



TERMS OF REFERENCE

**CONSULTING SERVICES FOR THE DEVELOPMENT AND IMPLEMENTATION OF
THE FREEDOM OF INFORMATION (FOI) DATA SCIENCE RESEARCH AND
DEVELOPMENT**

I. BACKGROUND

On 23 July 2016, the Philippines had its first landmark policy on access to information through the Executive Order (EO) No. 2, s. 2016¹. This operationalizes the people's constitutionally mandated right to access information vested with public interest under the Executive Branch. Months later, the Presidential Communications Operations Office (PCOO) launched the Freedom of Information (FOI) Program² and the Electronic FOI (eFOI) Portal through www.foi.gov.ph³.

Upon the realization of how crucial information is to build and sustain trust, empower citizens, and deter corrupt practices at all levels of governance, the FOI Program continues to redefine and transform the relationship of the government with its citizens. It also established a standardized process of facilitating requests for information—ensuring that government agencies respond to the people's concerns and provide the information they need all within 15 to 35 working days.

As the lead agency mandated for FOI implementation by virtue of Memorandum Order No. 10, s. 2016⁴ the PCOO, through the FOI Project Management Office (FOI PMO) continues to engage with various agencies, industry partners, and service providers to further improve and enhance the efficiency and effectiveness of facilitating information access and disclosure through the eFOI Portal.

In consideration also of the demands of the Information and Digital Age in the 21st Century, the PCOO- FOI PMO deems it inevitable to upgrade its systems and processes through the integration of data science and analytics vis-à-vis the FOI Program implementation. This is based on the premise that in order to foster a strong and robust data culture and management within the bureaucracy, various innovative and advanced solutions are needed, thus, the need for data science and analytics which usually utilize a variety of machine learning and artificial intelligence (AI) techniques.

¹ Executive Order No. 2, s. 2016

² Department Order No. 18, s. 2017

³ www.foi.gov.ph

⁴ Memorandum Order No. 10, s. 2016

It is in this perspective that the PCOO-FOI PMO intends to engage a third-party service provider to develop and implement the “FOI Data Science Research and Development (R&D) Project” to seek data science and innovative solutions to challenges and problems relevant to PCOO’s implementation of the FOI Program.

II. OBJECTIVES

As the PCOO – FOI PMO is committed to the principle of continual service improvement, this project is envisioned to enhance and improve the delivery and quality of its services through in-depth assessment and analysis of its existing processes and the development of necessary tools to address implementation gaps and challenges in FOI implementation, particularly the management and administration of the eFOI Portal, through various data science and AI techniques.

The purpose of this Terms of Reference (TOR) is to provide a comprehensive overview on the project and outline the corresponding requirements, deliverables, and other details crucial to the implementation and completion of said project.

III. DESCRIPTION OF ACTIVITIES

The project is aligned to deliver according to the following subprojects:

NO	SUBPROJECT NAME	DESCRIPTION
1	<p>IMPROVING THE IDENTIFICATION OF THE APPROPRIATE GOVERNMENT OFFICES WHEN ASKING FOR INFORMATION.</p> <p>Create an AI model that would identify at most three government offices that may hold the information being requested by citizens to reduce instances of FOI denials.</p>	<p>Under the existing eFOI portal, citizens choose which agency to ask for information from. The burden to identify which agency holds such information is on the citizen. At present, there are 545 government offices to choose from on the portal. This has resulted in denials of FOI requests when the chosen agency does not hold the information. Worse, some citizens resort to forum shopping or apply the shotgun approach by asking numerous agencies for the same information.</p> <p>The project aims to improve the selection of agencies and improve efficiency by reducing redundant FOI requests, by using AI to determine which agencies hold the information through keywords typed by the requesting citizen.</p>

2	<p>A TIME AND MOTION STUDY OF FOI REQUESTS IN THE ELECTRONIC FOI (EFOI) PORTAL. Produce a Time and Motion Study which aims to evaluate the existing procedures of Executive Order No. 2, s. 2016 and to improve the effectiveness and efficiency of agencies in disclosing information to the public in the eFOI portal.</p>	<p>The FOI Program observes the 15 working days for simple requests and 35 working days for complex request periods in processing FOI requests, whether standard or paper-based. However, at present, there is no definite identification of FOI requests that fall under simple or complex requests.</p> <p>The study aims to explore the following:</p> <ul style="list-style-type: none"> • Re-assess the standard timeline for processing FOI requests-both simple and complex requests; • Explore the man-hour rate of FOI Officers in processing a request; • Reassess the monitoring and evaluation mechanism for implementing agencies; • Improve workflow processes for big and small government agencies; • Provide better working methods for implementers in processing FOI requests; • Improve quality service for clients and requestors; and, • Develop new capacity-building activities for stakeholders.
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IV. SCOPE OF WORK

