



REPUBLIC OF THE PHILIPPINES  
PHILIPPINE STATISTICS AUTHORITY

Civil Registry System-  
Information Technology Project Phase II  
(CRS-ITP2)

## Project Information Memorandum

With Assistance from

the Public-Private Partnership Center (PPP Center)

and Information and Communication Technology Office (ICTO)

18 September 2015  
Quezon City, Philippines



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**Purpose of this IM**

The purpose of this IM is to provide general information to prospective bidders on the assessment of project potential and related informational aspects of the Civil Registry System Information Technology Project - Phase II (CRS-ITP2). Information contained in this IM shall provide an overview of the project development and its related aspects for reference purposes and information contained herein may be put to use, subject however to the prospective bidders' own discretion and conduct of due diligence.

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## 1. Introduction

### 1.1 About PSA

The PSA is primarily responsible for the implementation of the objectives and provisions of the Philippine Statistical Act of 2013 or otherwise known as Republic Act (RA) No. 10625. Under this law, the National Statistics Office (NSO) and three other statistical agencies were merged and the personnel, assets, contracts and responsibilities of these merged agencies were transferred to the new PSA. The PSA plans, develops, prescribes, disseminates and enforces policies, rules and regulations and coordinates government-wide programs governing the production of official statistics and general-purpose statistics. The PSA is also responsible for the implementation of the provisions of the Civil Registry Law or Act No. 3753 as well as provision of civil registration services to the public.

Under Rule 9 (c) (vii), Article 13 of the Implementing Rules and Regulations (IRR) of RA No. 10625, the PSA shall be responsible for the civil registry document management and archiving, policy advocacy and research on civil registration matters, court decrees and legal instruments affecting civil registry documents, administrative correction of civil registry documents, outlet and customer services and other civil registration concerns. Further, Article 25 of the same IRR states that "Civil Registration System (CRS) outlets shall be established in all administrative regions of the country, and as may be necessary each province shall have at least one (1) CRS outlet to provide copy issuance service of civil registry documents enrolled in the CRS database.

### 1.2 Civil Registration in the Philippines

Civil Registration is the recording in the appropriate civil registers, vital acts and events that affect the civil status of individuals. Vital acts and events are the births, deaths, fetal deaths, marriages and all such events that have something to do with an individual's entrance and departure from life together with the changes in civil status that may occur to a person during his lifetime.

Civil registry documents include records of births, marriages, deaths, court decrees, legal instruments which affect the status of a person, divorce, conversion to Islam and marriages solemnized under Presidential Decree 1083, and civil registry documents of Filipino citizens reported at Philippine Consulates abroad. These documents are submitted by the local civil registry offices, Shari'a courts and Department of Foreign Affairs to PSA and are converted to digital format and loaded in the Civil Registry System (CRS) database for copy issuance purposes.

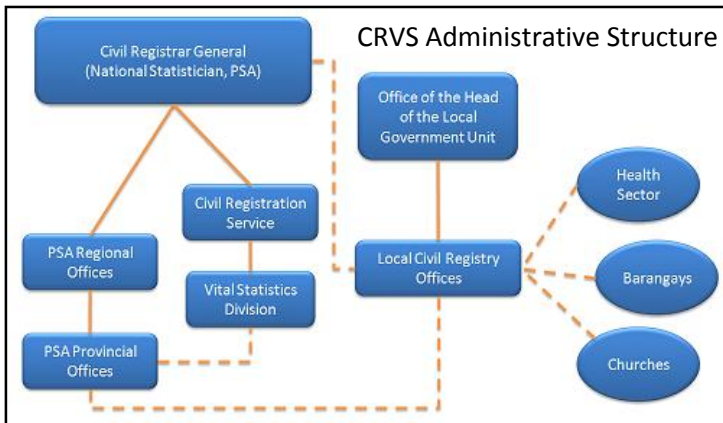


Figure 1. CRVS Administrative Structure

The Philippine’s civil registration and vital statistics system structure presents a robust mechanism, with its legally defined operational and administrative setup, from the municipality, where the unit of vital registration is fixed to the central depository of vital documents at the PSA. Under Section 2 of Act No. 3753, the Civil Registrar General is empowered to prepare and issue implementing rules and regulations of laws on civil registration. These rules and regulations provide standard procedures

which every LCRO in the country should strictly follow in registering all vital events, court decrees and legal instruments. The CRG also prescribes the uniform and standard registration forms and prepares issues manual of instructions on the proper accomplishments of these forms.

Registration must be done promptly within the reglementary period and in accordance with the requisites specified by existing laws. Any declaration of vital event filed or presented for registration beyond reglementary period shall be deemed delayed, and must undergo delayed registration procedures.

### 1.2.1 Civil Registration Process

When a vital event occurs, the event shall be reported by the persons responsible within 30 days from the time of the occurrence to the City/Municipal Registrar (C/MCR). The civil registrar registers the event, and compiles all the registered vital events on a monthly basis, and submits it to the PSA Provincial Office (PSA-PO) within ten days following the month of registration. The PSA-PO compiles the reports of all cities/municipalities within its jurisdiction and submits the same to the PSA-CO at the Civil Registration Services within sixty days after the reference month.

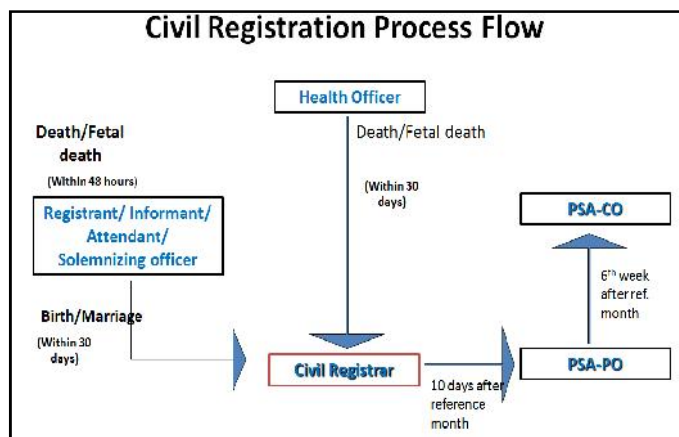


Figure 2. Civil Registration Process Flow

### 1.2.2 Civil Registration-Related Services

The PSA is providing civil registration services to the public such as copy issuance of certified copies of birth, marriage, death; authentication of civil registry documents; and Certificate of No Marriage or Advisory of Marriage.

### 1.2.3 Production of Vital Statistics

Vital statistics are statistics derived from civil registration which are useful for local and national authorities specifically for planning of human, social and economic development. Vital statistics as generated from civil registration data are the only source providing the basis for a variety of in-depth epidemiological studies, including the estimation of risks of premature death by sex and age, the estimation of relative risks of death among different subpopulations and the analysis of trends in the risk of dying because of particular causes.

## 1.3 Computerization of the Civil Registry Operations

The computerization of the civil registry operations began in 1990s with the vision of providing world-class civil registration products and services. The long-term plan at that time was to complete the computerization of the civil registry system called the Civil Registry System – Information Technology Project (CRS-ITP). The CRS-ITP was proposed in November 1996 as a Build Operate-Transfer (BOT) project. It was envisioned to safeguard the integrity of the civil registry documents and to provide better and responsive frontline service to the public. In 2001, the CRS-ITP opened its first frontline service with the number of clients in steady increase up to present. The CRS-ITP will eventually be phased out and CRS-ITP2 is the successor project. The CRS-ITP2 will also be built as a Public-Private Partnerships (PPP) Project.

Like all projects pursued under the PPP program in the Philippines, ReRANo. 6957, as amended by RA No. 7718, otherwise known as the BOT Law, is the primary governing law for this project. The BOT Law provides the legal framework for the private sector to undertake the financing, construction, operation, and maintenance of infrastructure and development projects normally financed and undertaken by the Government.

