



## MARKET SCOPING

Please be informed that the Agency is conducting market scoping for budget preparation purposes only regarding the Electronic Document Management System for the Expanded Parole and Probation Case Management Information System. Submit your proposal to the following email addresses not later than July 25, 2025:

[dojppa.marketscoping@gmail.com](mailto:dojppa.marketscoping@gmail.com)

[ppacobacsecretariat@gmail.com](mailto:ppacobacsecretariat@gmail.com)

The proposal should be placed in an official company letterhead and duly signed by you or your authorized representative.

Please address your proposal to

Bids and Awards Committee  
Parole and Probation Administration  
Central Office  
DOJ Agencies Bldg. NIA Road cor. East Ave.  
Quezon City

Attached is the technical specifications of the Electronic Document Management System.



## **TECHNICAL DATA ON ELECTRONIC DOCUMENT MANAGEMENT SYSTEM FOR THE EXPANDED PAROLE AND PROBATION CASE MANAGEMENT INFORMATION SYSTEM**

### **Rationale:**

The Electronic Document Management System (EDMS) will be an added facility of the Expanded Parole and Probation Case Management Information System (EPPCMIS). The EDMS will support the features of EPPCMIS on uploading of case documents and online records verification of the clients

As the Agency is moving towards the uploading of case documents of the clients to the system and conduct of online records verification, the EDMS will be able to free up space and store any necessary hard copies, simplify retrieval as it allows employees to access what they need from just about anywhere via a simple search, reduce the need for maintenance and upkeep on physical equipment, etc.

The EDMS will be a centralized digital platform that manages and organizes documents. Thus, it makes it easier for employees to find and access necessary information, arranging documentation in a single digital repository. The primary function is to simplify the creation, management, organization, retrieval, tracking and archiving of documents in various forms.

The benefits of implementing the EDMS are as follows:

- **Enhanced Accessibility:** Documents are stored digitally, making them easily accessible from any location
- **Improved Collaboration:** Team members can simultaneously work on documents, improving collaboration and reducing delays.
- **Cost Efficiency:** Reduces the need for physical storage and the costs associated with printing and copying
- **Better Compliance:** Helps in maintaining through proper document tracking and auditing

The EDMS will support records management and document processing by automating workflows, ensuring that documents are routed to the right personnel, and maintaining an audit trail of all document actions. This automation significantly reduces the chances of errors and enhances overall productivity.

The integration of the EDMS and EPPCMIS is very valuable for the following reasons:

- Efficiency: Reduces manual file handling and duplication
- Accuracy: Ensures the right documents are linked to the right cases
- Compliance: Meets legal and regulatory requirements for records retention
- Scalability: Enables organizations to handle more cases without increasing paper-based workloads

## Technical Specifications:

Particulars	Specifications
<b>Electronic Document Management System-</b> The Bidder shall provide a system that is capable to manage every case document of the agency's clients which complies with the following minimum requirements:	
Features	The bidder must provide a web application system and install within the agency's server infrastructure
	The application system is:
	<i>Capable of Document capturing and importing</i>
	<ul style="list-style-type: none"> <li>Document scanning and processing: Physical documents/case documents (i.e., Post-Sentence Investigation Report, Manifestation, Probation Order, Revocation Order, Termination Report etc.) are scanned into digital formats through document scanners with optical character recognition (OCR)</li> </ul>
	<ul style="list-style-type: none"> <li>Document Indexing: It organizes and catalogs data extracted from documents, allowing for quick and precise searches, significantly reducing the time it takes to locate specific documents</li> </ul>
	<ul style="list-style-type: none"> <li>Importing electronic files: If existing digital documents are in nonstandard or incompatible formats, users can easily convert them to formats supported by the EDMS and maintain similar organizational hierarchies or naming structures.</li> </ul>
	<i>Capable of Electronic Document Management</i>
	<ul style="list-style-type: none"> <li>EDMS platform can efficiently scale to accommodate growing volumes of documents without a significant overhaul of the infrastructure.</li> </ul>
	<i>Capable of Document Version Control</i>
	<ul style="list-style-type: none"> <li>The document version control capability eliminates the issue of having conflicting edits to a document, multiple document versions in distribution, messy workflows or further errors.</li> <li>Preserves historical document versions, providing clarity on the timing and nature of changes, while ensuring that users always have access to the most current and accurate documents.</li> </ul>

