

TERMS OF REFERENCE (TOR)

SUPPLY, DELIVERY, AND INSTALLATION OF THE PANGKABUHAYANG QC ONLINE APPLICATION SYSTEM

- I. RATIONALE AND BRIEF BACKGROUND—The Quezon City government seeks to promote entrepreneurship by providing startup capital to eligible small businesses. Applicants who meet the criteria based on their eligibility and supporting documents will be given a grant for the use of starting up their business. Among others, this Pangkabuhayang QC program seeks to help Quezon City residents who have lost their sources of income due to the recent pandemic and resulting lockdowns. The program will be managed by the Small Business and Cooperatives Development and Promotions Office (SBCDPO).

- II. PROJECT DESCRIPTION—The Pangkabuhayang QC Online Application System is a website where QC residents who want to start up a small business can apply online to submit their information. Authorized personnel from the Small Business and Cooperatives Development and Promotions Office (SBCDPO) will review the submitted applications and determine their eligibility based on their submissions.

- III. PROJECT SCOPE OF WORK - The system will have the following components:
 - i. Technical Specifications:
 - a) All internal users will require a valid email address to log in and use the system. They can recover their password through their email.
 - b) The web applications will be accessible using the latest versions of Safari and Chrome on Mac/iOS and Chrome on Windows/Android
 - c) The web applications will store all data and documents in the cloud instead of on-premises servers.
 - d) The cloud-based hosting of the data will be provided for one (1) year, subject to renegotiation thereafter.
 - e) 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 server will be protected by SSL certificates.

- b) The web server will be separate from the database server.
- c) The system will implement industry standard measures to protect user data, prevent web fraud, mitigate bot attacks, secure APIs, and prevent unauthorized application access.
- d) The system should conform with applicable data privacy laws.

iii. System Features:

- a) Applications are open to QC residents only as verified by their QCitizen ID;
- b) Applicants must have both a QCitizen ID as well as a linked QC-eServices account;
- c) The Pangkabuhayang QC System must interface with QC-eServices and the QCitizen ID;
- d) Only one Pangkabuhayang QC application per QCitizen ID will be permitted at a time;
- e) Applicants will access the Pangkabuhayang QC system through QC-eServices, where they will be able to create and submit their application as well as print out their filled-out application form;
- f) SBCDPO personnel can view all applications submitted online, and they have the ability to tag approved applications as well as indicate the resulting grant;
- g) For walk-in applicants, SBCDPO will transfer their information onto a spreadsheet which they can then upload into the Pangkabuhayang QC Application System;
- h) A report that includes the list of applicants and their status can be made available to SBCDPO;
- i) Pangkabuhayang QC will be an ongoing program that will periodically be open for applications based on schedules set by the City and SBCDPO;
- j) The application schedules for Pangkabuhayang QC may be viewed through QC-eServices;

IV. AREA OF COVERAGE – The web application will be deployed online through QC-eServices and will be available for use by the public and applicable 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 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 upon issuance of Notice to Proceed.

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Six Million Five Hundred Thousand Pesos [6,500,000.00PHP] VAT inclusive.

VIII. BASIS OF PAYMENT

Full payment upon completion of the project


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 RA 9184 and its IRR.

Recommending Approval:


MONA CELINE MARIE V. YAP
Officer-in-Charge, SBCDPO

Reviewed and endorsed by:


PAUL RENE S. PADILLA
OIC - ITDD


MICHAEL VICTOR N. ALIMURUNG
City Administrator