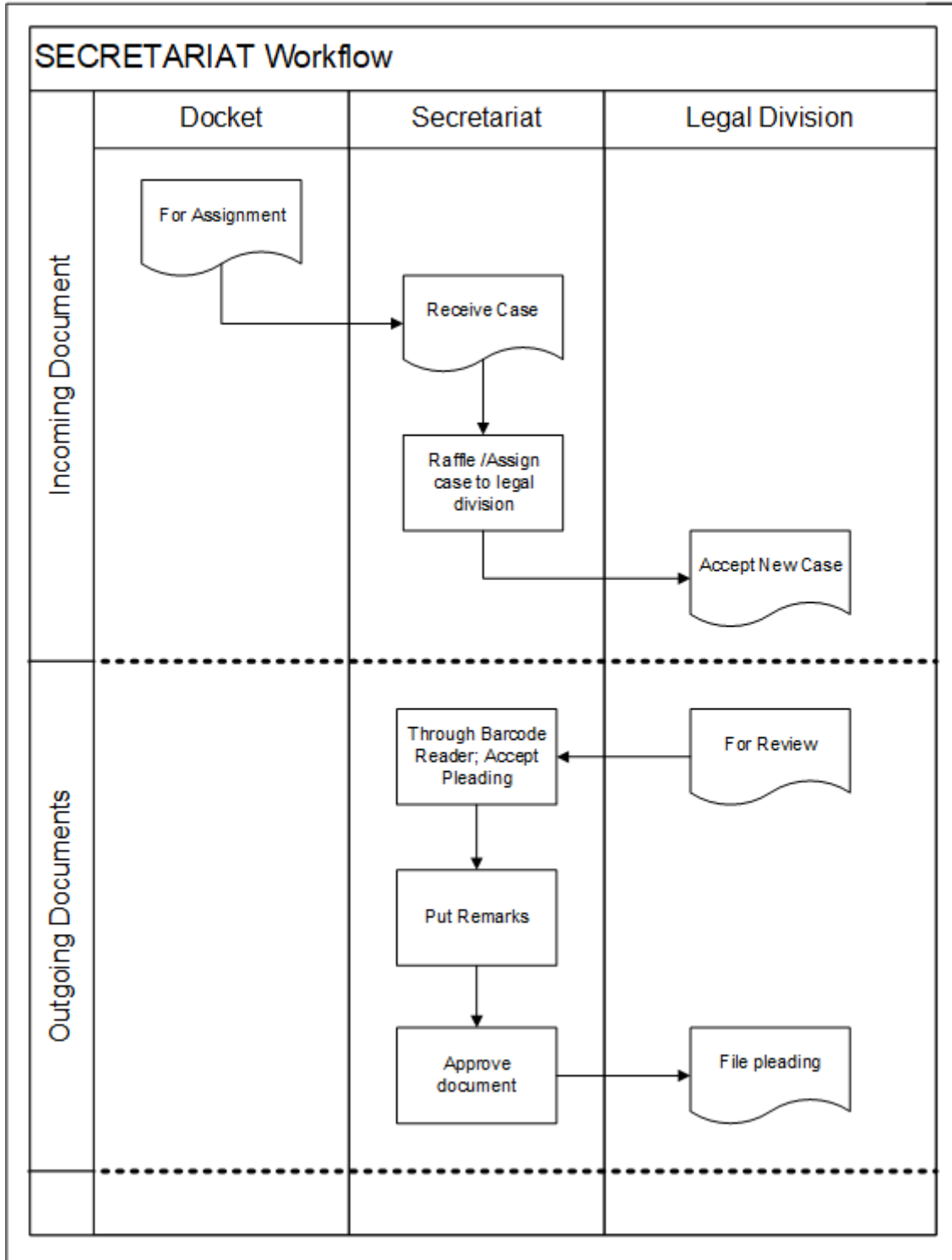
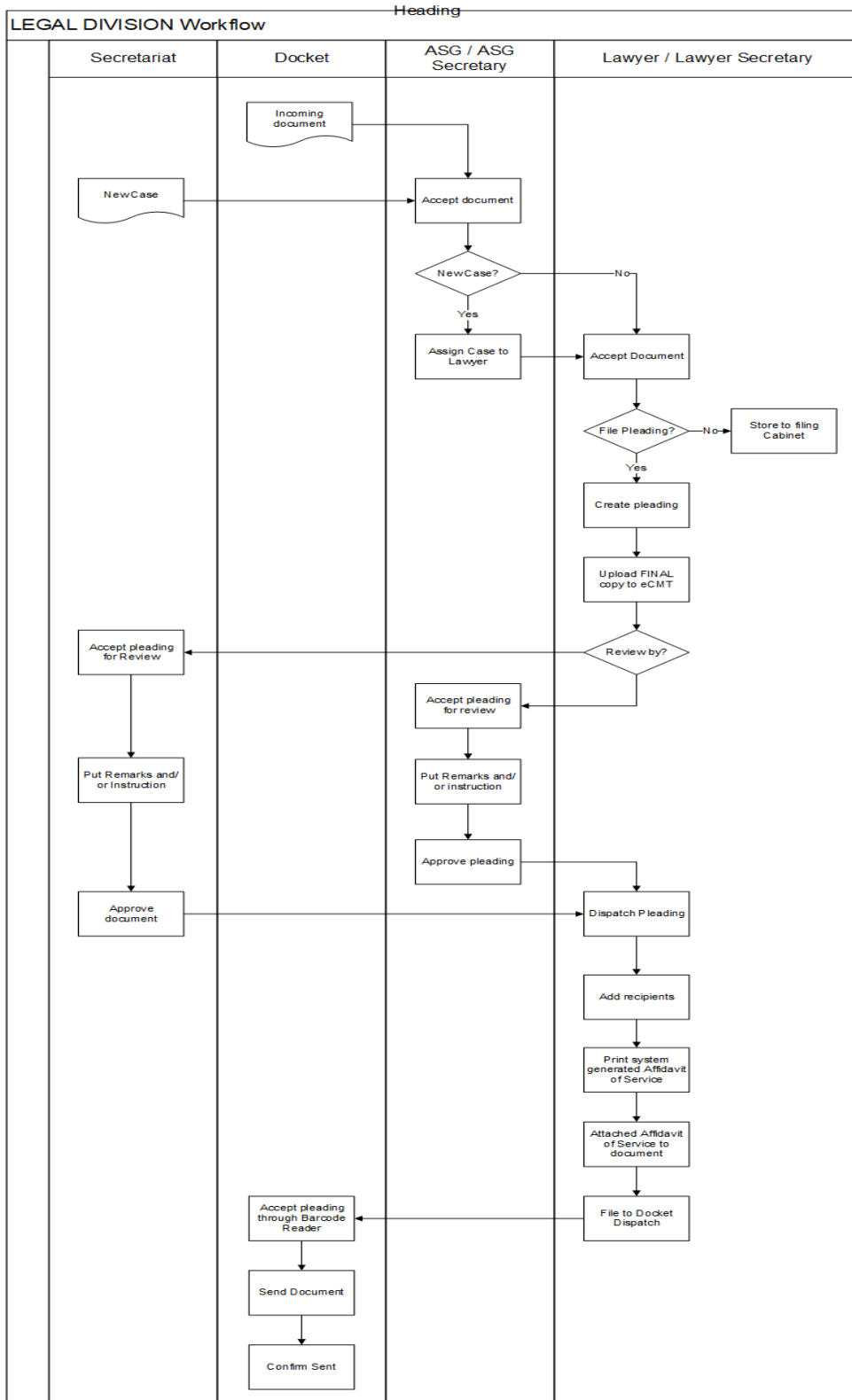## VI.   BUSINESS PROCESS DIAGRAMS

