

TERMS OF REFERENCE (TOR)

ONLINE TAX PAYMENT SYSTEM

- I. RATIONALE AND BRIEF BACKGROUND – The Quezon City LGU aims to provide payors with multiple options to pay for their city taxes and fees other than the traditional method of physically visiting city hall to transact with a cashier. In addition to providing payors with a better user experience, this will help to allay fears of being exposed to health concerns associated with crowds and public places.
- II. PROJECT DESCRIPTION – The Online Tax Payment System (OTPS) is a web portal where payors can access tax assessments or fees for the intended payment period and select payment channels where they can conveniently process their transactions. This project will also upgrade the internal databases used by the City for Senior Citizens, Persons with Disabilities, and Solo Parents.
- III. PROJECT SCOPE OF WORK - The service provider shall develop and implement a centralized online portal where payors can inquire the fees and taxes they need to pay and be able to select from multiple payment options. This portal must conform to the existing QC Online Network of Services otherwise known as QC-eServices. The system will have the ff components:
 - i. Technical Specifications:
 - a) The online systems must conform with the standards and be part of QC-eServices. These systems must be fully integrated with the QC-eServices platform.
 - b) 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.
 - 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 system should have a means of exchanging data with other remote or cloud databases maintained by the City through APIs and digital data formats.
 - g) 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.
- 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) Web applications must be hosted in the cloud and should be capable of scaling to meet future demands;
 - c) The online portal is for use by payers to inquire the taxes and fees that they need to pay;
 - d) Initially the portal will cover only real property tax inquiry and payments, and once deployed will explore other payments and options in the future;
 - e) The portal will be open to payors with applicable payments who wish to transact with the City;
 - f) The portal will work on both desktop and mobile platforms;
 - g) The portal will include provisions to verify the identity of those inquiring about their fees and taxes whenever possible;

- h) The system must allow payors to pay directly to the QC LGU settlement account from their own supported bank account;
- i) The system must be flexible to work with other payment providers in the future if and when these payment channels become relevant and available;
- j) A companion system will be provided that upgrades and unifies the sectoral databases for Senior Citizens, Persons with Disabilities, and Solo Parents;
- k) This companion system will be an online portal that is part of and works in conjunction with the other systems under the QC-eServices platform;
- l) The upgraded sectoral database will have viewing, editing, and approval access levels for users;

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. The upgraded sectoral database will be available to authorized users and city offices/departments that deal with the relevant sectors.

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 related to user registration, personal information verification, and individual transaction tracking 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

Fourteen (14) days upon issuance of Notice to Proceed.

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Twenty-Nine Million Pesos [29,000,000.00 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:


PAUL RENE S. PADILLA
OIC - ITDD


MICHAEL VICTOR N. ALIMURUNG
City Administrator