

TERMS OF REFERENCE (TOR)

PUBLIC BIDDING FOR DATA AUTOMATION SOFTWARE AND DATA CONSOLIDATION SERVICES OF QUEZON CITY DATA SOURCES

- I. RATIONALE AND BRIEF BACKGROUND—Existing sources of data in QC LGU regarding residents and sectoral members are incomplete, inaccurate, outdated, unmanageable and disparate. This makes the delivery of social services to the public, specifically to those most in need, a cumbersome and resource-intensive endeavor. To improve the efficiency and maximize the impact and reach of social services and public relief efforts, these various data sources need to be collated, verified, and restructured to allow for accessibility, ease of management, and higher data integrity.
- II. PROJECT DESCRIPTION—QC LGU requires a suite of software applications that can collate information from various data sources. The quality of these data sources varies and are mostly suspect, so the software suite must have the ability to accept information recorded in different ways, whether paper-based or digital. QC LGU also requires analytical services to restructure the data collected in a manner that will make it useable and allow QC LGU to provide more efficient and impactful services.
- III. PROJECT SCOPE OF WORK - The service provider shall implement a series of web applications with accompanying data modeling services to be collectively known as QC-eServices. The system will have the ff 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 and mobile phone number supplied by the public registrants can be verified by interfacing with the City's official email and SMS (short messaging service) gateways when these gateways are launched.
 - 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) Implement 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) Deliver an online SAC Form Encoding System (SFES) for the encoding of physical DSWD SAC forms into a central database;
 - i. Support Admin, Approver, Encoder, Access Levels with different features per Access Level
 - ii. Encoding of Valid SAC Forms
 - iii. Encoding of Invalid SAC Forms

- iv. Daily and Cumulative Encoding Reports
 - v. Approver controlled enrollment and deactivation of Encoders
 - vi. Approver deletion of mis-encoded forms with full system logs
 - vii. Password Recovery Sub-system
 - viii. Search and View Encoded SAC Forms
 - ix. Provide Online Chat and Call Support
 - x. Support retired Barcode Feature
- d) Deliver a secure online portal and provide manpower Services for the processing of DSWD SAC Summary files as submitted by the 142 QC Barangays for Phase 1 and Phase 2 of the DSWD SAP.
- i. Support Admin, Uploader, Treasury and SSDD Access Levels with different features per Access Level
 - ii. Online Uploader functions :
 - 1. Split Uploaded SAC Summary Files to Valid, For Verification and Rejected
 - 2. Provide Automated Reports on For Verification and Rejected Data;
 - 3. Provide 24/7 Manpower for Coordination and Support of Barangays;
 - 4. Provide Barcode Offsetting Intervention Support;
 - iii. Provide Phase 1 Attendance, Payroll and Supporting Documents Reports for Printing during actual Payout;
 - iv. Provide Tagging Feature for Treasury Staff for Received and Returned Recipients;
 - v. Provide Tagging Feature for SSDD Staff for Disqualified and Replaced Recipients;
 - vi. Provide Admin View of Treasury and SSDD Tags ;
 - vii. Provide Report per Barangay, per Payroll of Tags;
 - viii. Provide Phase 2 Attendance, Payroll and Supporting Documents .
Phase 2 Reports will be derived from Tagged Phase 1 Clean Data;
- e) Provide an online feature for the use of the City Treasurer's office and the city Social Services and Development Department to tag the names of recipients of the DSWD SAP for auditing purposes;
- f) Deliver a secure web portal that will publish the list of DSWD SAP recipients to the barangays;
- g) Provide Consultation and Data Analysis services for DSWD SAC fund liquidation including the generation of reports as required by DSWD;
- h) Collect, compare and clean up all existing data sources provided by the Office of Senior Citizen Affairs (OSCA), Persons with Disability Office (PDAO) and Social Services Development Department for Solo Parents (SSDD-SP) relating to their registered members;

- i) Deliver a secure online public portal for the Kalingang QC online payout registration;
 - i. Allow residents who are registered with QC in any of the following sectors to apply online for the Kalingang QC relief program;
 - 1. Senior Citizens;
 - 2. Persons with Disabilities;
 - 3. Solo Parents;
 - ii. Validate the registrants' information with the databases of the respective QC LGU offices;
 - iii. Allow eligible registrants to select from the following online payout methods:
 - 1. GCash;
 - 2. Paymaya;
 - 3. Bank deposit;
 - iv. Provide automated ability to contact registrants through email for issues relating to their registration;
 - v. Allow registrants to track the status of their application online;
 - vi. Registrants who have availed of the online payout option are tagged and will be excluded from other forms of Kalingang QC disbursement;
- j) Develop and maintain the data collection and payroll system for the Kalingang QC subsidy program;
 - i. Support Admin, Uploader and Public Access Levels with different features per Access Level;
 - ii. Upload Historical Payroll of Kalingang QC Targeted for Transport, Market and Special Interest Sectors;
 - iii. Provide Tagging Feature for Treasury Staff for Received Recipients of Historical Payroll of Kalingang QC Targeted for Transport, Market and Special Interest Sectors;
 - iv. Provide Summary and Audit Reports for Historical Payroll of Kalingang QC Targeted for Transport, Market and Special Interest Sectors;
- k) Expand system for Kalingang QC program to include Senior Citizens (SC), Persons with Disability (PWD), Solo-Parents (SP) and Lactating Mothers (LM);
 - i. Upload Current Database of SC, PWD, SP and LM and support for core and Sectoral specific fields;
 - ii. Compare submitted lists of potential beneficiaries with previous payouts across all sectors to help detect duplicate beneficiaries;
 - iii. Provide manpower support and systems to verify submitted lists with relevant departments to address data inconsistencies;
 - iv. Compile all submitted lists on a per sector and per barangay level for future data linkages that will provide profiles on registered residents;