Current eCMT 2.0 Account Modules
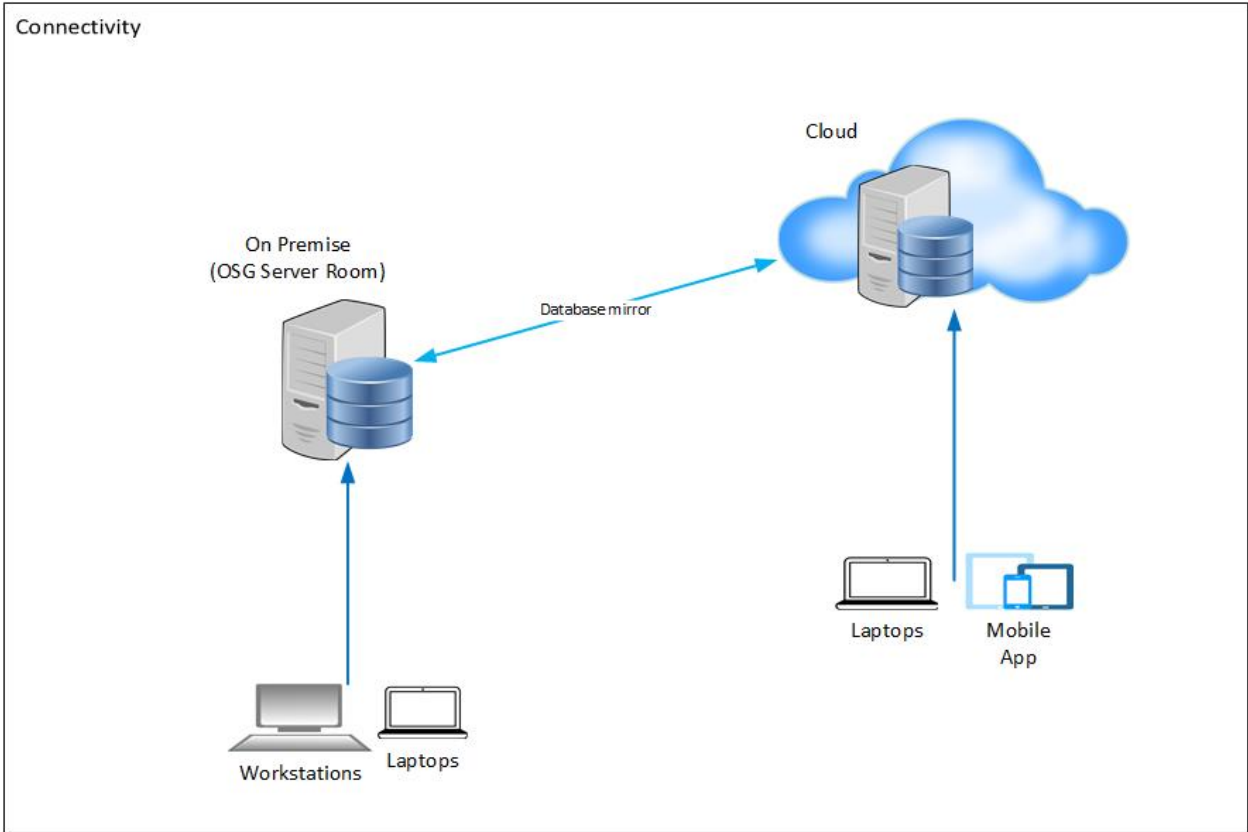
Docket Process

