REQUEST FOR PROPOSAL

REFERENCE NO.: **MR25-09-114**

We are inviting all interested consultancy firms to submit their best proposal for the **PROCUREMENT OF A CONSULTANT FOR THE BILLING AND COLLECTION SYSTEM:**

I. PURPOSE

The engagement aims to procure an Automated Billing and Collection System for the Accounting and Treasury Units of NDC. The system shall support billing and invoicing workflows by integrating the processes of involved in the generation of Statement of Account, Billing Invoice, Order of Payment, Collection Receipt, and other financial reports as well as enabling audit-compliant financial reporting. The objective is to streamline operations, strengthen internal controls, and improve the efficiency of receivables management by ensuring the efficiency, accuracy, and reliability of processes.

II. SCOPE OF WORK

The Service Provider shall undertake the following:

1. **Integration in the Accounting Module under the Financial Management System**

   - Link with the recording of accounts included in the FMS Accounting Module, particularly the Customer Ledger or the record of all financial transactions per client, including charges, payment and balances

2. **Generation of Statement of Account (SOA), Billing Invoice, and Aging of Receivables Report**

   - Creation of SOA, which is a summary of a document/report issued by NDC, detailing the transactions that occurred over a specific period. It includes configuring billing parameters, payments received and outstanding balance as of a certain date
   - Creation of Billing Invoice, which is a document issued by NDC to its clients that itemizes and records a transaction, including details such as the services provided, rates, taxes, and the total amount due
   - Creation of Aging of Receivables Report, which is a financial reporting tool that categorizes a company's account receivable according to the period of time each account has been outstanding. It will help in monitoring and managing collections by showing how long the client balances have remained unpaid

2a. **Billing Invoice Module**

   - The system shall also allow Treasury personnel to view and generate Billing Invoices solely for collection visibility and documentation. It shall not allow editing, configuring, or initiating billing amounts since the billing details are prepared by the Accounting Unit
   - Display basic aging (e.g., days overdue) for collection monitoring purposes only.
   - Enhanced Override Functionality (AGM-Approved):

Upon payment, if the system detects an aging of seven (7) calendar days or fewer, it shall:

a) Display an on-screen aging prompt to flag potential penalty adjustments;
b) Trigger system notification referencing the overdue payment as per contract terms with the payor;
c) Route the notification either via email or an on-screen approval via the Collection Officer's interface;
d) The AGM can approve or disapprove the penalty override based on operational justification;
e) If approved, the adjusted penalty amount shall be automatically displayed to the interface screen of the Collection Officer and the Accountant handling the Order of Payment for charting and reporting.
f) Logged in the System with timestamp, approver credentials, and documented reason.

- Invoice format viewing based on NDC's standard templates

3. **Collection Receipt Module with Order of Payment Workflow**

- Generate Order of Payment (OP) upon payment (cash, check, credit memo), a document used to ensure that all collections are properly reviewed, approved and documented before being processed.
- Route OP to Accounting for validation, computation, tagging of appropriate Chart of Accounts and assignment of OP serial number
- Using configured field mapping from the approved OP, the system shall:
  a) Automatically generate and format Collection Receipt based on NDC-approved templates
  b) Link payment details and corresponding COA tags to each Collection Receipt for audit trail integrity and ensure consistency of data between OP entries and Collection records
  c) This shall be printable in official format for submission or archiving purposes

4. **Collection and Deposit Reporting**

- Flag deposited and undeposited transactions with system prompt
- Generate daily/monthly reports (PDF & Excel) per COA prescribed format
- Include transaction references, payment modes, and reconciliation summaries
- Aging data display