- v. Generate payroll reports for manual payout events to be administered by QC LGU;
 - vi. Provide Tagging Feature for Treasury (CTO) for Received Recipients of Generated Payroll of Kalingang QC for all Sectors;
 - vii. Provide Summary and Audit Reports for Generated Payroll of Kalingang QC for all Sectors;
- l) Include a feature to allow for direct-to-barangay disbursements of Kalingang QC subsidies;
- i. Must support different matching rules from other Kalingang QC payout methods;
 - ii. Payroll printouts to reflect barangay officials instead of QC LGU;
 - iii. Compare submitted lists of potential beneficiaries with previous payouts across all sectors to help detect duplicate beneficiaries;
 - iv. Provide manpower support and systems to verify submitted lists with relevant departments to address data inconsistencies;
 - v. Compile all submitted lists on a per sector and per barangay level for future data linkages that will provide profiles on registered residents;
 - vi. Generate payroll reports for manual payout events to be administered by barangays;
- m) Deliver a secure online portal and provide manpower Services for the processing of QC SAP Summary files as submitted by the 142 QC Barangays
- i. Support Admin, Uploader, Treasury and SSDD Access Levels with different features per Access Level
 - ii. Online Uploader functions :
 1. Split Uploaded QC SAP Summary Files to Valid, For Verification and Rejected
 2. Provide Automated Reports on For Verification and Rejected Data;
 3. Provide 24/7 Manpower for Coordination and Support of Barangays;
 4. Provide Barcode Offsetting Intervention Support;
 - iii. Provide Attendance, Payroll and Supporting Documents Reports for Printing during actual Payout;
 - iv. Provide Tagging Feature for Treasury Staff for Received and Returned Recipients;
 - v. Provide Tagging Feature for SSDD Staff for Disqualified and Replaced Recipients;
 - vi. Provide Admin View of Treasury and SSDD Tags ;
 - vii. Provide Report per Barangay, per Payroll of Tags;

- n) Design and implement a data consumption and verification system of QC LGU sectoral records that will take existing data, classify them and standardize their formats;
- o) Provide a recipient data validation and automated payroll generation system for QC SAP;
- p) Include reports and event and system logs that facilitate internal auditing activities;

IV. AREA OF COVERAGE – The web applications 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 SEC filing for at least five (5) years
 - b. The service provider should have been in operation in QC for at least five (5) years
 - c. The service provider must have implemented a similar registration and web application project within the last three (3) years.
 - d. 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 a duly registered corporation with SEC filing
 - c. The service provider must be filed with SEC as an IT company with the purpose of software development and the supply of IT-related goods and services
 - d. 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. PROJECT DURATION

Thirty (30) days from project awarding.

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Twenty-Four Million Pesos [24,000,000.00 PHP] VAT inclusive.

Module	Amount
1. Unified User Registration and Management System	PHP 1,000,000
2. Online SAC Form Encoding System (SFES)	PHP 5,000,000
3. DSWD SAC Summary files processing module	PHP 3,000,000
4. Online SAP Recipient Tagging module for use by SSDD and CTO	PHP 1,000,000
5. Online viewing module for barangays to see DSWD SAP recipients	PHP 1,000,000
6. Liquidation report generation and data analysis for DSWD SAP	PHP 1,000,000
7. Kalingang QC Online Payout Registration	PHP 3,000,000
8. Kalingang QC Payroll Generation Module for Transport Sectors	PHP 3,000,000
9. Expanded Kalingang QC Sectoral Beneficiaries Module	PHP 1,000,000
10. Kalingang QC Direct-to-Barangay Disbursement Module	PHP 1,000,000
11. QC SAP Online Encoding Portal	PHP 3,000,000
12. QC SAP Summary Sheet Uploader and Verification Module	PHP 1,000,000
Total	PHP 24,000,000

VIII. BASIS OF PAYMENT

- a. Upon awarding of the contract, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the contract winning bidder as mobilization fee.

- b. Upon submission of the system for internal testing, the procuring entity will release forty percent (40%) of the total winning bid amount to the service provider.
- c. Upon deployment of the system online, the procuring entity will release forty percent (40%) of the total winning bid amount to the service provider.
- d. Five percent (5%) of the total winning bid amount will be released one (1) year after the final acceptance of the system as a performance security.

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 (d) of RA 9184 and its IRR.

Reviewed and endorsed by:



Paul Rene S. Padilla
OIC - ITDD



Michael N. Alimurung
City Administrator