Secretariat Process

SECRETARIAT Workflow

	Docket	Secretariat	Legal Division
Incoming Document	For Assignment	Receive Case → Raffle /Assign case to legal division	Accept New Case
Outgoing Documents		Through Barcode Reader; Accept Pleading → Put Remarks → Approve document	For Review → File pleading

Legal Divisions

LEGAL DIVISION Workflow

Secretariat	Docket	ASG / ASG Secretary	Lawyer / Lawyer Secretary

Heading

- Incoming document
- NewCase
- Accept document
- NewCase? → Yes → Assign Case to Lawyer → Accept Document
- NewCase? → No → Accept Document
- File Pleading? → No → Store to filing Cabinet
- File Pleading? → Yes → Create pleading
- Upload FINAL copy to eCMT
- Review by? → Accept pleading for Review (Secretariat)
- Review by? → Accept pleading for review (ASG)
- Put Remarks and/ or Instruction (Secretariat)
- Put Remarks and/ or instruction (ASG)
- Approve pleading
- Approve document (Secretariat)
- Dispatch Pleading
- Add recipients
- Print system generated Affidavit of Service
- Attached Affidavit of Service to document
- File to Docket Dispatch
- Accept pleading through Barcode Reader
- Send Document
- Confirm Sent

ANNEXES

Figure 1.
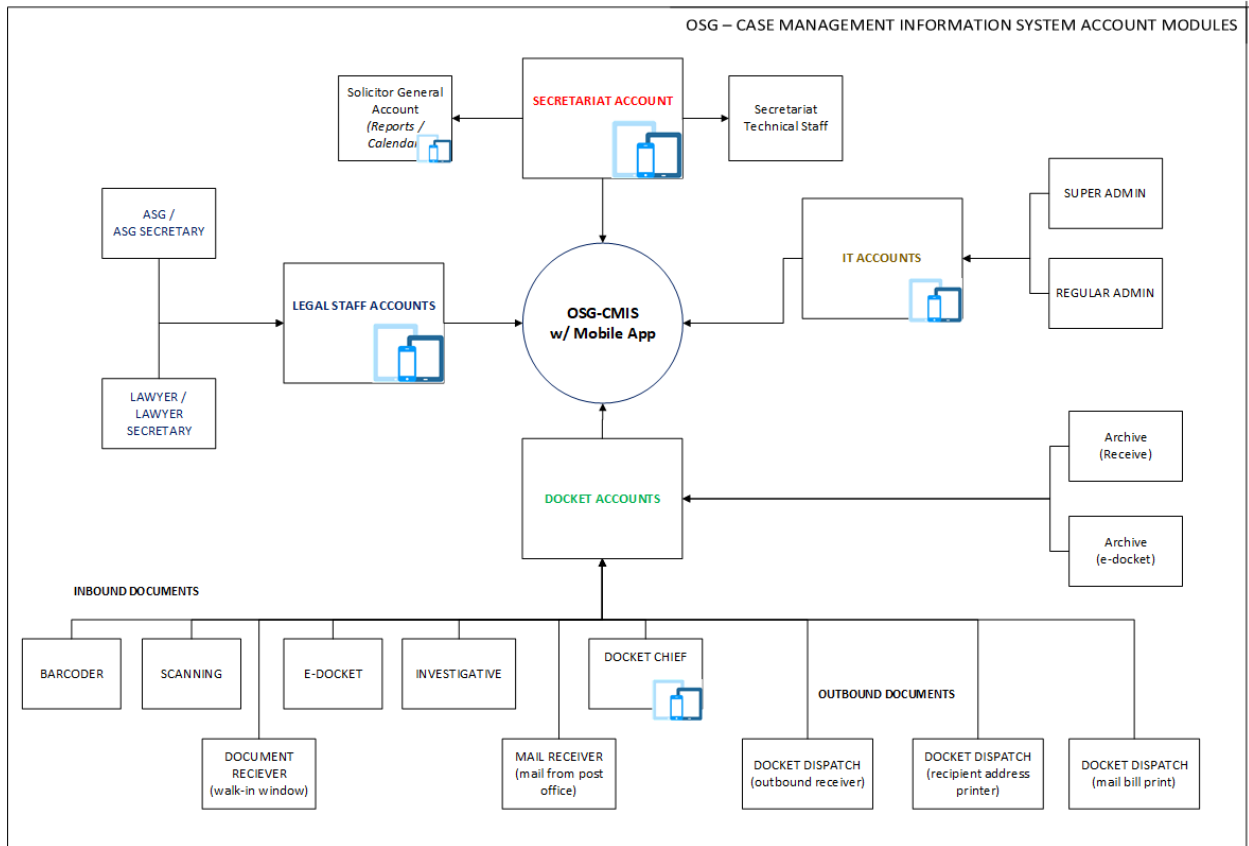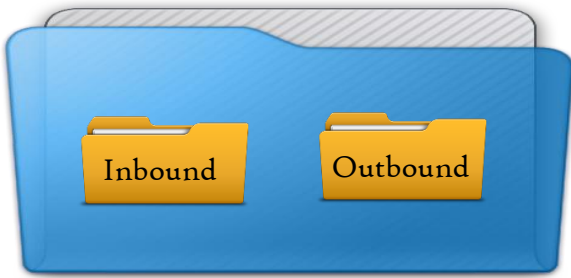
Figure 2.

