LeAPS’
#DigitalBangsamoro
Portal

Pre-Proposal Presentation

25 May 2022
OVERVIEW OF THE PROJECT

- **PROJECT TITLE:** Localizing e-Governance for Accelerated Provision of Services (LeAPS) Program in the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)

- **PARTNER:** Ministry of Interior and Local Government (MILG), BARMM

- **Duration:** 2 Years (January 1, 2022 to December 31, 2023), plus the 5-year digital transformation roadmap

- **Coverage:** 118 BARMM Cities and Municipalities
DEVELOPMENT CHALLENGES IN BARMM

- Human development index
- Women, peace, security
- Limited access to ICT and connectivity
- Poor quality and limited access to public services
- Lack of a systematic database and updated data for planning and programming
- Poor digital literacy of public servants
MILG recognizes the challenge of improving public service delivery in BARMM and forged a partnership with UNDP to implement the initiation phase of the **Localizing e-Governance for Accelerated Provision of Services (LeAPS) Project**
Higher-Level Objective

“A highly-trusted governance aimed to co-creating and bringing meaningful citizen-centric services towards digital transformation for an empowered Bangsamoro.”
## Output-Level Results

### OUTPUT 1

- E-services and Digital Centers established in BARMM LGUs and Ministries and made accessible to women, SCs, and PWDs
  - DSDL
  - Digital Centers with Interactive Call Centers
  - Data Center in MILG
  - #DigitalBangsamoro Portal
  - DevLive

### OUTPUT 2

- BARMM LGUs are able to collect gender-disaggregated household and sectoral data for use in local development and resilience planning
  - DevLIVE+ implementation and rollout in LGUs

### OUTPUT 3

- The 5-year Digital Transformation Roadmap for Bangsamoro is established with sustainability measures
  - Digital Transformation Roadmap (institutionalization)
  - Policy Development Workshops
  - ICT related workshops

### OUTPUT 4

- Program managed efficiently
  - Program Management, Communication, and Knowledge Management

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**Gender Marker 2:** Dedicated interventions designed for empowering women to lead the implementation and management of some program components.
OBJECTIVES OF THE #DIGITALBANGSAMORO PORTAL

• To deliver an online platform that is accessible to the general public and officials of BARMM.
• Shall provide fourteen (14) services with corresponding sub-services.
14 SERVICES

1. **Business Permit Registration and Renewal proposed by LGUs Butig and Piagapo (Province of Lanao del Sur)**
   - This service facilitates the processing of new and existing businesses within the region and provide a systematized database that may be made available to the government, or to civilians, as mandated by the Freedom of Information (FOI) of the Philippines

2. **Authority to Travel proposed by the MILG-BARMM** – This service manages the travel authorizations for government officials, either under official capacity, or for personal purposes. This increases transparency within the government. This service includes the following subservices:
   - Travel for Promoting Local Government Exchange
   - Travel for Study
   - Travel for Non-Study
   - Personal Trips
3. Sanggunian / Council Registration / Barangay / Council Eligibility proposed by the MILG-BARMM
   • This service facilitates the registration of an individual who wishes to participate in government as part of the Sanggunian or Council. This provides the workflow necessary to schedule appointments, clearances and all relevant activities that would lead to the approval of the applicant.

4. Certificate of Live Birth (COLB) proposed by LGUs Butig and Piagapo (Province of Lanao del Sur)
   • This service permits the user to apply for a Certificate of Live Birth from the Local Government Unit (LGU).
5. Request and Releasing of Special Development Fund (SDF) proposed by the Ministry of Finance and Budget Management (MFBM)
   • This service will assist the MFBM staff in properly helping ministry representatives in applying for a special development fund and its release.

6. Customer Complaints Handling proposed by the Ministry of Trade Investment and Tourism (MTIT)
   • This service will allow the clients of MTIT in raising and settling a complaint, wherein consumer rights are protected.
14 SERVICES

7. Wastewater Discharge Permit proposed by the Ministry of Environment, Natural Resources, and Energy (MENRE)
   • This service will allow development of an inclusive and standardized routing system that enables SMEs from island provinces in BARMM secure a Wastewater Discharge Permit (WDP) in a convenient manner.

8. Socio-Economic Profiling proposed by the Office of the Chief Minister (OCM)
   • This service will allow the OCM staff to bridge the communication gap among the OCM, barangay officials, and sectoral groups in a way that is clear, responsive, and efficient to ensure the delivery of the right information in the conduct of socio-economic profiling that would inform the flagship services of the OCM.
9. Wastewater Discharge Permit proposed by the Ministry of Environment, Motorized Driver and Operator Franchising proposed by LGU Buluan (Province of Maguindanao)
   • This service will assist the tricycle drivers and operators reduce their time in applying for a franchise in a fast but orderly and guided manner without sacrificing their daily routines.