The third-party service provider is expected to provide the following services:

SCOPE OF WORK	KEY OUTPUT
Preparation of project and R&D proposal/s that are relevant to PCOO-FOI PMO's case studies (<i>subprojects as</i>	<p>Proposals must have the following details:</p> <ul style="list-style-type: none"> • Problem statement • Proposed methodologies to be used, which include, but not limited to:

<p><i>stated in Chapter III, Description of Activities)</i></p>	<ul style="list-style-type: none"> ○ Data cleaning, processing, analysis; ○ Clustering; ○ Unsupervised machine learning (time-based/content-based); ○ Cross-validation/parameter tuning; ○ Development/packaging of Application Programming Interface (API). ● Data needs and other resources ● Key objectives and targets ● Project Mobilization Plan ● Drafting of TOR tailor-fitted to the approved proposal ● Target output/outcome of the proposed project
<p>Conduct of regular consultation meetings with PCOO-FOI PMO (as aligned with the Project Mobilization Plan)</p>	<ul style="list-style-type: none"> ● Schedule of meetings to be finalized with PCOOs-FOI PMO
<p>Preparation of project status reports to be submitted on a monthly basis or as needed</p>	<ul style="list-style-type: none"> ● Project status reports
<p>Preparation of turnover package relative to the project, which includes but not limited to, documentation, operation and maintenance manuals, etc.</p>	<ul style="list-style-type: none"> ● Operation and Maintenance Manuals

V. ELIGIBILITY AND TECHNICAL REQUIREMENTS

Interested firms/institutions are required to submit the following:

Legal Documents

- a. PhilGEPS Certificate of Registration and Proof of Platinum Membership;
- b. Omnibus Sworn Statement;
- c. Statement of the Prospective Bidder’s Ongoing and Completed Government and Private Contracts, including contracts awarded but not yet started, if

any, whether similar or not similar in nature and complexity to the contract to be bid within relevant period provided in the Eligibility Data Sheet (EDS). The statement shall include, for each contract, the following:

- i. the name and location of the contract;
- ii. date of award of the contract;
- iii. type and brief description of consulting services;
- iv. consultant’s role (whether main consultant, subconsultant, or partner in a JV);
- v. amount of contract;
- vi. contract duration; and
- vii. certificate of satisfactory completion or equivalent document specified in the EDS issued by the client, in the case of a completed contract.

Technical Documents

- a. Duly conformed and signed TOR;
- b. Certificates of Project Completion for government and/or private contracts similar in nature to the contract to be bid, within the last two (2) years;
- c. Organizational profile and background of the third-party service provider.

VI. CRITERIA FOR SHORTLISTING ELIGIBLE BIDDERS

The Service Provider must have at least three (3) Team Members who meet the following requirements in terms of competence, experience, and capacity to complete the project.

Criteria 1: Applicable relevant experience of the Service Provider (40%)				
Basis	Qualifications		Score	Weight
Certificate of Satisfactory Service and/or Certificates of Completion and/or Acceptance	The firm has handled	Five (5) or more contracts or grants	100	20%
	similar contracts or grants with government entities or private companies or firms. <i>Note: similar contracts or grants refer to the nature of the work which is the development, implementation, integration, testing, and deployment of data science and</i>	Four (4) contracts or grants	85	
		Three (3) contracts or grants	70	
		Less than three (3) contracts or grants	50	
		Has not handled similar contracts or grants	0	

	analytics systems, AI, machine learning and computational modeling.			
	Should be an established Service Provider with relevant experience in data science and analytics	Five (5) years or more of relevant experience	100	20%
		Four (4) years of relevant experience	85	
		Three (3) years of relevant experience	70	
		Two (2) years of relevant experience	50	
		Less than two (2) years of relevant experience	0	

Criteria 2: Qualification of personnel to be assigned to the project (40%)

I. Project Lead/ Project Manager/ Lead Data Scientist (1)

Signed extensive curriculum vitae indicating the required qualifications; copies of relevant certifications and publications	Educational Attainment	Postgraduate Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information Technology/ Informatics Engineering and Information Engineering)	100	10%
		Bachelor's Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information	85	