SERVER SETUP : ON PREM AND CLOUD
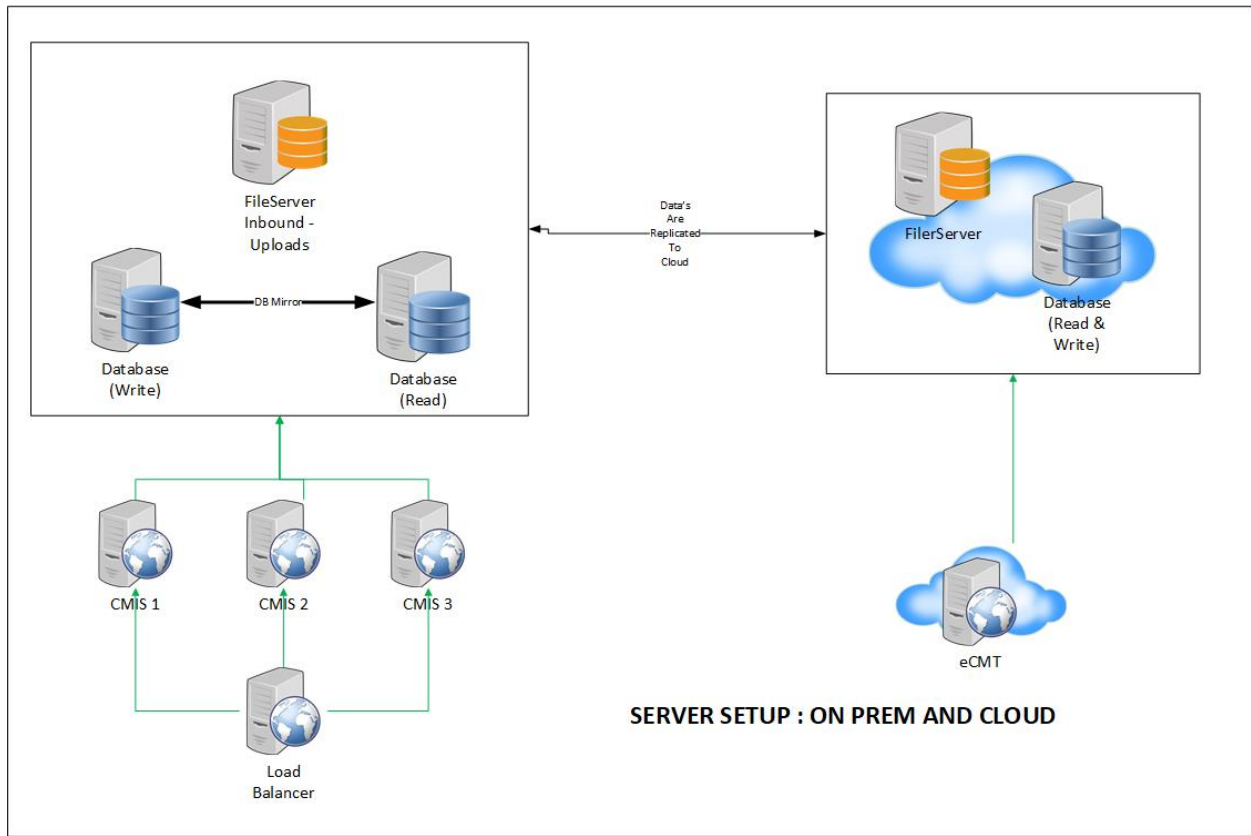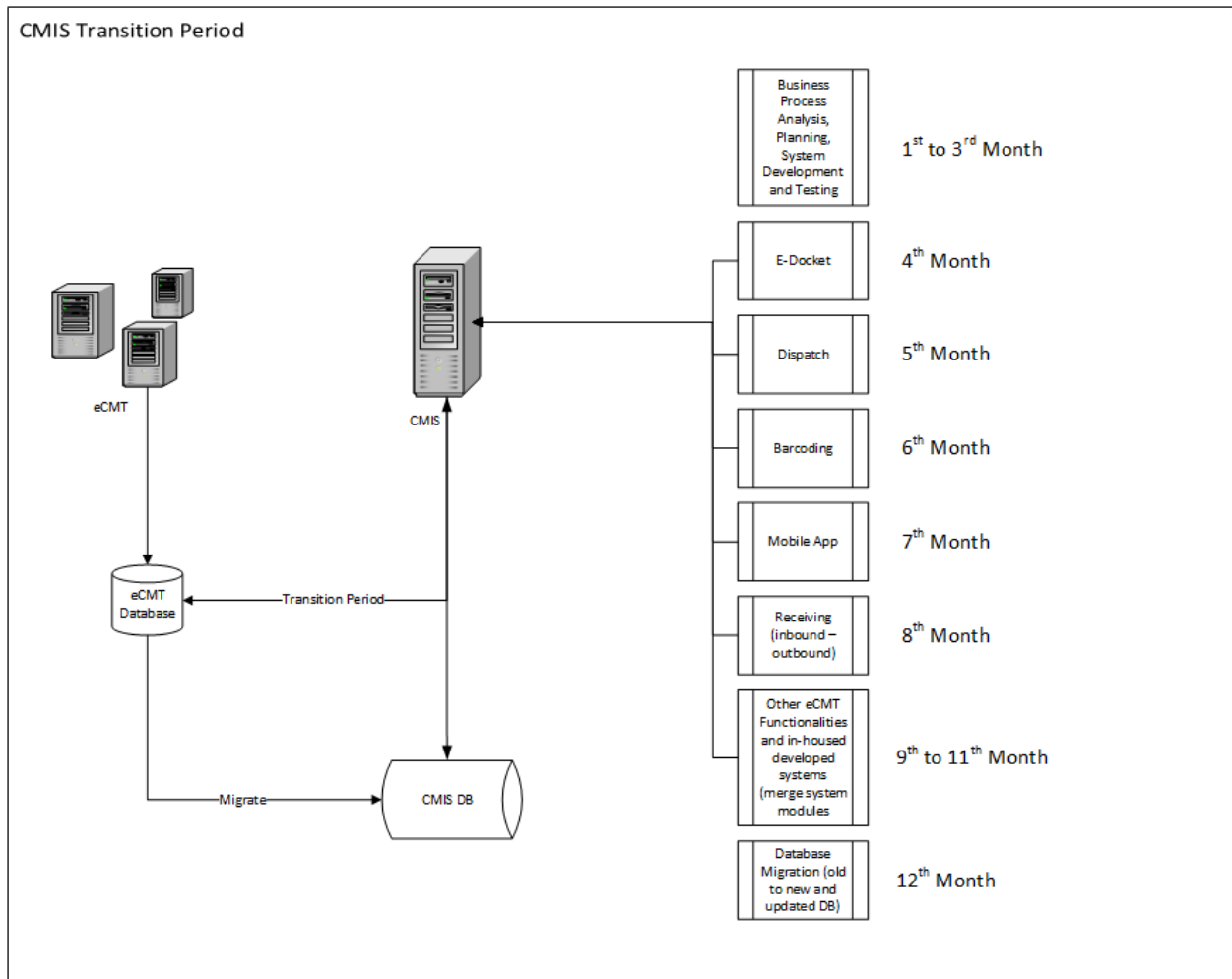
Figure 3.

