

TERMS OF REFERENCE

PROPERTY AND FACILITIES MANAGEMENT PLATFORM

With the fast transition of technology and almost everything is available online one way or another, from the ease of cashless payments, to apps for online bank accounts, digital systems are in place everywhere. A need for a cloud-based platform tool for an organization is essential and will perform a vital role in BCDA.

INVENTI is a Property and Facilities Management Platform tool that addresses the need of organizations to digitize their management and maintenance activities. It includes tasks to support the functionality, safety, and sustainability of buildings, grounds, infrastructure, and real estate. Regular monitoring will enable organizations to gather and track data from activities performed and generate actionable insights from the gathered data.

Objective

This project aims to maximize the initial INVENTI investment of BCDA to ensure its tailored configuration fully integrates and remains compatible with BCDA's existing processes and guarantees enhanced efficiency and unlocks its full potential.

This also aims to increase team efficiency and effectiveness, increase tenant, customer, stakeholder and employee experience and satisfaction. It intends to facilitate better planning by managing assets, tracking consumption as well as providing data insight to increase revenue opportunities.

Project Scope Description

To continue with the implementation of the project, BCDA requires INVENTI license and maintenance subscription for managing the properties and facilities covered by the system:

- I. **The Approved Budget of the Contract (ABC) is Seven Hundred Fifty Thousand pesos (Php 750,000.00), inclusive of all applicable taxes and fees.**

DESCRIPTION	AMOUNT
Annual subscription fee for four (4) facilities located at the New Clark City, Capas, Tarlac: <ul style="list-style-type: none">• Athlete's Village• Aquatics Center• Athletics Stadium• National River Park Corridor	Php 750,000.00

II. General Requirements

1. The SUPPLIER shall provide a cloud-based property and facilities management platform (INVENTI) to cover four (4) facilities.

2. The SUPPLIER should have manpower that is capable of conducting knowledge transfer to all the systems users of BCDA.
3. The SUPPLIER should have manpower and technical knowledge to administer, manage, and provide support as needed.
4. The SUPPLIER shall ensure proper implementation, troubleshooting, and maintenance support for the platform and can collaborate with the BCDA team and serve as a resource for problem analysis and solution.
5. The SUPPLIER shall ensure compliance with the Data Privacy Act of 2012.
6. The SUPPLIER should have an Online Helpdesk and Hotline numbers for support services, which should be available as per the following details:
 - a. From 8:00AM - 5:00PM, Monday through Friday
 - b. After office hours and on weekends/holidays for incidents that fall under the Severity Levels 1 and 2 indicated in Item VIII. Service Level Agreement of this TOR.
7. The SUPPLIER shall assign personnel who will accommodate the BCDA through online meeting, direct video/phone call, sms/direct message, and any other means of communication in the event that the Online Helpdesk and Hotline numbers are not available for support.
8. The SUPPLIER shall provide system utilization data analytics reports as requested by the BCDA.
9. The SUPPLIER shall ensure that the platform components are compliant with the following minimum specifications and functionalities:

Tenant/Visitor Management

TENANT LIBRARY
Storage for static information regarding each Tenant
Linking of tenants to owned/rented units and parking slots
Easily search for each tenant and access information pertaining to them
Refer to historical information for each Tenant
VISITORS PORTAL
Dedicated front-end portal with branding for event attendees/visitors to access all property services
Mobile website accessible through mobile browser
RULES, ANNOUNCEMENTS & NEWS
Able to show rules and regulations of the property
Able to show property circulars and memorandums
Update announcements and news on the system for sending to visitors
SERVICE REQUESTS
Create and track Work Orders/Service Requests and the progression of each ticket
View and add updates to the tickets
AMENITIES RESERVATIONS
Management of the list of amenities
Management of reservation requests for all amenities
ROOM RESERVATIONS

Reservation system for rooms
Monitoring of room inventory and status
Generation of rooms-related reports such as, but not limited to, daily arrivals/departures, night audit, housekeeping, occupancy, etc.
INFORMATION TECHNOLOGY
Mobile app equivalent

Facilities Management

REAL-TIME DASHBOARD
Dashboard showing the real-time status of facilities, equipment, meters & gauges, and other critical indicators
Customizable indicators and KPIs according to BCDA's needs
Highlight actionable items and important reminders
Multiple buildings tracking and real-time updates
LOCATION LIBRARY
Storage for static information regarding each building/location (including pictures and attachments)
Create new records for locations
Easily search for each location and access information pertaining to them
Refer to historical information for each location
EQUIPMENT LIBRARY
Storage for static information regarding each equipment (including pictures and attachments)
Ability to provide system security for equipment records
Create new records for equipment
Easily search for each equipment and access information pertaining to them
Refer to historical information for each equipment
Ability to track and display warranty information
PREVENTIVE MAINTENANCE (PM)
Define a Preventive Maintenance Schedule per equipment and area
Easily access and view Preventive Maintenance Schedules
Automatically create Preventive Maintenance Tickets based on the defined Preventive Maintenance Schedules
Track the progression of each Preventive Maintenance ticket through the pre-defined Preventive Maintenance stages
View and add to Preventive Maintenance ticket updates (including pictures and attachments)
On-line checklist accomplishment and Service Report Generation
Track Preventive Maintenance-related KPIs
Automate Preventive Maintenance schedule creation
Periodic updates on email and notification tab
CORRECTIVE MAINTENANCE (CM)
Create Corrective Maintenance Tickets