III. DELIVERABLES AND REPORTS TO BE GENERATED

1. Secure, user-friendly integrated Billing and Collection System linked with the NDC Financial Management System

2. System-generated forms and reports:
   - Payment History Report – detailed history of payments made by a specific customer or for a specific period
   - Tax Computation / VAT Report – calculates applicable taxes on lease/sale for compliance and reporting
   - Adjustment / Credit Memo Reports – documents issued for billing, corrections and other adjustments
   - OP-driven Collection Receipt generation aligned with Treasury templates
   - COA-compliant reports such as Report of Collection and Deposit and undeposited tracking

3. Security and Audit Trail Feature

    - Role-based access for Admin, Accounting and Treasury Units, and Approvers
        - View-only functionality for Treasury in generating Billing Invoices, ensuring segregation from SOA and billing preparation tasks
        - Clear system role restrictions: Billing preparation, SOA generation, and configuration are exclusive to the Accounting Unit
    - Log user actions, overrides, and system changes securely
    - Penalty and any other override or access to the collection documentation with audit logs

4. Server hosting and maintenance

5. Turnover of complete **source code**

6. Documentation package:
    • User & Admin manuals
    • Technical specs
    • End-user training materials

7. Conduct of user's training

8. Submission of Business Continuity Plan (BCP) including:
    • Backup and recovery protocols
    • Failover architecture
    • Emergency communication and restoration benchmarks
    • Assigned disruption response roles
    • Compliance with DICT and COA resilience standards

IV. APPROVED BUDGET FOR THE CONTRACT (ABC): **₱200,000.00** inclusive of applicable taxes and charges

V. PAYMENT TERMS

Deliverables	Description / Output	Timeline	% Payment
1	***System planning, design, and development*** a. Process flowchart of the billing and collection module b. Design and Development of the module to be linked to the Financial Management System c. Minutes of the Meeting *User's acceptance is required as additional supporting document to the outputs specified above.*	2 months	30%
2	***Pilot Testing***	2 months	40%

Deliverables	Description / Output	Timeline	% Payment
	a. Parallel testing of the Billing and Collection System and all its functionalities b. Sample generation of reports c. Resolution of identified errors *User's acceptance is required as additional supporting document to the outputs specified above.*		
3	***Finalization, Turnover, and Deployment*** a. Actual data entry and final test b. User Training of the Billing and Collection module and turnover of manuals c. Turnover of the Final System and Source Code *User's acceptance is required as additional supporting document to the outputs specified above.*	2 months	30%

VI. SUPPORT REQUIREMENTS

- 1-year technical support after the completion of deliverables
- 24/7 online assistance
- On-site/remote deployment services
- SLA-compliant response to site visits
- Business Continuity Plan as described above

VII. PROVIDER QUALIFICATIONS

- Minimum of 5 years of experience in developing and deploying accounting systems
- Proven compliance with government audit standards
- Local support presence in Metro Manila

ELIGIBILITY REQUIREMENTS SHALL INCLUDE THE FOLLOWING:

1. Valid and current Mayor's Permit (certified true copy), for Individuals, BIR Certificate of Registration (certified true copy)
2. PhilGEPS Registration Certificate (certified true copy) or PhilGEPS Registration Number
3. Omnibus Sworn Statement (Notarized and in accordance with GPPB Circular 04-2020 dated September 16, 2020)
4. Professional License / Curriculum Vitae

SUBMISSION OF PROPOSAL AND REQUIRED DOCUMENTS: October 9, 2025

MODE OF PROCUREMENT: Small Value Procurement

Please submit your **proposal with the required documents** in a sealed envelope at the address stated below:

Name of Bidder:

BIDS AND AWARDS COMMITTEE
National Development Company
7/F NDC Building, 116 Tordesillas St.
Salcedo Village, Makati City
Fax: 8840-4862
Attention: BAC Secretariat

Project Reference Number: MR25-09-114

All prices should be inclusive of VAT and other applicable government taxes. Further, please indicate in the proposal the following:

1. Terms of Payment – Government Terms
2. Delivery Period – As stated in the TOR

(SIGNED)
AGM LEOPOLDO JOHN F. ACOT
Chairperson, Bids and Awards Committee