## 2. About Current CRS-ITP

The Civil Registry System-Information Technology Project (CRS-ITP) is an IT project which aims to improve the issuance of copies and certifications of civil registry documents through the imaging of the civil registry documents and the computerization of the issuance process. The CRS-ITP also aims to make the civil registry services available nationwide through the CRS outlets. Two major objectives of the CRS are to: (a) efficiently organize, manage and maintain a complete and accurate database of civil registry documents and information; and (b) overcome attempts on falsification and fabrication of civil registry documents.

The current CRS-ITP is a Build-Transfer-Operate project of the former NSO. The project is being undertaken at no cost to the Philippine Government.

The CRS-ITP involves establishment of a Central Facility located in the Metro Manila area and an established nationwide network of Civil Registry outlets process requests for copies of civil registry documents (CRDs) and other civil registry services from Filipino citizens and other stakeholders. The Central Facility serves as the central point for the issuance and authentication of CRDs. CRS Outlets use the Civil Registry System to source, issue and authenticate copies of CRDs and certifications and provide vital statistics to stakeholder organizations.

## 2.1 Services

Under the current CRS-ITP, the following services are provided:

### 2.1.1 Basic Services

#### a. Copy Issuance

This refers to the issuance of a copy of birth, death or marriage certificate as requested by the client. It involves searching the CRS database for the target document and when found, the document is printed in security paper. If the target document does not exist in the database, a negative certification is issued.

#### b. Authentication of birth, marriage, death

This refers to the processing of requests for the PSA to certify the authenticity of the requester's copy of a Civil Registry Document (CRD) issued by the Local Civil Registry Office. This is done by comparing the signature on the Certified True Copy (CTC) of the requester's CRD and the signature specimen of the authorized signatory of the LCRO stored in the CRS database.

#### c. Certification of No Record of Marriage

This refers to the issuance of a Certification of No Marriage (CENOMAR). The CRS database is searched for any or all marriages of the applicant and a CENOMAR is printed if there is no existing marriage record. However, if a marriage certificate exists, then an Advisory on Marriages (CEMAR) is issued instead of a CENOMAR.

### 2.1.2 Other Services

#### a. Electronic Endorsement

Electronic endorsement refers to the service where a copy of a CRD is endorsed by the LCRO to the local PSA office or outlet and the outlet subsequently scans the document and electronically transmits to the PSA Central Office for verification and approval. Once approved, the scanned certificate may already be issued by CRS outlets on security paper.

#### b. Electronic Annotation

Annotations are requested for CRDs when a petition to change a detail on the CRD has been duly authorized by the appropriate body. This applies to court decrees, legal instruments, supplemental reports and decisions on petitions covered by RA 9048 and RA 10172. Example of a CRD needing annotation is a marriage that was declared by court to be annulled. In such a case, the marriage certificate is annotated by the PSA to indicate that the marriage has been annulled. Annotations are placed on the image of the original document and the resulting annotated document is loaded into the CRS database for subsequent copy issuance.

#### c. Agency Validation Service

Currently, the PSA is able to provide validation services to different agencies such as the Department of Foreign Affairs, embassies, the Armed Forces of the Philippines and the Government Service Insurance System. A validation request could either be to validate a particular CRD submitted by the agency's client, or to retrieve data from the CRS database by batch based on an agency's supplied criteria. In the latter case, the data from CRS is normally used by the agency to determine the real status of its members.



## 2.2 Service Channels

Civil registry services are provided to Filipino citizens through a range of service channels: (1) Census Serbilis Centers; (2) eCensus; (3) Helpline Plus; (4) BREQS; (5) Census Mobile Service; and (6) Special Servicing Outlets.

### 2.2.1 Census Serbilis Centers

There are six (6) CenSCs within Metro Manila, sixteen (16) regional outlets (RO) and eighteen (18) provincial outlets (PO) providing services to the public from Monday to Friday (except holidays), with core time 8:00AM to 5:00PM for receiving requests. Outlets start earlier than or go beyond the core time when necessary. All of these outlets are linked to the Central Facility Data Center. See Annex A on the location of current CenSCs.

### 2.2.2 eCensus

This is the PSA's online service channel for civil registry services. Clients encode and pay for their requests via eCensus ([www.ecensus.com.ph](http://www.ecensus.com.ph)). Requests through eCensus may also be paid over-the-counter through third party payment channels. The requested CRDs are delivered to the address specified by the requester.

The eCensus website is also used by BREQS clients for submission of files and scanned images of the corresponding proof of payment.

### 2.2.3 Helpline Plus

The PSA Helpline Plus! (+632 737 1111) is a 24/7 service desk available for clients who want to file their requests via phone. Similar to the eCensus channel, CRDs requested through the Helpline Plus! are delivered to the clients. This service channel is operated and maintained in cooperation with Pilipinas Teleserv, Inc.

### 2.2.4 Batch Request Entry System (BREQS)

The PSA has authorized some of its institutional clients and partners to accept applications for CRD issuance and the corresponding payments from individual clients. These institutional clients and partners use the Batch Request Entry System (BREQS) to encode the request details and generate a file containing the request details. The file is submitted to the designated CenSC for processing.

### 2.2.5 Census Mobile Service

The Census Mobile Service is PSA's way of bringing its services closer to the public. This channel is usually present in special events sponsored by the government. The PSA sets up a booth where the mobile team receives applications for document requests, encodes the requests, receives the corresponding payments and issues official receipts. Requests from this channel are processed by a designated CenSC. The resulting CRD copies are delivered to the designated location where these will be claimed by the requesters.

## 2.2.6 Special Servicing Outlets

- **Special Request Unit (SRU)**

This channel is exclusively for special requests such as requests from other government agencies, embassies, and other institutions. It is the only channel that caters to clients with deferred payment agreements with the PSA.

- **San Pablo City-Laguna BREQS Servicing Outlet**

This CRS Outlet caters exclusively to BREQS partners and hence has no walk-in clients attended. BREQS partners are authorized local government units, institutions such as SM malls, CARD MBA, and accredited travel/recruitment agencies accredited by PSA.

- **Central Facility Backend Outlet**

This channel is exclusively for requests of annotation civil registry documents affected by court decrees, legal instruments, RA 9048 and RA 10172, and supplemental reports including endorsement/piecemeal. It also caters to applications received by travel/recruitment agencies accredited by PSA.

## 2.3 User Fees

The following fees are collected by type of transaction:

| Type of transaction/service  | User Fee (exclusive of Php15.00 Documentary Stamp Tax (DST)) |
|--|--|
| 1. Copy Issuance of birth, marriage, death                           | Php 125.00 per copy  |
| 2. Authentication of birth, marriage, death                          | Php 125.00 per copy  |
| 3. Certification of No Marriage/Advisory of Marriage (CENOMAR/CEMAR) | Php 180.00 per copy  |

The PSA collects Php15.00 DST per certificate, for the Bureau of Internal Revenue (BIR), on all requests for issuance of certified and/or certified copy of birth, marriage, or death certificates including endorsed documents and Certificate of No Marriage.

## 2.4 Size of Current database

The Civil Registry System (CRS) captured, digitized and stored over 156 million civil registry document (CRD) records as of September 1, 2015. In addition to these, there are about 55,600 scanned images of specimen signatures of authorized signatories of Local Civil Registry Offices, and Shari'a District and Circuit Offices which have been uploaded into the CRS production databases. The following matrix shows the summary of civil registry records that have been stored in the CRS production databases:

| Type of document     | Number of records  |
|----------------------|--------------------|
| Birth (1945-2015)    | 111,576,865        |
| Marriage (1945-2015) | 24,172,463         |
| Death (1945-2015)    | 20,611,049         |
| <b>Total</b>         | <b>156,360,377</b> |

The total size of CRS-ITP production database is estimated at 21 Terrabytes.

