

TERMS OF REFERENCE (TOR)

ONLINE APPLICATION SYSTEM FOR THE WAGE RELIEF & STIMULUS PROGRAMS FOR MICRO AND SMALL BUSINESSES IN QUEZON CITY

- I. RATIONALE AND BRIEF BACKGROUND – The Quezon City government seeks to support micro and small businesses during the COVID-19 quarantine period by providing cash subsidies that will help them continue to pay their employees. The full name of this program is Kalingang QC Para sa Negosyo (KQCPSN). To facilitate this program, QC LGU will require an online portal that will allow micro and small businesses operating in Quezon City to apply directly. This portal will also help the program owners to keep track of all applications as well as aid in the approval process.
- II. PROJECT DESCRIPTION – The KQCPSN Application Portal is a website where owners of micro and small businesses operating in Quezon City can submit applications to avail of the wage relief and stimulus programs of the City. Having an online means of applying will support the quarantine measures currently in effect.
- III. PROJECT SCOPE OF WORK - The service provider shall develop and implement a centralized online portal where business owners can apply for the QC wage relief program. This will efficiently monitor the submission of applications, documentary requirements and approvals for the program. This portal must conform to the existing QC Online Network of Services otherwise known as QC-eServices. The system will have the following components:
 - i. Technical Specifications:
 - a) All public registrants and internal users will require a valid email address to use the web applications. The web applications should also support single sign on using Google and Facebook.
 - b) The software applications will be web-based and accessible using up-to-date versions of desktop and mobile browsers such as Google Chrome, Mozilla Firefox and Safari.
 - c) The web applications will store all data collected in a cloud-based repository and should be capable of serving all those who register.

- d) The cloud-based hosting of the data must operate for one (1) year, subject to renegotiation thereafter.
- e) The system must allow for real-time and periodic backups of the database and must guarantee a 99% database server uptime.
- f) The web applications should be developed using modern software languages and I.T. architecture approved by the City's Information Technology Development Department (ITDD).
- g) The system should have a means of exchanging data with other remote or cloud databases maintained by the City through APIs and digital data formats.
- h) All data captured by the system shall remain the property of the City, and the cloud-based storage that contains the data will be turned over to the City when the service agreement expires or is terminated.
- i) The service provider will provide a software Service Level Agreement (SLA) for a period of one (1) year as part of the contract. This covers 24x7 support for all web applications and the cloud-hosted database.

ii. Security:

- a) The web applications will have their own secure web server instances and will have the ability to self-renew their SSL certificates;
- b) The web applications will maintain an audit trail that contains logs of transactions relating to their use;
- c) The email address supplied by the public registrants will be verified prior to the activation of their accounts;
- d) The system will implement industry standard measures to protect user data, prevent web fraud, mitigate bot attacks, secure APIs, and prevent unauthorized application access;
- e) The system should conform with applicable data privacy laws;

iii. System Features:

- a) Conforms to a unified User Management System that handles all login credentials of public and internal users of the web applications related to QC-eServices;
- b) All web applications must be hosted in the cloud and should be capable of scaling to meet future demands;
- c) The system will accept applications and documentary requirements for the KQCPSN Programs for micro and small business enterprises operating in Quezon City;

- d) The system will receive documentary requirements uploaded by the business owners in the following formats: pdf, jpeg and png;
- e) Applying businesses must register a valid email address;
- f) The system will provide an approval system that can be accessed by Quezon City personnel;
- g) The system will provide a dashboard that will allow designated personnel to:
 - 1. Review application details
 - 2. Review documentary requirements submitted
 - 3. Approve or deny applications based on eligibility requirements
- h) The system will generate data that will be required for the disbursement of the packages;
- i) The system will provide email notifications to both the business owners and approvers;
- j) The portal will be open to all payors who wish to transact with the City;
- k) The portal will work on both desktop and mobile platforms.

IV. AREA OF COVERAGE – The fees inquiry and payment modules will be deployed online under the auspices of QC-eServices and will be available for use by the public and internal QC LGU offices.

V. PROJECT STANDARDS AND REQUIREMENTS

The following are the minimum qualifications and requirements for the Contractor or Bidder:

- i. Track Record
 - a. The service provider must be in the same industry as per their Business registration filing for at least five (5) years
 - b. The service provider must have implemented a similar public registration and web application project within the last three (3) years.
 - c. The service provider should have implemented a public or private project with a single completed contract amounting to at least fifty percent (50%) of the ABC.
- ii. Organization
 - a. Service providers must have Platinum status in PHILGEPS

- b. The service provider must be filed as an IT company with the purpose of software development and the supply of IT-related goods and services
- c. The service provider must be duly registered under the National Privacy Commission
- iii. Manpower
 - a. The service provider must have their own headcount of software developers, whether direct or employed by their sister companies.
 - b. The service provider must have their own support staff to conduct support tasks for the project such as system administrators and quality assurance testers, whether direct or employed by their sister companies.

VI. DELIVERY SCHEDULE

Three (3) weeks upon issuance of Notice to Proceed.

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Ten Million Pesos [10,000,000.00 PHP] VAT inclusive.

VIII. BASIS OF PAYMENT

- a. Upon submission of the system for internal testing, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the service provider.
- b. Upon deployment of the system online, the procuring entity will release Eighty-Four percent (84%) of the total winning bid amount to the service provider.
- c. One percent (1%) of the total winning bid amount shall be released after one (1) year as a retention.



IX. PENALTIES FOR BREACH OF CONTRACT

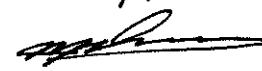
Failure to deliver the services according to the standards and requirements set by the City shall constitute an offence and shall subject the Contractor to penalties and/or liquidated damages pursuant to RA 9184 and its revised Implementing Rules and Regulations.

X. CANCELLATION OR TERMINATION OF CONTRACT

The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the City terminated the Contract due to default insolvency, or for cause, it may enter negotiated procurement pursuant to section 53 of RA 9184 and its IRR.

Reviewed and endorsed by:


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