		Technology/ Informatics Engineering and Information Engineering, Management Information Systems)		
		Postgraduate Degree (Not related to any of the abovementioned courses/programs)	70	
		Bachelor's Degree (Not related to any of the abovementioned courses/programs)	50	
		Undergraduate	0	
	Experience	At least five (5) years' experience in the field requirement	100	10%
		At least four (4) years' experience in the field requirement	85	
		At least three (3) years' experience in the field requirement	70	
		Two (2) years of experience in the field requirement	50	
		Less than two (2) years of experience in the field requirement	0	
II. Data Scientist and/or Engineer Team Members (2)				
Signed extensive curriculum vitae indicating the required qualifications; copies of relevant certifications	Educational Attainment	Postgraduate Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information	100	10%

and publications		Technology/ Informatics Engineering and Information Engineering)		
		Bachelor's Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information Technology/ Informatics Engineering and Information Engineering, Management Information Systems)	85	
		Postgraduate Degree (Not related to any of the abovementioned courses/programs)	70	
		Bachelor's Degree (Not related to any of the abovementioned courses/programs)	50	
		Undergraduate	0	
	Experience	At least four (4) years' experience in the field requirement	100	10%
		Three (3) years of experience in the field requirement	85	
		Two (2) years of relevant experience in the field requirement	70	

		Less than two (2) years of relevant experience in the field requirement	50	
		Less than one (1) year of relevant experience in the field requirement	0	
Criteria 3: Capacity of the firm to execute the project (20%)				
List of on-going projects	No. of on-going projects:	0 – 4 project/s	100	10%
		5 – 9 projects	85	
		10 – 14 projects	70	
		15 or more projects	50	
	Firm shall provide a dedicated team for this project, with Project Lead and Team Members abovementioned (hereinafter known as “key staff”) <i>Note: Firm shall provide complete computer facilities and related software, necessary equipment, and other technical and administrative support staff (e.g., secretariat, typist, etc.)</i>	With dedicated team members as required by the project	100	10%
		No dedicated team members	0	

VII. CRITERIA FOR THE EVALUATION OF SHORTLISTED BIDDERS

For evaluation of the third-party service provider, its technical and financial proposal shall be given weight of **70% and 30%** respectively, based on the criteria provided in the TOR for a maximum of 100 points. Proposals for this project shall be evaluated using the Quality-Cost Based Evaluation Method, based on the following criteria:

TECHNICAL PROPOSAL (70%)

Criteria 1: Technical experience and capability of the third-party service provider

Basis	Qualifications		Score	Weight
Records of previous engagement, quality, and extensive knowledge on the development, implementation, integration, testing, and deployment of data science and analytics systems, AI, machine learning and computational modeling; must also have the required facilities, tools, equipment and software in securely managing, manipulating, and analyzing big datasets to efficiently carry out the deliverables stipulated in this TOR	Handled similar contracts or grants with government entities or private companies or firms	Handled at least five (5) or more similar contracts or grants with government entities or private companies or firms	100	10%
		Handled at least five (4) similar contracts or grants with government entities or private companies or firms	85	
		Handled at least three (3) similar contracts or grants with government entities or private companies or firms	70	
		Handled at least two (2) similar contracts or grants with government entities or private companies or firms	50	
		Handled at least one (1) similar contracts or grants with government entities or private companies or firms	0	
Experienced similar or related to the project, following industry standard	Technical experience	With at least three (3) years' experience in conducting or taking on data science R&D projects or similar engagements with government entities or	100	15%

<p>approach and methodology in the development, implementation, integration, testing, and deployment of data science and analytics systems, AI, machine learning and computational modeling</p>		private companies or firms		
		With at least two (2) years' experience in conducting or taking on data science R&D projects or similar engagements with government entities or private companies or firms	85	
		With less than two (2) years' experience in conducting or taking on data science R&D projects or similar engagements with government entities or private companies or firms	70	
		With at least one (1) year experience in conducting or taking on data science R&D projects or similar engagements with government entities or private companies or firms	50	
		No experience	0	

Criteria 2: Quality of Personnel to be Assigned to the Project

I. Project Lead/ Project Manager/ Lead Data Scientist (1)				
<p>Signed extensive curriculum vitae indicating the required qualifications; copies of relevant certifications and publications</p>	<p>Educational Attainment</p>	<p>Postgraduate Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information Technology/ Informatics Engineering</p>	<p>100</p>	<p>15%</p>

		and Information Engineering)		
		Bachelor's Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information Technology/ Informatics Engineering and Information Engineering, Management Information Systems)	85	
		Postgraduate Degree (Not related to any of the abovementioned courses/programs)	70	
		Bachelor's Degree (Not related to any of the abovementioned courses/programs)	50	
		Undergraduate	0	
	Experience	At least five (5) years' experience in the field requirement	100	10%
		Two (2) years of experience in the field requirement	85	
		One (1) year of relevant experience in the field requirement	70	
		Less than three (3) years of relevant experience in the field requirement	50	