## 2.5 Historical Volume

The following tables provide CRS-ITP statistics on annual volume of transactions and document conversion:

Table 1. Annual Volume of Transactions: 2002-2014

| Year | Number of Copies |
|------|------------------|
| 2002 | 3,527,881        |
| 2003 | 4,104,713        |
| 2004 | 5,482,141        |
| 2005 | 6,615,797        |
| 2006 | 7,728,017        |
| 2007 | 8,651,951        |
| 2008 | 10,237,617       |
| 2009 | 10,054,549       |
| 2010 | 11,005,679       |
| 2011 | 11,819,030       |
| 2012 | 12,271,927       |
| 2013 | 12,773,716       |
| 2014 | 14,347,943       |

Table 2. Transaction Volume per Transaction Type: 2014

| Type of Transaction     | Number of Copies  |
|-------------------------|-------------------|
| Authentication- Birth   | 8,125             |
| Authentication – Death  | 15,084            |
| Authentication-Marriage | 5,565             |
| CENOMAR                 | 1,393,874         |
| Copy Issuance- Birth    | 10,634,273        |
| Copy Issuance- Death    | 299,829           |
| Copy Issuance- Marriage | 1,991,193         |
| <b>Grand Total</b>      | <b>14,347,943</b> |

Table 3. Converted Documents Volume by Document Type by Year: 2006-2014

| Year Converted | Birth     | Marriage | Death   | TOTAL     |
|----------------|-----------|----------|---------|-----------|
| 2006           | 3,224,986 | 733,233  | 590,964 | 4,549,183 |
| 2007           | 3,004,752 | 631,132  | 486,802 | 4,122,686 |
| 2008           | 3,181,417 | 590,544  | 820,057 | 4,592,018 |
| 2009           | 3,278,315 | 597,133  | 495,350 | 4,370,798 |
| 2010           | 2,769,819 | 595,854  | 516,040 | 3,881,713 |
| 2011           | 3,015,719 | 544,890  | 407,554 | 3,968,163 |
| 2012           | 2,477,562 | 407,457  | 451,383 | 3,336,402 |
| 2013           | 2,971,452 | 483,834  | 654,390 | 4,109,676 |
| 2014           | 3,144,288 | 554,023  | 588,959 | 4,287,270 |

### 3. About CRS-ITP2

The Civil Registry System Information Technology Project Phase 2 (CRS-ITP2) will involve the computerization of the civil registry operations of the PSA and is designed to collect, access, store, maintain and manage civil registry documents and the specimen signatures of all city and municipal registrars using imaging technology. The CRS-ITP2 will also include production of vital statistics and makes the civil registry services available nationwide through the CRS outlets and other authorized partners.

The CRS-ITP2 will be the successor of the CRS-ITP. The CRS-ITP2 should be able to convert and migrate the existing data in the current production database of the CRS-ITP to the database of the CRS-ITP2.

#### 3.1 Objectives of the CRS-ITP2

The CRS-ITP2 has the following objectives:

1. Services
  - Provide enhanced frontline civil registry services such as copy issuance of birth, marriage and death certificates, authentication, Certificate of No Marriage/Advisory on Marriage and new services
2. System
  - Develop new CRS application based on modern architecture to support central and end user computing for system management, system performance, and security
  - Establish primary and secondary Back Offices
3. Service Accessibility
  - Bring services closer to the clients thru:
    - Establishment of 80 CRS outlets nationwide in accordance with Article 25 of Rule 15 of the Implementing Rules and Regulations of RA 10625;
      - 6 CRS outlets in Metro Manila
      - 16 Regional outlets
      - 58 Provincial outlets
    - Establishment of other access channels to CRS services such as use of web, mobile and kiosk devices;
    - Integration of services with other government agencies and partners
4. Service Facility
  - Provide a dedicated and permanent CRS Service Facility/Building
5. Service Continuity
  - Establish a geographically separate Disaster Recovery environment in an undisclosed location within the Philippines
  - Ensure utilization of existing CRS databases (currently 156 million records as of September 1, 2015) through migration to the new CRS-ITP2

### 3.2 Scope and Deliverables

For CRS-ITP2, all infrastructure of the existing CRS-ITP system must be replaced by new equipment and software. The private proponent shall finance and provide the following requirements:

- Operation of current CRS-ITP
- Development of new system for CRS-ITP2 services
- Establishment and site preparation for outlets
- Migration of current CRS-ITP production databases
- Document conversion of civil registry documents
- Operation and maintenance of CRS-ITP2 system
- Setup and maintenance of CRS-ITP2 Disaster Recovery Site (DR Site)
- Construction of CRS Building/Facility

#### 3.2.1 Operation of Current CRS-ITP

While the CRS-ITP2 is being developed, the private partner shall also operate the current CRS-ITP 6 months after the issuance of the Notice to Proceed. The existing concessionaire of current CRS-ITP shall ensure smooth transition of the current CRS-ITP to the new concessionaire.

| <b>ACTIVITY</b>                               | <b>TIMELINE</b> |
|---|-----------------|
| Training on operations of the current CRS-ITP | Months 1 -6     |
| Actual operation of current CRS-ITP           | Months 7-24     |

### 3.2.2 Development of new system for CRS-ITP2 services

The CRS-ITP2 must be built based on modern architecture following the envisioned conceptual architecture (see Annex C on Technical Infrastructure):

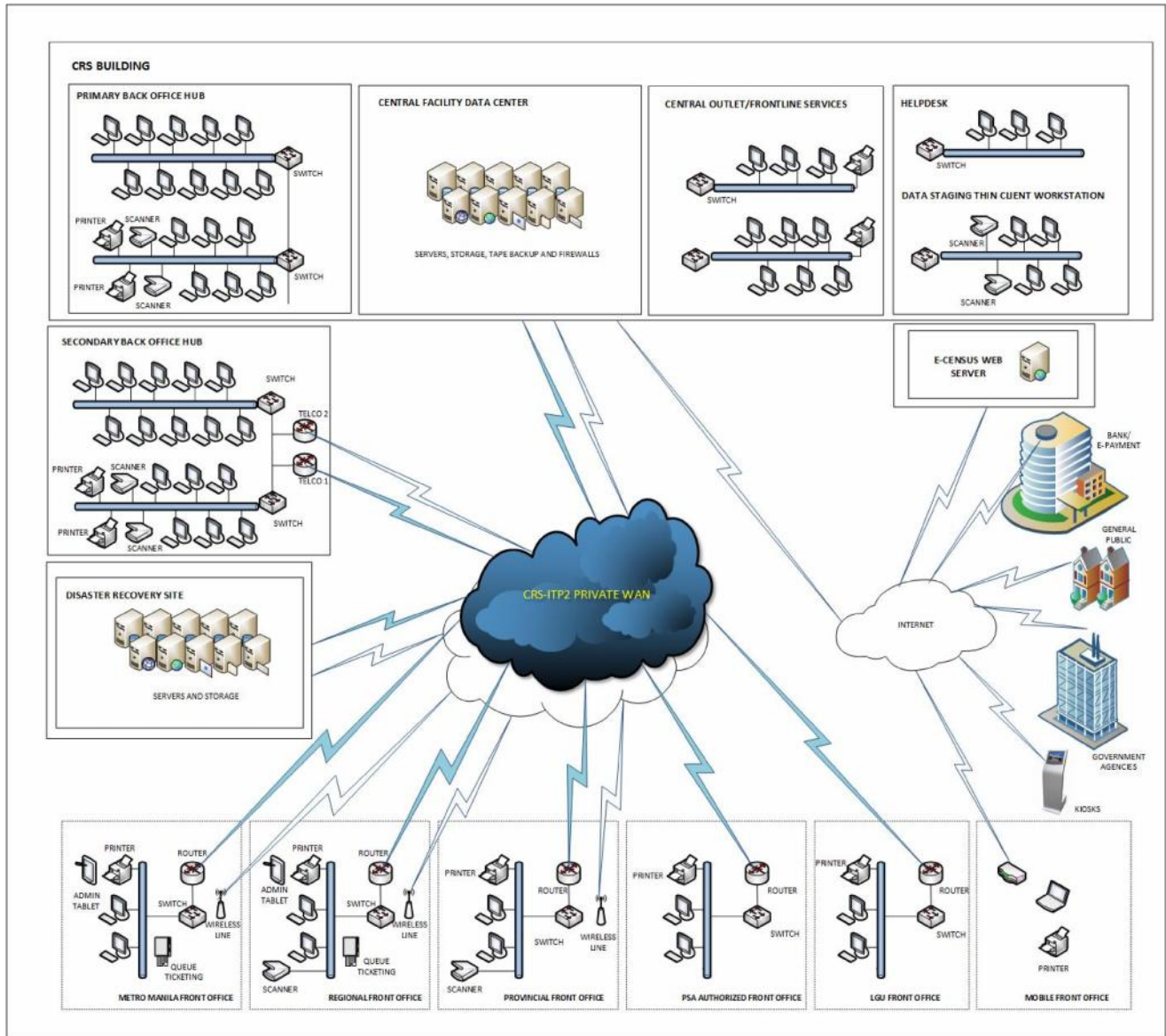


Figure 3. Envisioned Conceptual Architecture

In developing the new system, the private partner shall be guided by the following:

- Design new business processes in the issuance of copies and certifications to ensure that the service time shall only be within the specified period uniform for all outlets;
- Development of new application systems for CRS-ITP2 services which includes the computerized issuance of copies and certifications of civil registry documents and a vital statistics subsystem for the generation of statistical tables from the Civil Registry documents. The new system must have the following features:

- a. Allow servicing of requests for certificates from the following channels as a webpage-based app:
  - PSA-operated outlets
  - PSA Central Office
  - PSA-authorized outlets
  - Phone-based services
  - eCensus/Cyber Outlets
  - LGU-operated outlets
  - Certificate Requests from Self Service Kiosks
  - Certificate Requests from Mobile Outlets
  - Private individuals via the Internet (home)
  - Other Agencies/Institutions as determined by PSA
- b. Include mechanisms for verifying client's IDs to ensure that the client is allowed to obtain the requested certificate or document.
- c. Allow requested certificates to be printed at any CRS outlets and other agencies at PSA's discretion.
- d. Design, establish and operate Primary and Secondary Back Offices to provide document search and backend services to CRS outlets and other channels such as e-Census, phone-based services, BREQS, mobile outlets, etc.

Back Offices shall provide encrypted images of requested documents to CRS outlets and other channels for printing.

Other tasks that are done at the Primary Back Office are CRS business functions such as document conversion, Electronic Endorsement verification and approval, Birth Reference Number (BReN) Linking, Index Correction and Approval, Document Annotation.

- e. Develop operations policy and standardized procedures that will facilitate CRS-ITP2 services. This will include the following activities:
    - Operations Analysis
    - Definition of Policies and Procedures
    - Capacity Building
    - Monitoring and Enforcement Design
    - Information, Education and Communications Campaign
    - Standardization of Outlet "Look and Feel" (Corporate Image)
  - f. Allow queuing model evaluation to determine optimum capacity for CRS outlets to prevent long queues;
  - g. Perform Six-Sigma analysis to identify process and facilities improvements at CRS outlets;
- Development of support systems (See Annex D on CRS-ITP2 Support Systems).

### 3.2.3 Establishment and site preparation for outlets

The private partner shall design, establish and operate CRS PSA-operated outlets to cater to frontline-facing functions such as receiving payments, requests for certificates, printing and releasing of requested documents. The CRS outlets are under the supervision of PSA. The rollout of the outlets is to be staged in the following phases:

- Phase 1: 40 Metro Manila, Regional and selected Provincial Outlets (Year 3)
- Phase 2: 15 Provincial Outlets (Year 4)
- Phase 3: 15 Provincial Outlets (Year 5)
- Phase 4: 10 Remaining Provincial Outlets (Year 6)

### 3.2.4 Migration of current database

This covers migration of the birth, marriage, and death records from the current CRS production database into the CRS-ITP2 format. Volume as of September 1, 2015 is 156.4 million. The current CRS database images are stored and managed through the Infolmage Imaging Solution (version 5). Current database is in MS SQL.

### 3.2.5 Document conversion

This involves conversion of about 4 Million records annually. The documents to be converted include:

- Birth certificates;
- Marriage certificates;
- Death certificates;
- Foundling certificates;
- Documents involving court decrees, Sharia court decisions, legal instruments, supplemental report and corrections based on RA9048/RA10172

To build and maintain the CRS image database, documents from the Local Civil Registry Offices (LCROs) are accumulated at the PSA Provincial Offices (POs) where they are sorted and bound image-capture-ready according to PSA standards, coded and encoded. The PO transmits the encoded data files and civil registry documents to the PSA Central Office.

The documents undergo further document preparation at the Central Office before being forwarded to the Data Capture Center (DCC) for processing, scanning and subsequent loading into the CRS database.

The private partner shall provide manpower, hardware, software, and supplies needed for data and document conversion. PSA supervision is required for the conversion activities.



### 3.2.6 Operation and maintenance of CRS-ITP2 system

This involves the following activities:

- Establishment, operation and maintenance of CRS-ITP2 system including Central Facility (DSTG, Help Desk and, Data Center), Primary and Secondary Back Offices, PSA-operated outlets, Disaster Recovery Site, eCensus Website;
- Technical support for operation of PSA-authorized outlets, LGU-operated outlets, integration of services with other government agencies;
- Site preparation and roll out of outlets including mobile outlets
  - Establish 6 CRS outlets in Metro Manila, 16 Regional outlets, and 58 Provincial outlets in accordance with Article 25 of Rule 15 of the Implementing Rules and Regulations (IRR) of RA 10625.
  - The project will also establish other access channels to CRS services such as use of web, mobile and kiosk devices.
- Supply, delivery, installation, and maintenance of appropriate computing products and other resources;
- Provision of hardware, software, and network ;
- Refresh of CRS-ITP2 Data Center and outlet hardware. Implement a technology refresh and support program for CRS IT infrastructure based on the following guidelines:
  - Create a technology refresh program;
  - All critical server hardware must be less than five years old at any point in time during the concession period;
  - All network hardware must be less than six years old at any point in time during the concession period;
  - All workstations must be less than six years old at any point in time during the concession period;
  - All printers and scanners must not exceed their Original Equipment Manufacturer (OEM) specified service life-times at any point in time during the concession period;
  - UPSs must not exceed their service life-times at any point in time during the concession period;
  - Create a deployment plan with prioritization of replacement upgrade, including a timeline;
- Provision of manpower services for frontline service and Back Office, including janitorial and security;
- Provision of manpower and hardware for the encoding of civil registry documents at PO;
- Operations cost:
  - Change Management;
  - Project Management;
  - Information Education Campaign;
  - Office productivity tools;
  - Capability building for PSA personnel;
  - Ancillary;
  - Utilities;
  - Rental of space for outlets;
  - Freight of civil registry document submission from PO to CO;
  - Security paper (SECPA);
  - Supplies, incidental cost and other consumables.

- Fit out and rental of space for secondary Back Office, DR Site, PSA-operated outlets (Metro Manila, Regional and Provincial).

### 3.2.7 Setup and maintenance of CRS-ITP2 Disaster Recovery Site (DR Site)

A full backup and disaster recovery solution is required to ensure business continuity in cases of unforeseen events.

The disaster recovery site should contain all the equipment used by the central facility at the minimum. The DR site will be located in an undisclosed location within the Philippines.

Implement a DR site with the following features:

- Live database synchronization to the DR site via internet using 256 bit Advanced Encryption Standard (AES) connection at the minimum;
- DR site should be able to take over within one (1) hour after Central Facility failure;
- Has its own backup infrastructure;
- Physically and logically secure from external access or intrusion;
- Provides services which are not visible to unauthorized users.

### 3.2.8 Construction of CRS Building/Service Facility

The Private Partner shall construct a new CRS Building/Service Facility for CRS-related activities. The proposed 9,000 sq.m. CRS building with basement parking at East Avenue will house the Central Facility (Data Center), Primary Back Office, Central Serbilis Outlet, and PSA Offices involved in civil registration functions. See Annex B on Information on CRS Building/Service Facility.