Figure 4.

Figure 5

TERMS OF REFERANCE

Case Management Information System

BACKGROUND

The Enhanced Case Management Tool 2 (eCMT2) is a web-based case management system that allows Docket Management Service to process Incoming and Outgoing documents, the officer of the Chief's Secretariat (Technical Staff) to assign/re-assign cases to legal divisions and create task force to handle cases among others and as well as the Legal Divisions to electronically manage their case workloads. With the eCMT2, all incoming documents are scanned and uploaded to the system. The scanned documents can then be accessed by the handling Solicitor/s thru the system depending of their access levels.

All cases handled by the Solicitor has an electronic case profile which has electronic copies of all incoming and outgoing documents, thereby allowing the handling Solicitor to easily search and update information when necessary.

Case Reports can be generated through the system's database.

I. **DURATION OF THE CONTRACT**

The contract for **Case Management Information System with Mobile App** shall be one (1) year from the date of the award with an **option** for annual maintenance support after warranty.

II. **PROJECT SCOPE**

2.1   Following the current Enhanced Case Management 2 (eCMT2) system, this project is a new system with an update/upgrade of dependencies and functionalities of the current eCMT that is tailored to the needs of Office of the Solicitor General (OSG) in management of its case workload.

2.2   This aims to have a mobile application version of the system for the use of Secretariat, Legal Divisions, DMS Director and Case Management Service (*for user administration, support and maintenance purposes of the system*)

2.3   The CONTRACTOR shall develop the Case Management Information System (CMIS) using software development framework with the latest versions for systems and mobile application and database.

2.4 The CONTRACTOR shall adopt the Agile Methodology approach on developing the CMIS.

2.5 The CONTRACTOR shall develop the Case Management Information System (CMIS) with, but not limited to - **IV SYSTEM REQUIEREMENTS / SPECIFICATION** of Project Plan.

2.6 The CONTRACTOR must submit documentation to the CMS of the full working Source Code of the system with printed hard copies. As well as softcopy and printed ER Diagram & Database Schema

2.7 There should be a knowledge transfer between the CONTRACTOR and CMS personnel on installation, system structure and support maintenance and other notable information's. Knowledge transfer must commence after the development period.

2.8 The CONTRACTOR shall provide 8x5 (eight hours a day, five days a week), technical support (telephone, electronic, on-site) for problem resolution, bug reporting and technical assistance. Problem reported after 5:00 pm will be considered as track for the next working day.