		Less than three (3) years of experience not relevant to the field requirement	0	
II. Data Scientist and/or Engineer Team Members (2)				
Signed extensive curriculum vitae indicating the required qualifications; copies of relevant certifications and publications	Educational Attainment	Postgraduate Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information Technology/ Informatics Engineering and Information Engineering)	100	10%
		Bachelor's Degree (Related to Data Science and Analytics, Statistics, Applied Mathematics, Physics, Economics, Programming, Engineering Business, Economics, Computer Science, Information Technology/ Informatics Engineering and Information Engineering, Management Information Systems)	85	
		Postgraduate Degree (Not related to any of the abovementioned courses/programs)	70	
		Bachelor's Degree (Not related to any of the abovementioned courses/programs)	50	
		Undergraduate	0	

	Experience	At least four (4) years' experience in the field requirement	100	10%
		Three (3) years of experience in the field requirement	85	
		Two (2) years of relevant experience in the field requirement	70	
		Less than two (2) years of relevant experience in the field	50	
		One (1) year of experience not relevant to the field requirement	0	

Criteria 3: Plan of Approach and Methodology

Timing of deliverables, qualitative and quantitative result of the development, implementation, integration, testing, and deployment of data science and analytics systems, AI, machine learning and computational modeling	Clarity and Level of Detail of Methodology	Methodology is clear and very detailed	100	30%
		Methodology is clear but lacks details	70	
		Methodology is not clear and lacks necessary details and information required for the completion of the project	50	
	Acceptability of the Approach	Approach is feasible and acceptable	100	
		Approach is feasible but not acceptable	70	
		Approach is not feasible and acceptable	50	

FINANCIAL PROPOSAL (30%)

The highest rated third-party service provider must have the highest rated score based on the Technical and Financial proposals submitted if the score passes the hurdle rate of 70%.

VIII. TIMELINES, DELIVERABLES, AND SCHEDULE OF PAYMENT

The project, which is expected to be completed within six (6) months, has an ABC of **SIX HUNDRED SIXTY THOUSAND PESOS (PhP 660,000.00)** for this service, inclusive of VAT and all other expenses that will be incurred for the whole duration of the project.

To ensure continuous engagement during the process, the payout for each milestone will be as follows:

Milestones	Deliverables	Completion Time	% of Contract Amount
TOR signing	<ul style="list-style-type: none"> Duly signed TOR 		10%
System Requirements Specification Document Provision and Approval	<ul style="list-style-type: none"> Detailed research methodology Documented timeline/system flowchart and requirements 	After two (2) weeks from the issuance of Notice to Proceed	10%
Systems Design, Implementation, Integration and Testing	<ul style="list-style-type: none"> Tool development based on the needed requirements specified in the TOR 	After ten (10) weeks from the approval of the System Requirements Specifications	40%
Roll-out, deployment operations, maintenance and training	<ul style="list-style-type: none"> Development of a comprehensive manual which shall include the methodology/ies employed and other relevant materials for turnover Capacity building sessions or activities to end user and the FOI Team 	After four (4) weeks from the completion of the Systems Design, Implementation, Integration, and Testing	30%
Project sign-off	<ul style="list-style-type: none"> Approved projects sign off document from end-user and 	After one (1) week from the completion of the Roll-out, Deployment,	10%

	certification of completion	Operations, Maintenance, Training	
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Each payment shall be supported by a Certificate of Acceptance based on the work rendered comprising of the actual outputs as certified by the third-party service provider and duly accepted by the Head of the Procuring Entity (HoPE) or his/her authorized representative.

IX. PROJECT TERMS AND CONDITIONS

A. The **third-party service provider** shall:

1. Mobilize a project team who shall be responsible for the overall implementation of the project within the agreed timeframe;
2. Lead the implementation of all the activities that will be conducted under the project;
3. Lead the development and enhancement of all outputs that will be delivered for this project;
4. Closely coordinate with the PCOO team on the progress of the project;
5. Bill the PCOO according to the agreed schedule;
6. Submit regular project status reports or progress reports, including the turnover package to the PCOO as required; and,
7. Undertake all other roles and responsibilities as may be deemed necessary for the implementation of this project.

B. The **PCOO** shall:

1. Designate a counterpart team who will closely work with the third-party service provider in the implementation of the project;
2. Make available all relevant materials (i.e. datasets, documents, reports, and other resources) related to the project;
3. Closely monitor project implementation, provide inputs and technical assistance, and verify and validate applicability of all project proposals and other outputs;
4. Pay the project cost according to the agreed schedule; and,
5. Undertake all other roles and responsibilities as may be deemed necessary for the implementation of this project.

CONFORME:

Name of Company/Firm	
Name and Signature of Authorized Representative	
Designation	
Date	