### 3.3 User Fees

The following are the CRS-ITP2 services and corresponding user fees:

| Service   | Description  | User Fee<br>(Exclusive of Php 15.00 Documentary Stamp Tax)                 |
|---|--|--|
| <b>1. Copy Issuance of birth, marriage, death</b>               | This refers to the processing of requests for Birth, Death and Marriage certificates. A negative certification is issued to the client if no record of birth, marriage, or death is not available in the CRS database.   | Php 125.00 per copy  |
| <b>2. Authentication of birth, marriage, death</b>              | This refers to the processing of requests for authentication of civil registry documents issued by the Local Civil Registry Offices (LCROs) which are not available in the PSA database. This is done by comparing the signature of the certifying officer on the issued civil registry document versus the signature specimen of the certifying officer officially submitted to PSA.  | Php 125.00 per copy  |
| <b>3. Certification of No Marriage/Marriage (CENOMAR/CEMAR)</b> | This refers to the processing of requests for Certification of No Marriage (CENOMAR). If there is no marriage exists in the CRS database, a CENOMAR is issued. Otherwise, an Advisory on Marriages (CEMAR) is issued.  | Php 180.00 per copy  |
| <b>4. Premium Annotation</b>                                    | <p><i>Improved annotation</i> service where CRS outlets are allowed to accept requests for annotated. CRS outlets staff will be trained to for the detailed screening of the documents. Once approve by the CRS staff, the client has to pay for the processing fee. Documents will be transmitted to the CRS for processing.</p> <p>The improved annotation service has a target turnaround time of 5 days upon receipt of the documents at the PSA Central Office in Metro Manila.</p> <p>Private partner should be responsible in identifying the official courier for the transmission of the documents to PSA Central Office.</p> <p>Additional system features are envisioned such as the generation of the Transmittal Slip upon creation of request/acceptance of payment and progress monitoring via SMS.</p> | Php 225 (Php 125 CRS charge + an estimated average of Php100 courier fee). |
| <b>5.Viewable Online</b>  | <p>The <i>Viewable Online</i> Service is basically the same as the Copy Issuance service except that the resulting document image is not printed on security paper. It is made accessible through the web through an access code. The availability of the document image exposed on the web is subject to an expiry period.</p> <p>This service is most suitable for submissions to agencies such as the DFA, embassies, SSS, etc. The key benefit is fraud prevention since document tampering will no longer be possible.</p>  | Php 100.00   |

| Service   | Description   | User Fee<br>(Exclusive of Php 15.00 Documentary Stamp Tax)   |
|---|---|--|
| <b>6. DocPrint</b>  | <p><i>DocPrint</i> is an add-on service to the Viewable Online service. The requester who previously availed of Viewable Online may get a copy or copies of the civil registry documents (CRDs) by presenting the access code at an outlet. The outlet will print the requested copies on security paper.</p> <p>This service can only be availed of during the validity period of the viewable online document and will most likely be patronized by those requiring many copies. For example, those seeking employment with the Philippine National Police.</p> | <p>Php 50 per copy printed. This is a continuation of the Viewable Online service, thus, bulk of the processing has been performed under the corresponding Viewable Online transaction.</p>                          |
| <b>7.Transaction Verification</b>   | <p><i>Transaction Verification</i> is primarily geared towards institutional clients, such as the embassies, requiring a tool to view the request details of a particular CRD.</p>  | <p>Fee:</p> <ul style="list-style-type: none"> <li>• Less than 10 queries/day: Free</li> <li>• 10 or more queries/day : Php 5 per query</li> </ul>   |
| <b>8. CENODEATH</b>   | <p>A certificate attesting that a person's death record does not appear on the PSA's database as of a certain date. This could be required by agencies, such as SSS, GSIS, the AFP, in order to validate whether a member's benefit/retirement claim is legitimate.</p>   | <p>Php 180 per copy<br/>The service fee is basically the same as CENOMAR since these processes are alike such as the need for an exhaustive search through the databases prior to generation of the certificate.</p> |
| <b>9. Integration of services with other government agencies and partners</b> | <p>Integration interface with government agencies. Allows government agencies to accept requests and payment for the issuance of civil registry documents in behalf of their clients. Clients need not go to PSA outlets to obtain prerequisite certificates.</p>   | <p>Standard fees apply for requested documents</p>   |

## 4. Project Structure

### 4.1 Terms of Payment

As a form of repayment for financing, installations, operating and maintaining the IT Infrastructure, and for constructing the CRS Building,, the Private Project Proponent would be paid their revenue share on per transaction basis and payable every month.

The PSA shall collect fees from the Clients of the System and shall remit payment to the private partner in Philippine currency in a local bank within 30 calendar days from receipt of billing, based on the actual transactions and fees collected, as will be defined in the Concession Agreement.

### 4.2 Responsibility of the PSA, as the Implementing Agency (IA)

The PSA shall:

- Assign specific PSA managerial, technical and user personnel as reasonably requested by Private Partner to participate in activities related to the development of CRS-ITP2, including, preparation and review of specifications, architectural review, policy and procedure development, software development, testing (functional and acceptance), migration activities, data conversion, training, operations, and project administration;
- Make payments to the Private Partner;
- Provide space allocation in the CRS Building for frontline Central Outlet, Central Facility/Data Center and primary Back Offices;
- Provide supervision to Back Offices, PSA-operated CRS Outlets, Central Facility, and other special servicing outlets;
- Establish and provide Project Management Office (PMO). The PSA provides one half of the cost of Independent Consultant (IC) for monitoring of compliance during full system acceptance of CRS-ITP2;
- Provide the lot for the CRS Building.

### 4.3 Contractual Arrangement and Concession Period

The concession is a Built-Transfer-Operate (BTO) contractual arrangement for the period of twelve (12) years including two (2) years of development.

This is a contractual arrangement whereby the PSA contracts out the Construction of CRSITP2 (IT System and CRS Service Facility/Building) facility to a private entity such that the Contractor builds the facility on a turnkey basis, assuming cost overruns, delays, and specified performance risks. Once the facility is commissioned satisfactorily, title is transferred to the PSA. The private entity however operates the IT System on behalf of the PSA under an agreement, while the PSA will operate the CRS Service Facility/Building.

## 5. Procurement Process

The competitive bidding for the Project will be conducted in accordance with the two-stage procurement rules and procedures for public bidding set out in the Amended BOT Law (RA 7718) and its Revised Implementing Rules and Regulations.

The two-stage procurement process involves the following:

- Advertisement of Invitation to Pre-Qualify and to Bid
- Submission of Pre-qualification (PQ) documents
- Pre-qualification of bidders
- Tendering, Submission, Receipt and Opening of Bids. Includes:
  - Pre-bid
  - Bid submission and opening of bids
- Bid Evaluation. Includes:
  - Evaluation of Bids (Technical)
  - Evaluation of Bids (Financial)
- Award of Contract. Includes:
  - PBAC Recommendation to Award
  - Head of Agency/LGU decision to Award
  - Issuance on Notice of Award (NOA)
  - Submission of NOA Requirements
  - Posting/Dissemination of NOA and of BID Results
  - Notification of Compliance to NOA
  - Execution/Signing of Contract
  - Submission of Original Signed Contract

The following figure illustrates the procurement process involved:



Figure 4. PPP Two-Stage Procurement Process

## 6. Indicative Timeline

The following table provides the indicative timeline for the procurement process:

|    | <b>Activities</b>   | <b>Start Date</b>             | <b>End Date</b>              |
|----|---|-------------------------------|------------------------------|
| 1  | NEDA Board Approval   | Wednesday, July 15, 2015      | Wednesday, July 15, 2015     |
| 2  | PBAC convenes   | Friday, September 4, 2015     | Friday, September 4, 2015    |
| 3  | Advertisement/Invitation to Pre-Qualify and to Bid  | Wednesday, September 11, 2015 | Sunday, September 27, 2015   |
| 4  | Issuance of Pre-qualification (PQ) Documents (IM and ITPB)  | Friday, September 18, 2015    | Friday, November 27, 2015    |
| 5  | Investors Conference  | Monday, October 5, 2015       | Monday, October 5, 2015      |
| 6  | PQ Conference   | To be decided by PBAC         |                              |
| 7  | Submission of PQ documents  | Friday, November 27, 2015     | Friday, November 27, 2015    |
| 8  | Evaluation of PQ Documents  | Tuesday, December 1, 2015     | Friday, December 18, 2015    |
| 9  | Notification of Pre-qualified / Pre-Disqualified bidders  | Monday, December 21, 2015     | Wednesday, December 23, 2015 |
| 10 | Issuance of Bid Documents (ITB, Draft Concession Agreement, Minimum Performance Specifications and Standards) | Wednesday, December 23, 2015  | Wednesday, December 23, 2015 |
| 11 | Pre-bid conference  | Friday, January 22, 2016      | Friday, January 22, 2016     |
| 12 | One-on-One Sessions   | Friday, January 15, 2016      | Friday, January 29, 2016     |
| 14 | Issue final CA and MPSS   | Monday, February 22, 2016     | Monday, February 22, 2016    |
| 15 | Bid submission and opening of bids  | Tuesday, March 22, 2016       | Tuesday, March 22, 2016      |
| 16 | Evaluation of Bids (Technical)  | Wednesday, March 23, 2016     | Monday, April 11, 2016       |
| 17 | Evaluation of Bids (Financial)  | Tuesday, April 12, 2016       | Tuesday, April 26, 2016      |
| 18 | PBAC Recommendation to Award  | Wednesday, April 27, 2016     | Friday, April 29, 2016       |
| 19 | Head of Agency decision to Award  | Monday, May 2, 2016           | Wednesday, May 4, 2016       |
| 20 | Issuance on Notice of Award (NOA)   | Thursday, May 5, 2016         | Tuesday, May 10, 2016        |
| 24 | Execution/Signing of Contract   | Tuesday, June 14, 2016        | Monday, June 20, 2016        |

**Annex A - Location of Existing CRS Outlets**

|  |  |
|--|--|
| <p><b>Metro Manila</b></p> <p><b>Serbilis Caloocan</b><br/>Office of the Civil Registrar, Caloocan City Hall,<br/>Mabini St., Caloocan City 1400<br/>(02) 288-88-11</p> <p><b>Serbilis East Avenue</b><br/>East Avenue, Diliman, Quezon City 1101<br/>(02) 926-89-05 / 926-86-72</p> <p><b>Serbilis Makati</b><br/>G/F, Old Bldg., Makati City Hall, J.P. Rizal,<br/>Makati City 1200</p> <p><b>Serbilis Muntinlupa</b><br/>2/F Alabang Public Market,<br/>Muntinlupa City 1770</p> <p><b>Serbilis Pasay</b><br/>Lifestyle 1 Building, Hobbies of Asia, # 8 President<br/>Macapagal Avenue,<br/>Pasay City 1300</p> <p><b>Serbilis Pasig</b><br/>G/F Office of the Civil Registrar, Pasig City Hall, F.<br/>Caruncho Ave.,<br/>Pasig City 1603</p> | <p><b>Visayas</b></p> <p><b>Serbilis Bacolod</b><br/>4/F GVP Building, Gatuslao St.,<br/>Bacolod City, Negros Occidental 6100</p> <p><b>Serbilis Catbalogan</b><br/>2nd Floor Noble Building, Rizal Avenue,<br/>Catbalogan, Samar 6700</p> <p><b>Serbilis Cebu</b><br/>450-542 G/F JIF Bldg., MJ Cuenco St.,<br/>Cebu City 6000</p> <p><b>Serbilis Dumaguete</b><br/>Purple Building Valencia Road, Bagacay,<br/>Dumaguete City, Negros Oriental 6200</p> <p><b>Serbilis Iloilo</b><br/>J. Villanueva Bldg. Iznart St.,<br/>Iloilo City 5000</p> <p><b>Serbilis Kalibo</b><br/>G/F National Statistics Office, Torres Bldg., N. Roldan St.,<br/>Kalibo, Aklan 5600</p> <p><b>Serbilis Tacloban</b><br/>G/F Leyte SR Building, Artemio Mate Ext.,<br/>Tacloban City, Leyte 6500</p> |
|--|--|



## **Luzon**

### **Serbilis Baguio**

2/F CTLL Building (also known as Dely's Inn),  
141 Abanao Ext. (near Burnham), Barangay Rizal  
Monument,  
Baguio City 2600  
(074) 446-9412

### **Serbilis Bayombong**

Ground Floor Nueva Vizcaya Sports Complex (also  
known as CLISOC Grandstand), Barangay Don  
Domingo Maddela,  
Bayombong, Nueva Vizcaya 3700

### **Serbilis Cabanatuan**

NE Pacific Mall, Km 115 Maharlika Highway,  
Sumacab Sur,  
Cabanatuan City, Nueva Ecija 3100

### **Serbilis Calapan**

Ground Floor Niallsen Center Jose Rizal Street,  
Camilmil,  
Calapan City, Oriental Mindoro 5200

### **Serbilis Dagupan**

2nd Floor Manuel Lim Building De Venecia Road,  
Calasiao, Pangasinan 2418

### **Serbilis La Union**

3rd & 4th Floor Virginia Building (Dominion  
Terminal), Quezon Avenue,  
San Fernando City, La Union 2500

### **Serbilis Laoag**

JOMEL 3 Corporate Building, Brgy. 14, P. Acosta  
corner Samonte Streets,  
Laoag City, Ilocos Norte 2900

### **Serbilis Legazpi**

2nd Floor Albay Capitol Annex Building, Old Albay  
District,  
Legazpi City, Albay 4500

### **Serbilis Lipa**

Fiesta World Mall, Barangay Maraouy,  
Lipa City, Batangas 4217

### **Serbilis Naga**

2nd Floor MMCN Building, Panganiban Avenue,  
Naga City, Camarines Sur 4400

### **Serbilis Olongapo**

Ground Floor Subic Sports Complex, Barangay Wanwandue,  
Subic, Zambales 2209

### **Serbilis Pampanga**

Ground Floor NSO Building Government Center, Maimpis,  
San Fernando City, Pampanga 2000

### **Serbilis Puerto Princesa**

2nd Floor CBPP Building No.160 Rizal Avenue,  
Puerto Princesa City, Palawan 5300

### **Serbilis Trece Martires**

NSO Cavite Provincial Census Processing Center, Government  
Center Building, Provincial Capitol Grd, Barangay San Agustin,  
Trece Martires, Cavite 4109

### **Serbilis Tuguegarao**

City Hall Carig Sur, Enrile Boulevard,  
Tuguegarao City, Cagayan Valley 3500

### **Serbilis Vigan**

2nd Floor Singson Building, Del Pilar corner Mabini Streets,  
Vigan City, Ilocos Sur 2700

## **Mindanao**

### **Serbilis Butuan**

2/F Jedal Bldg., Lopez Jaena Ext.,  
Butuan City, Agusan del Norte 8600

### **Serbilis Cagayan De Oro**

B4 Pride Rock Business Park Gusa Highway,  
Cagayan de Oro City, Misamis Oriental 9000

### **Serbilis Cotabato**

Ground Floor Carumba Building, Jupiter Street,  
Cotabato City 9600

### **Serbilis Davao**

G/F ANGO Building, Cabaguio Ave.,  
Davao City 8000

### **Serbilis Dipolog**

G/F Barbaso Bldg., Magsaysay St.,  
Dipolog City, Zamboanga Del Norte 7100

### **Serbilis General Santos**

Partridge Building (formerly known as Sarangani Packaging  
Corporation Building), Jose Catolico Sr. Avenue, Barangay Lagao,  
General Santos City, South Cotabato 9500

### **Serbilis Iligan**

Mezzanine Floor Elena Tower Inn National Highway, Tibanga,  
Iligan City, Lanao del Norte 9200

### **Serbilis Ozamiz**

2/F Casa Esperanza Bldg., Don Anselmo Bernard Avenue,  
Ozamiz City, Misamis Occidental 7200

### **Serbilis Surigao**

Ground Floor Yuipco Building Navarro Street,  
Surigao City, Surigao del Norte 8400

### **Serbilis Zamboanga**

2nd Floor Cortez Building, Dr. Evangelista Street, Barangay Santa  
Catalina,  
Zamboanga City (Zamboanga del Sur) 7000

## Annex B - Information on CRS Building/Service Facility

The Private Partner shall construct a new CRS Building/Service Facility for CRS-related activities. The proposed 9,000 sq.m. CRS building with basement parking at East Avenue will house the Central Facility (Data Center), Primary Back Office, Central Serbilis Outlet, and PSA Offices involved in civil registration functions. See Annex B on Information CRS Building/Service Facility.