2.9 Problem/Issue Resolutions can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolved by the CONTRACTOR to the satisfaction of the OSG-CMIS team.

2.10 The CONTRACTOR shall respond to each issue logged, within the prescribed resolution time depending on problem classification, as shown in the table below:

Severity level	Description	Resolution time
BLOCKER	users cannot proceed in using the system or execution of the module due to this error	4 hrs.
HIGH	not an execution blocker but is a blocker for operations (ex. missing function; impairs data integrity, etc.)	8 hrs.
MEDIUM	not an execution blocker and not a blocker for operations (ex. column header is not descriptive, trash screen displayed, etc.)	16 hrs.
LOW	Standard infractions (ex. displayed fields are not aligned, etc.)	32 hrs.

2.11 The CONTRACTOR shall provide the OSG with software updates, maintenance release and patches within thirty (30) calendar days on every iteration / module release.

2.12 The CONTRACTOR shall give advance/prior notice in case of modification/change in the services or products provided as part of maintenance. Implementation of any modification or change shall be subject to the approval of the OSG CMIS team.

2.13 In case OSG chooses not to install a new version of the software, the CONTRACTOR shall continue to provide maintenance support to the older version for the duration of the contract.

III.   SERVICE LEVEL AGREEMENT

3.1   OSG shall maintain a Service Level Agreement (SLA) with the CONTRACTOR, with provisions for liquidated damages for their non-compliance. The terms and conditions of the SLA are enumerated below:

Criteria	Description	Liquidated Damages
3.1.1 System Maintenance and Support	Provide 8 X 5 technical support on the problems reported by OSG based on the prescribed time frames	In accordance with RA 9184 – IRR on Liquidated Damages
3.1.2 Software updates, maintenance releases and patches	Provide software updates, maintenance releases and patches within thirty (30) calendar days after product distribution in the market for the duration of the contract at no additional cost to the OSG.	In accordance with RA 9184 – IRR on Liquidated Damages

3.3   The OSG shall have the right to blacklist the CONTRACTOR after twelve (12) instances of non-compliance to Section 2 (Project Scope) at any given time during the contract period.

IV.   WARRANTIES OF THE CONTRACTOR

4.1   The **CONTRACTOR** warrants that it shall conform strictly to the terms and conditions of this Terms of Reference and Project Plan.

5.2   The **CONTRACTOR** warrants, represents and undertakes reliability of the services, products updates and that their manpower complements are hardworking, qualified/reliable and dedicated to do the service required to the satisfaction of the **OSG**. It shall employ well-behaved and honest employees with ID displayed conspicuously while working within the **OSG** compound. It shall not employ **OSG** employees to work in any category whatsoever.

5.3   The **CONTRACTOR** shall comply with the laws governing employees' compensation, PhilHealth, Social Security and labor standards, and other laws, rules and regulations applicable to its personnel employed by the **CONTRACTOR** on account of the contracted services. The **CONTRACTOR** shall pay its personnel not less than the minimum wage and other benefits mandated by law.

5.4   The **CONTRACTOR** in the performance of its services shall secure and 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 **CONTRACTOR** undertakes to pay all fees or charges payable to any instrumentality of government or to any other duly constituted authority relating to the use or operation of the installation.

5.5   The **CONTRACTOR** shall coordinate with the authorized and/or designated **OSG** personnel in the performance of their jobs.

5.6   The **CONTRACTOR** 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 **OSG** shall be specifically released from any and all liabilities arising therefrom.

5.7   The **CONTRACTOR** shall neither assign, transfer, pledge, nor subcontract any part or interest therein.

V.   SERVER SPECIFICATION

5.1   Single Management Console for all hyperconverged servers and storage.

5.2   The solution must be able to provide a single management platform in managing all infrastructures (Virtual Machine (VM), Servers, Storage and Backup). Any administrator from anywhere can view/access/manage their respective resources.

5.3   The solution must be able to provide role-based access to be able to compartmentalize each user from each other and secure the servers of being illegally accessed by other users.

5.4 The platform technology must be able to automatically provision needed computing, memory, storage and network connectivity solution when the need arises.

5.5 It must utilize a hypervisor, bare-metal virtualization solution with centralized management that support core data services such as storage creation, backup, restore, clone and move for multiple locations as its capabilities for future requirements.

5.6 It must be able to provision needed resources in minutes (locally and remotely)

5.7 It must be able to augment its resources by providing additional compute, memory, and storage needs in minutes.

5.8 It must be able to reuse existing servers of OSG as compute modules or as an extension device where it can still be controlled and managed by the platform.

5.9 It must be able to provide a very fast Cloning system that can be done within minutes.

5.10 VM can be considered for cloning, copying or moving

5.11 It must be able to do live clone a running VM without shutdown in less than 10 minutes (minimum VM size must be 500GB).