Viber/Messenger integration for Corrective Maintenance ticket creation and constant updates
Track the progression of each Corrective Maintenance ticket through the pre-defined Corrective Maintenance stages
Corrective Maintenance ticket action checklist
View and add to Corrective Maintenance ticket updates (including pictures and attachments)
Online checklist accomplishment and Service Report Generation
Track Corrective Maintenance-related KPIs
Periodic updates on email and notification tab
METERS & GAUGES
Definition of different meters and gauges for monitoring
Definition of meter groups for easy encoding of meter readings
Access to historical data per meter
SERVICE PROVIDER MANAGEMENT
Generates reports and notifications to inform administrators and service providers about penalty deductions or violations
REPORTS
Access to the system library of standard report templates
Customizable reports based on BCDA's or users' needs
Automatically generate a reports based on input into the system
Real-time reporting
Automatically email reports periodically based on a pre-defined schedule
ADMINISTRATION
Online portal for the application and approval of the permits & gate pass
Real time tracking of permit status
Building event tracking (bulletin board/circular)
Appointment setting
Tracking of items brought in and out –can compare what was brought in versus what is being brought out
Suggestion section
Capable to track the number of onsite staff [maintenance, security, housekeeping]
Tracking of contracts of all 3rd party service providers
Tracking of LGU Permits
Document storage, tracking and inventory
BOOKKEEPING
Able to generate billing (rental and utilities)
ENGINEERING
Able to keep track of maintenance schedule
Able to keep track of tenant request (repair & technical assistance)
Capable in stock inventory monitoring
Ticketing / tracking of repair works, including status and pictures
Assignment of tasks

Inventory, Contract and Legal Management

INVENTORY MANAGEMENT
Stock-Keeping Unit (SKU) Library for storing information regarding all SKUs for spare parts and consumables
Capability to define Warehouses (physical storage areas for SKUs)
Move SKUs from one warehouse to another
Automatic raising of Reorder Tickets once reorder points are met
Track the progression of each Reorder Ticket through the pre-defined Reorder stages
View and add to Reorder Ticket updates (including pictures and attachments)
Reports include: Off-take report, Replenishment report, Stock Level
CONTRACT MANAGEMENT
Storage of contract details and digital copies of contracts and government permits
Automatic raising of Contract Renewal Tickets prior to contract expiry
Track the progression of each Contract Renewal Ticket through the pre-defined Renewal stages
View and add updates to Contract Renewal Ticket updates (including pictures and attachments)
Automated notification to third-party service providers on Contract Renewal
LEGAL AND REGULATORY COMPLIANCE
Storage of contract details and digital copies of contracts and government permits
Automatic raising of Permits and Insurance Renewal Tickets prior to expiry
Track the progression of each Permit Renewal Ticket through the pre-defined Renewal stages
View and add updates to Permit Renewal Ticket updates (including pictures and attachments)

III. Scope of Work

1. Platform Administration

- 1.1. Manage the platform and its components.
- 1.2. Ensure the 99.00% accessibility/availability of the platform.
- 1.3. Recommend additional appropriate components relevant to BCDA's marketing and communication requirements.
- 1.4. In case of a serious incident, the restoration of the platform from the recent backup needs to be assured.
- 1.5. Manage all aspects in terms of security of the platform.

2. Regular Platform Maintenance

- 2.1. Maintain the database backend.
- 2.2. Troubleshoot any existing errors in the platform.

- 2.3. Ensure platform accessibility across different browsers and devices.
- 2.4. Ensure provision of Full Backup of the platform and restore from the latest backup if necessary.
- 2.5. Maintain and enhance the module to log platform activities, including possible intrusions and cyber attacks. It must include a function to alert system administrators of malfunction and suspicious activities.
- 2.6. Archiving and retention of all the necessary components of the platform shall be managed and maintained by the SUPPLIER as needed and required by BCDA, and shall be documented by the SUPPLIER for future reference.

3. Platform Transition

In the case of non-renewal of the engagement services, the SUPPLIER shall provide dedicated assistance in the turn over to the new service provider to ensure smooth transition and continuous accessibility of the platform until the transition has been completed.

4. Knowledge Transfer

Conduct of hands-on training for Users and Administrators (training schedule must be agreed upon by both parties).

IV. Term and Effectivity

The engagement of this Cloud-based platform shall be for a period of one (1) year from July 01, 2025 to June 30, 2026.

The SUPPLIER shall be engaged to render services contracted to the Information and Communications Technology Department (ICTD) and shall report directly to the head of the department/unit or his duly authorized representative.