The proposed CRS Service Facility shall be built under the governing rules, guidelines and specifications for construction including, but not limited to the National Building Code, The National Structural Code of the Philippines, The Philippine Society of Mechanical Engineers Code, The National Electrical Code of the Philippines, The Revised National Plumbing Code of the Philippines and PD 1185 or the Fire Code of the Philippines, Architectural Code of the Philippines, prevailing zoning regulations, and other applicable laws.

Scope for CRS Building includes:

- Building Works consisting of structural works, architectural works, internal partitions, flooring, ceiling at common areas only (elevator lobbies, toilets and common corridors), toilets, façade, external walls, roof deck and building envelope waterproofing, site works and other builder's work in connection with these services
- Sanitary and Plumbing Works consisting of water tanks and pumps, water distribution piping, installation of water piping to sanitary ware and fittings, installation of waste piping to sanitary ware, aboveground and underground drainage piping system
- Electrical Installation consisting of the supply and installation of power transformer, substation, high-voltage and low-voltage switch gear, distribution/sub-main cables, final sub-circuits, cable support systems and containments, lighting protection system, grounding (earthing) system, luminaires and lighting control system (at Common Areas only), 100% standby generators for the entire building (excluding the air conditioning services outside the data centre), Telecommunications System, Public Address system, intercom system, MATV/CATV system. Provision for power and lighting tap-offs only in the tenancy areas.
- Fire Protection System consisting of sprinkler, external fire hydrants, hose reels, wet and dry risers, automatic fire alarm and fire extinguishers
- Mechanical Works consisting of the provision and installation of Chiller Plant, Cooling Towers, chilled water and condenser water pumps and pipe work, air-handling unit systems and fan coil system as well as ductworks, diffusers and accessories, AC electrical and automatic control works at the Common Areas only. HVAC distribution and Control Works at the tenancy areas will be the responsibility of the occupier/tenant.
- Conveying System consisting of the provision and installation of Passenger Elevators and escalators
- Fit-out Works consisting of the supply of chairs, furnitures, desks, joineries, partitioning, doors, ceiling, floor and wall finishes, air conditioning distribution, electrical power and lighting distribution, IT and structured cabling, security/CCTV/access control systems and fire and life safety systems to the Frontline Service Area.
- Fit out of a Data Center, comprising a Computer Room, fitted out to minimum Tier 2 Data Centre Standard; with adjoining Operations Room, fitted to local office standards. The Computer Room will have capacity for 10 standard Cabinets;
- Fit out of Help Desk Staging and Back Office areas
- Premix paving consisting of access roads, channels drainage and curbs
- Light landscaping to area

- The following technical and/or consultancy services related to the construction of the building:
  - Architectural services
  - Structural Engineer services
  - Building Services (MEPF) design
  - Topographical & Soil Test services
  - Project & Construction Management services
  - Quantity Surveyor services
  - Environmental Impact Assessment and preparation and securing the Environmental Compliance Certificate services.
- All applicable statutory approvals being obtained at the relevant time, including the following list (not intended to be exhaustive) that must be secured at various stages of development process:
  - Environmental Compliance Certificate (ECC)
  - Barangay Clearance
  - Locational Excavation Building Permit
  - Fire Safety and Inspection Certificate
  - Occupancy Permit
  - Permit-to-Operate Equipment
  - Other related permits

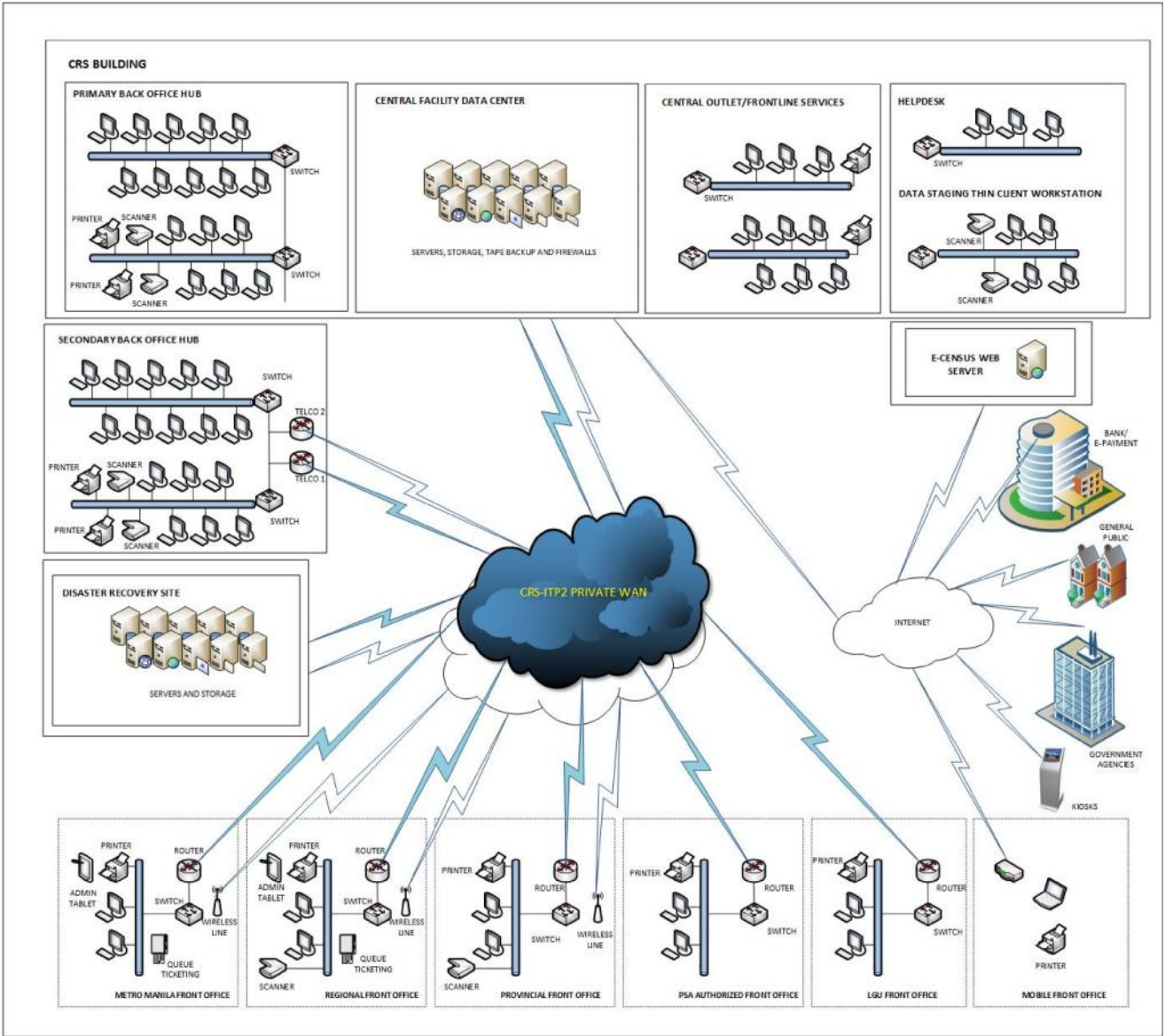
Scope for CRS Building excludes:

- Fit out of the PSA offices involved in civil registration will be the responsibility of PSA.