Particulars	Specifications
Features (cont.)	<i>Capable of Analytics and Reporting</i>
	<ul style="list-style-type: none"> <li>Usage data such as which documents are accessed, how frequently, by whom, within what workflows etc.</li> </ul>
	<ul style="list-style-type: none"> <li>Document version history (edits, comments, etc.)</li> </ul>
	<ul style="list-style-type: none"> <li>The number of documents awaiting approval at any given time</li> </ul>
	<ul style="list-style-type: none"> <li>Security incidents such as unauthorized access attempts</li> </ul>
	<i>Capable of Collaborative tools</i>
	<ul style="list-style-type: none"> <li>Allows users to work on the same document and allows edits, markups or annotations to be visible to all authors with access to see them.</li> </ul>
	<i>Capable of Backup process</i>
	<ul style="list-style-type: none"> <li>Involves making copies of data and documents to safeguard against data loss due to hardware failures, data corruption or other unforeseen incidents</li> </ul>
	<ul style="list-style-type: none"> <li>Set automated backup schedules to run daily, weekly or at other intervals depending on the Agency's requirements</li> </ul>
	<i>Capable of Security tools and audit trails</i>
	<ul style="list-style-type: none"> <li>Encryption: This ensures that only authorized users with a decryption key can access and read information.</li> </ul>
	<ul style="list-style-type: none"> <li>Access controls: Role-based access control ensures that users have access only to the documents and functions necessary for their roles, reducing the risk of inadvertent data exposure</li> </ul>
	<ul style="list-style-type: none"> <li>Integrations with corporate single sign-ons (SSOs): Integration with user authentication system by requiring users to log in with their credentials</li> </ul>
	<ul style="list-style-type: none"> <li>Audit logs: Comprehensive audit trails track document access, modifications and deletions to monitor suspicious activity and aid in smoother audits</li> </ul>

Particulars	Specifications
Features (cont.)	<p><i>Capable of Artificial Intelligence (AI)</i></p> <ul style="list-style-type: none"> <li>• Integrated with the Document Management System</li> <li>• Learning and adaptation: A system that can learn from data and adapts to changing circumstance</li> <li>• Analyze texts within the documents and capture relationships across various fields and text to generate structured data</li> <li>• Verifies the accuracy and authenticity of the information within documents</li> <li>• Natural Language Processing: A system that can understand and respond to human language</li> <li>• Speech to text capability using universal language (English)</li> <li>• Prompt general base commands to fetch data within EDMS</li> <li>• Pull-up documents which contains the data that the user searched via AI</li> </ul>
Licensing	System: Perpetual License Artificial Intelligence (AI) support and services – One (1) Year
Services	<p><u>Prepping the Document:</u> The Provider shall be responsible to prepare the paper documents for scanning. Remove staples, paper clips, sticky notes (or tape them down so they can be scanned too), repair torn pages and sort into batches.</p> <p><u>Conversion - Capture:</u> After each document is correctly prepped, it is ready for scanning. Paper documents are then loaded into the scanning equipment. The Provider shall be responsible to scan 100,000 case records of clients wherein the records of the client has 30 pages. The scanned images shall be saved using industry standards, such as TIFF, G\$, PDF/A, searchable PDF or a like. The minimum resolution is 600dpi. The digital images shall be viewed and printed using standard PC and printer. The scanning of documents shall be done onsite.</p> <p>During scanning, the Provider is responsible to get a head start on quality control of the documents. Also during the process, the Provider shall oversee the pages as they scan to ensure that brightness and contrast setting are correct for a readable image. They will also ensure that no pages get double fed or missed during the scanning process.</p>

Particulars	Specifications
Services (cont.)	<p><u>Image Cleanup:</u> The Provider shall be responsible for image cleanup. When documents are old or of poor quality, the quality of the digital copies can be improved with software or hardware cleanup functionality. These include but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Deskew – straightens images scanned in crooked</li> <li>• Despeckle -removes dots from the document</li> <li>• Rotate – turns documents fed in incorrectly to the right orientation</li> <li>• Blank and double-page detection – blank pages can be deleted and a double-feed alert allows to rescan the document</li> </ul>
	<p><u>Quality Control:</u> After scanning, the documents undergo a thorough and rigorous quality control process. The Provider shall be responsible to review the images for readability, proper image orientation, blank pages to be deleted, and any other complications that may affect the quality of the project. The Provider assures that the documents are easily readable, correctly indexed, and ready to be returned to the Agency.</p>
	<p><u>Indexing:</u> After scanning, the Provider shall be responsible that each document is indexed according to the Agency preferences. Typical index field include: docket numbers, names, probation period, regions, field offices, document types, etc.</p>

Particulars	Specifications
Services (cont,)	<u>Vouching:</u> Vouching is the process of validating the scanned documents and associated index. The Provider shall attest that the scanned document is a faithful reproduction of the physical document that was scanned. The name of the vouching officer is included as part of the index and is associated with the digital document as it is saved or uploaded into the Electronic Document Management System
	<u>Uploading and Archival</u> The Provider shall be responsible to upload to the EDMS and save to the server storage. The arranged physical copy will be returned to the Agency.
	Unlimited technical knowledge transfer within the support subscription duration
	Unlimited update and patches within the support subscription duration
	The bidder shall be responsible to install and configure the EDMS to the Agency's server.
	The Provider shall be responsible to provide, within the duration period, free of use of its own equipment that are necessary for the project such as, but not limited to, the following: <ul style="list-style-type: none"> <li>• Desktops or Laptops</li> <li>• Scanners</li> <li>• Office supplies</li> </ul>
	The Provider shall use scanners with the minimum technical requirements below to accommodate the daily volume of documents to be scanned: <ul style="list-style-type: none"> <li>• High speed scanning capability: 25ppm/ 50ipm or better</li> <li>• Installed with automatic document feeder</li> <li>• Optical Resolution: 600dpi</li> </ul>
	Case Documents to be scanned is from 2015 - 2024