5.12 Must have the ability to move remotely a VM with a size of at least 500GB size in less than 10 minutes.

5.13 It must utilize SSD for cache and highly used data

5.14 It must utilize x86 platform and must be able to run in single or dual physical processor

5.15 With at least one (1) physical processors per hardware with at least an E5-2600 v4 Intel Processor or better

5.16 With at least a total of 8-Core Processor and with at least 128GB of RAM

5.17 With at least 5x1.9TB of SSD storage (Approximately 9TB Raw Capacity)

5.18 The storage must be configured with hardware RAID.

5.19 It must provide more value in terms of consuming less space, less power & cooling needs.

5.20 It must be able to provide a complete backup system solution.

5.21 It must be able to provide a very fast backup system that can be done within minutes.

5.22 At least five (5) minutes for one (1) terabyte of data.

5.23   It must be able to provide at least 10:1 storage efficiency (Virtual Machine (VM) data and backup) by the use of data Deduplication technique. This must cover all of the Data including backup locally.

5.24   Customizable scheduled backup that can be triggered in every minute, hour, day, week or months. With the data efficiency of 10:1, backup should not take a lot of storage space.

5.25   VM can be considered for cloning, copying or moving to any remote site as long as they are IP reachable.

5.26   It must be able to execute concurrent backup and restoration processes within 1 hour.

5.27   It must be able to cater for capacity to perform up to at least four (4) full back up a day for up to 2TB with an online retention period of one (1) year,

5.28   It must be able to ensure that the backup is 100% restorable.

5.29   It must be able to execute remote full backup.

5.30   It must be able to back up on the VM level and not just a snapshot

5.31   It should be able to back up the whole system and/or VM to a remote site in minutes

5.32   Every backup must be a full backup and not incremental or snapshot.

5.33   It must be able to backup VM to a remote location within 10 minutes.

5.34   It must be able to restore a backup within 10 minutes

5.35   Restoration must be done locally and remotely

5.36   Remote location means a remote data center.

5.37   It must use an INLINE DATA DEDUPLICATION at all tiers for better performance

5.38   The Inline data deduplication must be a dedicated device that is built-in with the hyper converged platform.

5.39   It must have a built-in Wide Area Network optimization technology to be able to do remote backup, cloning, evacuation and failover within minutes.

VI.   **CONTRACTOR REQUIREMENT**

6.1   The CONTRACTOR must have at least three deployed projects in government agency for the past 3 years with the same nature of document scanning services

6.2   The CONTRACTOR must have a locally developed document management system that currently being used by at least three government agencies.

6.3   The CONTRACTOR must have a certified engineer for VMware Certified Professional

6.4   To ensure the quality of the products offered and assurance for immediate and competent after-sales technical support, the prospective bidder must submit the following:

6.4.1   Proof of four (4) completed similar project implementation on the HyperConverged Servers offered (exactly the same on Product Brand offered)

6.4.2   Proof of two (2) completed similar project implementation on the Document Management System offered

6.4.3   Certification and other credentials of at least two (2) Certified Implementation Engineer for the Hyperconverged Servers (exactly the same on Product Brand offered).

VII.   CONTRACTOR DELIVERABLE

7.1   The CONTRACTOR should provide a Case Management Information System running on Code Igniter in Web Application Interface.

7.2   The CONTRACTOR should provide a mobile application for both Android and IOS Devices that connects to the case management information system with specific features enabled to be provided by OSG.

7.3   The CONTRACTOR should provide a system that runs on latest PHP programming language using Service Oriented Architecture design.

7.4   The CONTRACTOR should provide a database running on latest MySQL.

7.5   The CONTRACTOR should provide a bootstrap framework and materialize CSS for both front end of web and mobile application.

7.6   The CONTRACTOR should provide a mobile application version of CMIS

7.7   The CONTRACTOR should provide a dedicated repository of codes using BitBucket. All codes provided by the contractor from day 1 should be place in BitBucket.

7.8   The CONTRACTOR should provide an extensible automation server-side client using Jenkins

7.9   The CONTRACTOR should provide a project management tool for issuance of tickets for both change and incident request using Jira.

7.10 The CONTRACTOR should provide a platform for continuous inspection of code quality to perform automatic reviews with static analysis of code to detect bugs, code smells and security vulnerabilities using SonarQube

7.11 The CONTRACTOR should provide a computer system program that performs operating-system-level virtualization or "containerization" using Docker.

7.12 The CONTRACTOR should provide a one unit dedicated hyperconverged server to be configured upon delivery of the equipment.

7.13 The CONTRACTOR should provide all the licenses needed in the hyperconverged server and for application side management.

7.14 The CONTRACTOR should provide end user training for all users of the system and in-depth training for the assigned IT personnel of OSG to maintain the system.

7.15 The CONTRACTOR should provide a 5pax of training and certification for systems development to be led by the principal of the product.

7.16 The CONTRACTOR should provide a dedicated support engineer upon project sign off that can cater support request 8x5 phone, email, remote and on-site request with 1-year warranty for both incident and change request.

7.17 The CONTRACTOR should cater a support request with unlimited man-hours for incident request and 500 man-hours for change request.

VIII.   WARRANTIES OF THE CONTRACTOR

8.1 The **CONTRACTOR** warrants that it shall conform strictly to the terms and conditions of this Terms of Reference and Project Plan.

8.2 The **CONTRACTOR** warrants, represents and undertakes reliability of the services, products updates and that their manpower complements are hardworking, qualified/reliable and dedicated to do the service required to the satisfaction of the **OSG**. It shall employ well-behaved and honest employees with ID displayed conspicuously while working within the **OSG** compound. It shall not employ **OSG** employees to work in any category whatsoever.