# Annex C – Technical Infrastructure

For CRS-ITP2, all infrastructure of the existing CRS system must be replaced by new equipment and software. Additional infrastructure elements will be needed to support CRS-ITP2’s new services and functions, e.g., a new DR site is required. The diagram below illustrates the scope of the system infrastructure required for the new CRS-ITP2 system.

The diagram is not representative of the number of remote sites, workstations, WANs or servers required by CRS-IPT2.



## **System Reliability and Performance Metrics**

All infrastructures must be designed, deployed and configured to support the following metrics:

1. The target turn-around time for issuing Certificates is one hour after a customer lodges a request.
2. CRS system applications must:
  - Respond to all normal CO, RSO and DO processing queries within 10 seconds.
  - Have a total system transaction latency that is less than 1 minute for the entire Certificate Request process.
3. In addition, to any business process SLAs, a logical target system availability SLA of 99.5% during business hours should be factored as a minimum design consideration.

## **Equipment Age**

1. All critical server hardware must be less than five years old at any point in time during the contract term.
2. All network hardware must be less than six years old at any point in time during the contract term.
3. All workstations must be less than six years old at any point in time during the contract term.
4. All printers and scanners must not exceed their Original Equipment Manufacturer (OEM) specified service life-times at any point in time during the contract term.
5. UPSs must not exceed their service life-times at any point in time during the contract term.

## **Infrastructure Software**

1. At all times during the period of the contract, all Infrastructure software must have current support contracts from its vendor, manufacture or authorized support organization.
2. Infrastructure software should be Commercial Off-the-Shelf products, with a preference for Open Systems products.

## Annex D – CRS-ITP2 Support Systems

The following are the support systems that must be developed for CRS-ITP2:

| Support System   | Description/Features  | Remarks |
|--|---|---------|
| ELECTRONIC ENDORSEMENT                                     | <p>This system allows the Outlets to accept applications for previously registered copy as well as advance submission to the Civil Registration Service. The civil registry documents for endorsement to Civil Registration Service will be electronically forwarded to the central back-end processing for verification. Upon approval of the document at the Central Back-end Processing, the servicing outlet may issue a copy in security paper.</p> <ul style="list-style-type: none"> <li>• Involves scanning of documents for endorsements at the CRS Outlets</li> <li>• Can approve or disapprove endorse documents</li> <li>• Approved endorsements are loaded to production</li> </ul>  |         |
| ELECTRONIC ANNOTATION                                      | <p>Civil registry documents affected by court decrees, legal instruments, RA 9048, RA 10172, and supplemental report are annotated on-line through the use of the Civil Registry System database.</p> <ul style="list-style-type: none"> <li>• Involves annotation of civil registry documents affected by court decrees, legal instruments, RA 9048, RA 10172 and supplemental report.</li> <li>• Retrieval and verification of document</li> <li>• Annotation - procedure to effect the result of the modification to the civil registry document</li> <li>• Approval/disapproval</li> <li>• Loading to production (print/rescan/upload)</li> <li>• Capability to correct and re-upload erroneous annotations (error correction forms)</li> </ul> |         |
| SPECIMEN SIGNATURES  | <ul style="list-style-type: none"> <li>• Involves scanning and loading of specimen signatures of authorized local civil registrars for all municipalities</li> <li>• Allows retrieval for verification</li> </ul>   |         |
| PRODUCTION OF VITAL EVENTS (Prod-VE) MAINTENANCE (INDICES) | <p>Prod-VE is a process of correcting erroneous or updating contestable index data in the database.</p> <ul style="list-style-type: none"> <li>• Involves maintenance of vital events indices</li> <li>• Allows tagging, approve/disapprove</li> <li>• Remove marking if approved, indicate reason if disapproved</li> </ul>  |         |
| LINKING AND UNLINKING OF CIVIL REGISTRY DOCUMENTS          | <p>BREN-linking of double or multiple registered documents is done to prevent the issuance of the wrong documents requested.</p> <ul style="list-style-type: none"> <li>• Multiple civil registry document linking capability</li> <li>• Family tree generation capability</li> </ul>   |         |

| Support System                            | Description/Features  | Remarks   |
|---|---|---|
| CORRECTION OF ENTRIES                     | <ul style="list-style-type: none"> <li>• Processing of petitions for correction of entries as per RA 9048 and RA 10172.</li> <li>• Submission of petition from LCROs to CO</li> <li>• Capability for LCROs to encode petition details.</li> <li>• Checklist of requirements</li> <li>• Assessment and status of petition</li> <li>• Action taken</li> <li>• Status via web/SMS/standard query</li> <li>• Scanning of supporting documents and uploading (faithful reproduction of the original)</li> <li>• Electronic transmission finality and annotated documents from LCROs</li> </ul>   |   |
| DOCUMENT MANAGEMENT (e.g., ODDS/CRQS/RCS) | <ul style="list-style-type: none"> <li>• Document management for civil registry documents/communications submitted from internal and external sources for both converted and unconverted documents.</li> <li>• Document submission of LCROs to provincial offices</li> <li>• Regular monthly submissions of volume documents</li> <li>• Endorsements/piecemeal/premium endorsements from provincial offices, LCROs to central office</li> </ul>   | On-d-dot Tracking System (ODDS), Civil REgistry Query System (CRQS), and Receipt and Control System (RCS) |
| DATA CONVERSION                           | <ul style="list-style-type: none"> <li>• Involves conversion of civil registry documents to digital format</li> <li>• Scanning</li> <li>• Quality control</li> <li>• Matching</li> <li>• Load to data staging</li> </ul>  |   |
| HELPDESK SYSTEM                           | <ul style="list-style-type: none"> <li>• Technical concerns</li> <li>• Administrative concerns</li> </ul>   |   |
| EXECUTIVE INFORMATION SYSTEM              | <ul style="list-style-type: none"> <li>• Allows management to monitor operations of CRS-ITP2</li> <li>• Dashboard functionality</li> <li>• Compliance monitoring (ARTA, COA, BIR, CSC)</li> <li>• Operations monitoring</li> <li>• Accounting reports</li> <li>• Revenue sharing breakdown</li> <li>• Accountable forms</li> <li>• Inventory</li> <li>• Integration blank application forms within queuing system</li> <li>• Projection of usage</li> <li>• Usage statistics</li> <li>• Reports</li> <li>• Consumables tracking</li> <li>• Transaction reports</li> <li>• System analytics</li> <li>• Database analytics</li> </ul> |   |



| Support System               | Description/Features   | Remarks |
|------------------------------|--|---------|
| PHILCRIS/DVSS                | <p>The Philippine Civil Registry Information System (PhilCRIS) is a version of civil registry information system developed by the PSA for use by the local civil registry offices and civil registration stakeholders such as hospitals, lying-ins, funerals, churches, etc. PhilCRIS has been designed to provide LCROs and institutions a civil registry information management system in a new, more user friendly and efficient way.</p> <p>The Decentralized Vital Statistics System (DVSS) is a system developed by PSA for the provincial offices to encode and process all civil registry documents received from the local civil registry offices. The DVSS2K is for the processing of registered civil registry documents for the 1993 revision of forms while the DVSS2011 was the latest devised by PSA in response to the revision of the civil registry forms in 2007.</p> <ul style="list-style-type: none"> <li>• Allows capture of information for 32 types of documents</li> <li>• Allows attachment to relevant documents.</li> <li>• Printing of information on blank civil registry forms</li> <li>• Generate transmittal</li> <li>• Export data for data conversion</li> <li>• Generate certification/ certified transcription</li> <li>• Generation of reports <ul style="list-style-type: none"> <li>○ Listing of records with customized field selection and filters</li> <li>○ Tabulation of data with field selection and filters</li> <li>○ Summary reports with field selections and filters</li> </ul> </li> </ul> |         |
| Batch Request System (BReQS) | BREQS is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies of civil registry documents from the public and issue the documents to its clientele.   |         |