10. Building Permit proposed by LGU Parang (Province of Maguindanao)
    • This service will assist a contractor, without prior knowledge of the process in securing a building permit in an informed and systematic manner that will significantly lessen the number of visits.
11. **Real Property Assessment proposed by LGU Sultan Kudarat (Province of Maguindanao)**
   - This service will allow the LGU to assist real property taxpayers avoid the unnecessary cost by getting their property assessment in a timely and hassle-free manner.

12. **Zoning Certificate proposed by LGU Shariff Aguak (Province of Maguindanao)**
   - This service will allow the LGU to provide assistance to first-time business owners feel well-informed in applying for a Zoning Certificate in a way that is efficient, standardized, and accessible.
13. Tourist Attraction Booking proposed by LGU Datu Blah Sinsuat (Province of Maguindanao)
   • This service allows the LGU to provide assistance to first-time tourists, who want to visit Datu Blah Sinsuat through accessing tourism information in a clear, easy, and accommodating manner.

14. Availing of Financial Assistance through the “Kalinga Para sa May Kapansanan” Program proposed by the Ministry of Social Services and Development (MSSD)
   • This service allows MSSD to provide guidance to the most indigent person with disability avail of financial assistance from the “Kalinga Para sa May Kapansanan” or Assistance to Persons with Disabilities (PWDs) program in an efficient, transparent, accessible, and inclusive manner.
SCOPE OF WORK

1. Validation and Profiling of Service Analysis Conducted and Digitization of the fourteen (14) services

2. Service Digitization and Validation (Features per e-Service)

   a. Web Application (Customer Facing)

      i. E-Service Inclusions

   b. Web Application (Admin Portal)

      i. Portal Inclusions
SCOPE OF WORK

3. Core Development

4. Transfer of Data/Content to the Web/Database Server and/or Cloud services (administered by the MILG-BARMM)

After the development of the portal, the following must also be provided:

- **Support and Maintenance**
  - Application Level
  - Infrastructure Level
  - Training of Trainers (TOT) on the use of the e-services and features

- **Knowledge Transfer and Capacity Building**
C.1. Infrastructure Requirements

The firm will provide a technical recommendation on the following, with respect to the development of the portal:

- Web/Application Server
- Database Server
- Storage Server
C.2. Validation and Profiling of the Service Analysis Conducted for the Digitization of the Fourteen (14) Services

The primary concern is to revalidate the service analysis conducted from wireframes as reference (see Reference M.3).

- Revalidate the services to be digitized by analyzing manual service delivery process, citizen charter, digital service roadmap.
- Discuss with the onboarded service designers (consultant, MILG, LGUs, and ministries in the BARMM) the complete service delivery life cycle which includes service information, service delivery procedure, step information, payment integration, intra or inter service dependency and relevant integration scope etc.
- Build a service catalogue and a complete profile for each service based on the detailed service analysis.
C.3. Service Digitization and Validation

During the service digitization and validation, the firm will:

- Analyze existing systems (i.e. online services provided by the national government) and identify integration scope to be followed to integrate with the Digital Bangsamoro platform.
- Build the services and integrate to access point and systems in accordance with the service profiling documents.
- Check functional and non-functional issues for each service in terms of service name, office name, wing name, desk information, application form, payment, attachments, back-office integration.
- Conduct service specific user acceptance testing and adjust feedback.

The firm shall develop the components needed for the portal.
C.4. Service Portal Development

The #DigitalBangsamoro Portal is an online system for citizens to access all government services. It shall be browser agnostic, and is accessible and responsive through desktop or mobile displays.

The Portal will have the following features:

- Multi-lingual support – The user shall have a menu to change the portal language in English, Filipino, Maguindanaon, and Maranao.
- The portal must be fully accessible and fully functional in these browsers – Chrome, Firefox, Safari
- Dashboards assigned for constituent use and for backend access – The dashboards shall be provided for both the constituent (local official who will use the website to avail of the services), and the designated government official who will process or approve the records).
  - For the constituents, the dashboard will provide relevant information about their applications.
  - For the designated officers, a service tracker is provided to allow the monitoring of incoming applications.
- Search functionalities are available site-wide
- Payment gateway shall be integrated to the portal
C.5. Core Development

C.5.1. Access

There is a primary registration and login module for the citizens to get into the system and a separate login module for the Government employees. Primary registration for citizens will include local mobile number or e-mail address with password or a one-time PIN (OTP). At the moment Digital Bangsamoro Portal will provide citizen access to all the services.

C.5.2. Service Tracker

The service tracker provides updated information about the applications made by the user. Through the portal, the user simply logs into his/her account to view the status of their application.

C.5.3. Multi-Layered Dashboards

The firm will be responsible for the designing and developing of the dashboards (Citizens, Access Officer, and Monitoring). These dashboards should be interoperable in terms of accessibility.
C.5. Core Development

C.5.4. Workflow Engine

The Workflow Engine will complete the full-service delivery eco-system maintaining three basics which are: application-receive, application-processing and Decision making regarding each service. First, service application of citizen will be received through the system. Application will be processed through desk routing. Application will route responsible government officers’ desk to desk through the system and each officer will be able to attach files and provide their decisions through their panel.