8.3 The **CONTRACTOR** shall comply with the laws governing employees' compensation, PhilHealth, Social Security and labor standards, and other laws, rules and regulations applicable to its personnel employed by the **CONTRACTOR** on account of the contracted services. The **CONTRACTOR** shall pay its personnel not less than the minimum wage and other benefits mandated by law.

8.4   The **CONTRACTOR** in the performance of its services shall secure and 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 **CONTRACTOR** undertakes to pay all fees or charges payable to any instrumentality of government or to any other duly constituted authority relating to the use or operation of the installation.

8.5   The **CONTRACTOR** shall coordinate with the authorized and/or designated **OSG** personnel in the performance of their jobs.

8.6   The **CONTRACTOR** 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 **OSG** shall be specifically released from any and all liabilities arising therefrom.

8.7   The **CONTRACTOR** shall neither assign, transfer, pledge, nor subcontract any part or interest therein.

IX.   CONFIDENTIALITY OF DATA

9.1   The **CONTRACTOR** shall document detailed procedures/techniques in identifying systems security risks and breach(es) and how such shall be handled.

9.2   All project staff of **CONTRACTOR** shall be required to sign a non-disclosure agreement.

9.3   The **ECMT AND OSG-CMIS**, 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 Office of the Solicitor General.

9.4   The **CONTRACTOR** agrees to hold the Proprietary Information in strict confidence. The **CONTRACTOR** furthermore agrees not to reproduce, transcribe, or disclose the Proprietary Information to third parties without prior written approval of the Office of the Solicitor General.

9.5   To ensure the confidentiality of all information that will come to the knowledge of the **CONTRACTOR** and its employees detailed with the **OSG**, the **CONTRACTOR** and its employees assigned therein shall be considered agents of the **OSG**. The contract that will be executed heretofore shall categorically provide that the **CONTRACTOR** and its employees, as agents of the **OSG**, shall uphold strict confidentiality of any information regarding all cases handled by the OSG.

X.   TERMS OF PAYMENT

10.1   The CONTRACTOR shall be paid on a scheduled project milestones basis subject to the required Expanded Withholding Tax (EWT) and Final Withholding VAT.

Month	Activities / Releases / Milestones / Deliverables	% of Contract
1st	Delivery of Hardware and Configuration of Server-side management and Application Management and Mobilization of project team	30%
1st to 2nd	Approval of Business Requirements Document based on the System Analysis and Design of OSG	10%
3rd to 4th	Modules for web based on Business Requirement. • Release: E-Docketing module → DMS encoder to use the new CMIS e-docket module. • Release: Barcoding module → includes all modules that would use print barcode on DMS and Legal as well as enhancement in "Case Search" • Release: Dispatch module → DMS - Document Management Division would use the new and improved Dispatch module of CMIS. This would have a 3-major function 1) Receive of documents for filing 2) Print QR Coded sticker with recipients address 3) Read those QR code for preparation of DMD Mail Bill forms.	15%
4th to 5th	Modules for web based on Business Requirement. • Release: Mobile App Version and installation and setup to Microsoft Azure • Release: Receiving Module → includes window and mail receiver • Other eCMT functionalities and in-housed developed systems (merged system modules)	15%
5th	Data Migration from Existing system to New System	15%
6th	Training and Project Turn Over	15%
	Total	**100%**

16.2   The CONTRACTOR shall be paid within reasonable time from submission of the documentary requirements such as, but not limited to the following based on existing accounting and auditing laws, rules and regulations:

16.2.1   Billings/Statement of Accounts;

16.2.2 Certificate of No Pending Issues issued by the Systems Development Division, certified as true and correct by Director of the Case Management Service;

16.2.3 Certification from the CONTRACTOR regarding product alerts, notices, latest product versions and updates/upgrades in compliance;

16.2.4 Certificate of Acceptance of Software Updates or Certificate of No Software Updates, whichever is applicable, issued by the Systems Development Division, certified as true and correct by Director of the Case Management Service;

16.2.5 Certificate of Service Performance in compliance with Section II – (Project Scope) of the TOR;

16.2.6 Signed Non-Disclosure Agreement in compliance with Section IX – (Confidentiality of Data) of the TOR;

16.2.7 Inspection and Acceptance Report (IAR) issued by Inspection Committee and Acceptance Committee, for the updates, if any; and

16.2.8 All other required documents based on existing OSG policies.

16.3 No advance payment shall be made as provided in Section 88 of PD 1445.

XII. PRE-TERMINATION OF THE CONTRACT

12.1 The contract for OSG-CASE MANAGEMENT INFORMATION SYSTEM may be pre-terminated by the OSG for any violation of the terms of the contract. In case of pre-termination, the CONTRACTOR shall be informed by the OSG, thirty (30) days prior to such pre-termination in conformance with Procurement Law.

12.2 In case of pre-termination, the CONTRACTOR shall be liable to an additional liquidated damages equivalent to one percent (1%) of the total contract price as provided by the Government Accounting and Auditing Manual (GAAM) and forfeiture of the Performance Security.

12.3 The OSG shall have the right to blacklist the CONTRACTOR in case of pre-termination.

Prepared by:

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Recommending Approval

EDUARDO ALEJANDRO O. SANTOS
Director IV, Case Management Service

Approved By:

REX BERNARDO L. PASCUAL
Assistant Solicitor General