V. Terms of Payment

In consideration of the property and facilities management platform (INVENTI) services, BCDA agrees to pay the total amount of the annual subscription fee for four (4) facilities amounting to Seven Hundred Fifty Thousand pesos and 00/100 (Php 750,000.00) inclusive of all applicable taxes and fees.

This includes all costs and charges due the software provider. The consideration shall be paid under the following terms and conditions:

% of PAYMENT	UPON COMPLETION OF THE FOLLOWING:
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100% of the total project cost	<ul style="list-style-type: none"> • provision of access to INVENTI • conduct of Administrator and End-User training • acceptance by BCDA
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VI. Service Availability/Uptime Performance

The SUPPLIER shall ensure service availability/uptime performance of 99.00% during the duration of the contract.

The SUPPLIER shall submit a monthly Service Availability/Uptime Monitoring Report as part of the billing statement to ensure the compliance with the 99.00% service availability/uptime performance.

Failure to comply with the 99.00% service availability/uptime performance will result in penalty charges as indicated on the table below which shall be deducted to the SUPPLIER's payment receivables or be billed to through an issuance of a Statement of Account:

Availability	Allowable downtime per contract year	Penalty charges per hour or a fraction thereof beyond the allowable downtime for the contract year
99.00%	87 hrs & 36 mins	Php 1,200.00

Allowable downtime per contract year will also be covered when the platform is under a scheduled maintenance activity.

VII. Platform Security

The SUPPLIER shall facilitate all the security components of the platform including the SSL Certificate to ensure that the platform is secured and protected from all the cybersecurity threats that may lead to possible data breach and inaccessibility of the platform.

In the event that a cybersecurity breach has been confirmed, the SUPPLIER shall submit a Security Breach Incident Report within forty-eight (48) hours from the time the incident happened.

An investigation will be done taking into consideration the submitted incident report to determine whether the cause of the breach is from the SUPPLIER's side, in which case BCDA will impose a penalty amounting to Php 50,000.00 for every breach incident that will be deducted to the SUPPLIER's payment receivables or be billed to through an issuance of a Statement of Account.

VIII. Service Level Agreement

1. Availability of the SUPPLIER for consultation, and support for a period of one (1) year, from 8:00AM - 5:00PM, Monday through Friday and after office hours and on weekends/holidays for incidents that fall under the Severity Levels 1 and 2 indicated in Item VIII. Service Level Agreement of this TOR.
2. In the case that there will be scheduled maintenance on the platform, the SUPPLIER shall notify the BCDA through email one (1) week in advance of scheduled maintenance.
3. Definition of severity, target response and resolution times are shown below:

Severity	Description	Response Time	Resolution Plan	Resolution Target
1	A critical incident that causes the entire system to be inaccessible or inoperable to users.	1 hour	1 hour	8 hours
2	A significant incident that causes 1 or more functions of the system to be inaccessible or inoperable to users.	1 hour	4 hours	24 hours
3	A moderate incident that impacts the basic features of the system.	4 hours	Next business day	5 days
4	A minor incident with low impact to users.	4 hours	Next business day	By agreement

For every delay in resolution equivalent to a full unit of the stated resolution time or a fraction thereof, a penalty of one tenth (1/10) of one percent (1%) should be imposed from the total ABC of the project that will be deducted to the SUPPLIER's payment receivables or be billed to through an issuance of a Statement of Account.

E.g. - A delay of anywhere beyond 1 hour in the resolution of a severity 1 issue will be penalized on tenth (1/10) of one percent (1%) the total ABC of the project. The Penalty will continue to be applied every hour of delay thereafter.

IX. Warranty Security

Section 62.1 of the revised Implementing Rules and Regulations of R.A. 9184.

For the procurement of Goods, in order to assure that manufacturing defects shall be corrected by the supplier, a warranty security shall be required from the contract awardee for a minimum period of three (3) months, in the case of Expendable

Supplies, or a minimum period of one (1) year, in the case of Non-Expendable Supplies, after acceptance by the Procuring Entity of the delivered supplies.

The obligation for the warranty shall be covered by either retention money in an amount equivalent to at least one percent (1%) but not to exceed five percent (5%) of every progress payment, or a special bank guarantee equivalent to at least one percent (1%) but not to exceed five percent (5%) of the total contract price. The said amounts shall only be released after the lapse of the warranty period or, in the case of Expendable Supplies, after consumption thereof: Provided, however, that the supplies delivered are free from patent and latent defects and all the conditions imposed under the contract have been fully met.

For the procurement of BCDA property and facilities management platform subscription, which are neither expendable or non-expendable supplies, the BCDA will not require a Warranty Security.

Recommended by:

MARIA JOSEFINA V. PE
Vice President
PPMD

ERWIN KENNETH R. PERALTA
Vice President
IPMD

VIRGIL M. ALVAREZ

Vice President *SP*
ICTD *A*

Approved by:

ATTY. ELVIRA V. ESTANISLAO
Senior Vice President
Corporate Services Group



Information Technology Division
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