

TERMS OF REFERENCE

Time Data Management Middleware

I. Background

The DFA recently procured new time monitoring machines, which have been successfully installed and are currently being used at the DFA offices located in Double Dragon Tower.

II. Purpose

To facilitate the transfer of biometric data into the daily time records (DTRs) system, a middleware is needed to first cleanse the biometric data that is captured by the time monitoring machines. This is to ensure that the information being transmitted is accurate, complete, and properly formatted, and will not require human intervention, thereby eliminating clerical errors, throughout any phase of the data capture and cleansing

III. Scope

The proposed middleware should be able to automatically sort and send the following biometric logs: First In, First Break In, Break Out, Last Out from the database of the biometric software.

Data cleansing in biometrics encompasses many steps to ensure the integrity, quality, and usability of biometric data for effective identification and verification.

IV. INCLUSION

Update the software for bugs and patches to the latest version and shall provide one year warranty for the product to be free of defects in material and workmanship

V. TERMS OF THE TECHNICAL SUPPORT

Technical support must be provided on-site, via telephone or email to immediately resolve technical and other related problems based on this Service Level Agreement (SLA) with provisions for liquidated damages for non-compliance.

Resolution must be delivered based on the following levels of severity:

Severity 4 Critical: Major system or component failure with critical impact on business processes specific to all production-related systems. Service has stopped. The problem must be resolved immediately (within 4 hours).

Severity 3 High: Minor system or component failure with high impact on business processes specific to all production-related systems. The service is

running but performance has degraded. The problem must be resolved immediately (within 2 working days).

Severity 2 Moderate: Operational use exhibits signs of non-compliance with agreed functionality. The service is running but certain functions do not work as indicated. The problem must be resolved at the soonest time possible (within 3 working days).

Severity 1 Low: Service is running. Efficiencies would be achieved through desired improvements in the system components. Minor patch and bug fixes must be available on the next scheduled update.

VI. PROJECT COST

The project cost for the purchase of one (1) middleware software, including technical support, is **Three Hundred fifty thousand pesos (350,000.00)**, inclusive of all applicable taxes and lawful charges.

VII. PAYMENT TERMS

The Contract Price shall be paid within forty-five (45) working days from the installation and acceptance of the software, the Provider's submission of the sales invoice, and complete supporting documents, and audited by the Office of Financial Management Services - Financial Resource Management Division (OFMS-FRMD), through a List of Due and Demandable Accounts Payable (LDDAP).

The list of documentary requirements needed for payment will be provided by the OFMS-FRMD upon signing of the contract.

Payment shall be inclusive of all applicable taxes, bank charges, and other lawful charges.