Particulars	Specifications
Services (cont.)	<p>The Provider shall conduct the following activities:</p> <ul style="list-style-type: none"> <li>• Data gathering, system investigation and system design</li> <li>• Installation of the system to and configuration of the server</li> <li>• End-User testing</li> <li>• Transfer of technology</li> <li>• Deployment of the system and acceptance of the system ready for roll-out for production</li> </ul>
	<p>The Provider shall submit the required documentation</p> <ul style="list-style-type: none"> <li>• Report on data gathering, system investigation and system design</li> <li>• Report on the installation of the system</li> <li>• Results of end-user testing</li> <li>• Report on the conduct of transfer of technology</li> <li>• Source Code</li> <li>• Report of deployment of the system</li> </ul>
	<p>The Provider shall have the capability to deploy qualified and competent staff/personnel consisting of</p> <ul style="list-style-type: none"> <li>• project manager</li> <li>• document preparation</li> <li>• scanner operator</li> <li>• quality assurance</li> <li>• technical support</li> </ul>
Maintenance and Technical Support	<p>Provide a five (5) hour response time-on-site support, 8:00 a.m. to 5:00 p.m., Monday to Friday. On-next-day support if issue cannot be resolved during working hours.</p>
	<p>Provide telephone support/helpdesk facility for initial analysis and resolution of software related problems. Telephone support shall be provided 24 hours x 7 days.</p>
Warranty	<p>The Provider warrants that it shall conform with the conditions of this Terms of Reference.</p>
	<p>A warranty period of three (3) years shall commence after the system has been rolled-out for production. During the three (3) year warranty period, the end-user can recommend changes to address bugs/issues of the systems. The Contractor/Bidder shall seek approval from the Agency before development and implementation of the proposed changes and other modifications.</p>
	<p>The Provider warrants, represents and undertakes reliability of the services and that their manpower complements are hardworking, qualified/reliable and dedicated to do the service required to the satisfaction of the Agency – Case Management and Records Division (CMRD) whose records are to be digitized. It shall employ well-behaved and honest employees with ID displayed conspicuously while working within the compound.</p>

Particulars	Specifications
Warranty (cont.)	The Provider shall comply with the laws governing employee's compensation, Phil health, Social Security and labour standards, and other laws, rules and regulations applicable to its personnel employed by Provider on account of the contracted services. The Provider shall pay its personnel not less than the minimum wages and other benefits mandated by law.
	The Provider, in the performance of its services, shall secure, maintain at its own expense all registration, licenses or permits required by national or Local Laws and shall comply with the rules, regulations and directives of Regulatory Authorities and Commissions. The Provider undertakes to pay all fees or charges payable to any instrument of government or to any other duly constituted authority relating to the use or operation of the installation.
	The Provider's personnel shall take all necessary precautions for the safety of all persons and properties at or near their area of work and shall comply with all the standard and established safety regulations, rules and practices.
	The Provider shall coordinate with the authorized and/or designated personnel of CMRD whose records are to be digitized in the performance of their jobs.
	The Provider shall be liable for loss, damage or injury due directly or indirectly through the fault or negligence of its personnel. It shall assume full responsibility thereof and the CMRD whose records are to be digitized shall be specifically released from any and all liabilities arising therefrom.
	The Provider shall turn over the Document Management System to the Agency. The Parole and Probation Administration will have the Intellectual Property Rights of the source codes.
	On-site support shall be on the expense of the Provider during warranty period.
Delivery Period	Within 40 days upon receipt of Notice to Proceed (NTP)
Confidentiality of Data	The Provider shall document detailed procedures/techniques in identifying system security risks and breach and how such shall be handled.
	All project staff of the Provider shall be required to sign a non-disclosure agreement
	The CMRD – Case Records Section whose records are to be digitized, its components, parts and all product samples and specifications, data, ideas, technology, and technical and non-technical materials, all or any of which may be derived from any of the foregoing (all of which, individually and collectively, referred to as “Proprietary Information”) are confidential and proprietary to the Agency and CMRD – Case Records Section whose records are to be digitized.

Particulars	Specifications
Confidentiality of Data (cont.)	The Provider agrees to hold the Propriety Information in strict confidence. Furthermore, the Provider agrees not to reproduce, transcribe, or disclose the Proprietary Information to the third parties without prior written approval of the Agency/CMRD – Case Records Section whose records are to be digitized.
	The Provider and its employees shall uphold strict confidentiality any information regarding the information on all documents.