C.5.5. Integration

Vendor will provide technical assistance to integrate the following services:

- Citizens National Identity
- SMS gateway and notifications and email notifications
- Payment gateway that adheres with the appropriate governance, policy, disclosure, and privacy compliance
- Sustainable Development Goal Dashboard
- DevLIVE+ Dashboard (and CBMS, if available)
- Web Chatbots
C.5. Core Development

C.5.6. Conform with the WCAG 2.0 or 2.1

The development feature must consider and conform to the Web Content Accessibility Guidelines (WCAG) 2.0 that defines the creation of Web content that make it more accessible to people with disabilities (PWDS). Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.
D. KNOWLEDGE TRANSFER & CAPACITY BUILDING

- On-demand facilitation of system update information as training session case of major changes
- Provide authentic access to client experts to source code and documents.
- Developing technical and operational manuals to operate and manage the platform.
- A set of guidelines will be provided by the firm so that any standard resource will be able to take over a task when it is required.
- The firm will prepare guidelines and standard practice and will facilitate training programs for service providers' technical experts for system integration of Digital Bangsamoro portal.
- Firm will provide resource person, training material, Training of Trainers and training for capacity development in collaboration with the UNDP LeAPS Core Team (MILG Technical Working Group and UNDP Program Management Office).
E. SUPPORT AND MAINTENANCE

E.1. Application Level:

- Provide application-level support to ensure proper service delivery.
- Responsible for revalidating or redesigning (where necessary) the core business processes as per the request of authority as and when required.
- Recording, managing reporting issues and user level application related technical problems received through the method prescribed, develop, and deploy necessary solutions.
- Fixing all bugs in the system irrespective of its nature and complexities.
- Recording and reporting change documents, source code management and version management.
E. SUPPORT AND MAINTENANCE

E.2. Infrastructure Level:

- During the testing phase, all the test data and testing bed will be hosted in the cloud (AWS), including domain registration (for 2 years) – this must be handled by the firm until all the infrastructure and connectivity are ready in the MILG-BARMM.

- Ensure continuous health check of Database, tuning database, tuning codes & queries and mitigating the issues.

- Provide necessary guidance to basic level of infrastructure problem in Digital Bangsamoro Portal.
E. SUPPORT AND MAINTENANCE

E.3. Bug Fixes and Bug Reporting:

- During the process validation, testing, and other quality assurance processes, when bugs/errors are identified, must be properly documented through a Bug Report.

- The Bug Report should be able to answer/address the following: 1) problem; 2) developers to reproduce the problem; 3) webpage or feature where the problem appeared/experienced; 4) environment the error occurred (web browser, device – computer, laptop, tablets, mobile phones), operating systems (OS); 5) turnaround time in resolving each bug/error.

- The Bug Report should contain the following: 1) Title/Bug ID; 2) Environment – device type, OS, tester name, software revision number, connection strength, rate of reproduction; 3) Steps shown in reproducing a bug; 4) Expected result of the testing; 5) Actual result – elaborate on the issue (i.e. is the portal crashing?, does an error appear?, is it unresponsive?, link not working, button not working; and others); 6) Screenshots, recordings of bug fixes; and 7) Severity of bug priority – low, minor, major, critical.
E. SUPPORT AND MAINTENANCE

E.3. Bug Fixes and Bug Reporting (Con’t):

- Turnaround time for bug fixes – this must be calculated by the \((\text{Actual time taken to fix the bug/defect}) / (\text{Planned time taken to fix the bug/defect})\), which must be calculated in hours or workdays. Once a bug is detected or raised, the firm’s development team must assess the impact or severity and provide a target fixed date to the testing team. The actual time is calculated once the defect is totally fixed.

- The Bug Report including the Turnaround time status for the defects must be submitted to the LeAPS Program Manager on a weekly basis.
### F. DELIVERABLES AND SCHEDULE

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Milestone</th>
<th>Timeline</th>
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</thead>
<tbody>
<tr>
<td><strong>Foundation and Ecosystem</strong></td>
<td>• Build the foundation and ecosystem for the e-services</td>
<td>3 months</td>
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<tr>
<td><strong>Service Digitization</strong></td>
<td>• Service Analysis and Service specific profile creation to Service Payment Integration</td>
<td>9 months</td>
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<tr>
<td><strong>Service Platform Development</strong></td>
<td>• Service Front end Development to Mobile Responsive Design</td>
<td>9 months</td>
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<tr>
<td><strong>Core Development</strong></td>
<td>• Access (Web and Mobile Compatible) to Integration</td>
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*Source: Digital Bangsamoro*
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<td><strong>Support and Maintenance</strong></td>
<td>• From Daily troubleshooting and regular bug fixing as required to Support to “Go Live” of every e-service</td>
<td>3 months</td>
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<tr>
<td><strong>Knowledge Transfer &amp; Capacity Building</strong></td>
<td>• From User Training Manual To Knowledge transfer and handover of source codes and development architecture to UNDP</td>
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<td><strong>LENGTH OF ENGAGEMENT</strong></td>
<td></td>
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