

TERMS OF REFERENCE (TOR)

SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF A CITIZEN ID SOFTWARE SUPPORT SYSTEM FOR THE QUEZON CITY LOCAL GOVERNMENT (QCID)

a) RATIONALE AND BRIEF BACKGROUND

The Quezon City government will provide eligible QC residents and non-residents with a QCitizen ID that will serve as a unified means of identification when utilizing city-provided services. To support this, the proper software systems must be in place.

b) PROJECT DESCRIPTION

The QCitizen ID Software Support System will include applicant registration, approval, verification, and printing software modules that will support the implementation of the QCitizen ID. It will also involve an Android and iOS mobile app for the QCitizen digital ID.

c) PROJECT SCOPE OF WORK

The service provider shall develop, test, and deploy an online portal that can accept, process, approve and print QCitizen ID applications and QCitizen ID cards. 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 application will work in conjunction with QC-eServices.
- b) The software applications will be web-based and accessible using up-to-date versions of desktop and mobile browsers such as Google Chrome and Apple 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 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;
- 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:

i) Registration

The system will have the following features for the registration module:

- a) Allow for three (3) types of registration access levels:
 - i) Citizen Registration via QC eServices account
 - ii) On Prem Registration that can be used by an encoder assigned to a barangay or location to assist citizens in encoding their application to the system
 - iii) Kiosk registration that the citizens can use in a barangay or other location.

b) Collection of the following information:

- i) Personal information (required and linked to QC eServices account, if available)
- ii) Bank/ E-wallet information(optional)
- iii) Vaccination information/ questionnaire (required)
- iv) And other additional information that may be required if citizen is part of the following sectors:
 - i) Persons with Disability (PWD)
 - ii) Senior Citizen
 - iii) Solo Parent

c) Collection/ uploading of documents and proof of identity:

- i) Primary ID
- ii) Secondary ID
- iii) Photo ID
 - i) Uploading image file from Desktop.
 - ii) Photo Editor. Has the ability of zooming in and out, rotate and crop.
 - iii) Take photo using webcam/attached devices.
- iv) Signature
 - i) Uploading image file from Desktop.

- ii) Signature Editor. Has the ability of zooming in and out, rotate and crop.
- iii) Digital Signature
- v) Other documents that may be required
- vi) Applicant Remarks for the Approvers to see

d) Provide access to the user for:

- i) Viewing of application status
- ii) Revision of application details for editable fields
- iii) Resubmission of documents/ proof of identity
- iv) Cancellation of application
- v) Resubmission of rejected application after necessary revisions.
- vi) QCitizen ID Card Preview

ii) Approval System

The system will provide a dashboard that will allow designated personnel to:

- a) View information and documents submitted by the applicant
- b) Approvers can put together their list of applications that are subject for their review
- c) Approve or reject applications and provide feedback to the citizen on the reason for rejection
- d) Generate and view summary reports of the number of applications based on the status only accessible by those with the proper access level.
 - i) QCitizen ID Application and Approval Report
 - ii) Vaccine Survey Results
 - iii) QCitizen ID Potential Duplicates Report
 - iv) Encoders Productivity Report
 - v) Approvers Productivity Report
- e) View the cancelled applications list. Only available to those with the proper level of access

iii) Status Feedback

The system will provide feedback on application status

- a) Approved applications will be made known to online applicants via email
- b) Rejected applications include evaluators' remarks
- c) Applications can be resubmitted as many times as needed
- d) Pending Applications can be cancelled by the applicant

iv) Verification System

The system will provide a dashboard that will allow designated personnel to:

- a) View details of all approved QCitizen ID applications
- b) Verification of application details versus the submitted documents and/or proof of identity
- c) Editing/adjustment of applicant data due to inconsistency (Adjuster access)

- d) For Disposition Tagging (Verifier access)
 - i) The Verifier should provide the reason why it has been tagged for disposition.
 - ii) The Adjuster can view the list to check and settle the issue based on the provided reason
- e) Allow for biometrics collection at a later date (not part of approval process)
- v) Printing of Physical ID

The system will provide a dashboard that will allow designated personnel to:

 - a) Print physical ID cards using the specified hardware
 - b) Provide a supervisor account that can assign printing of card types per user (e.g.: non-sectoral, PWD, Solo Parent, etc.)
 - c) Provision to block cards due to the following reasons:
 - i) Incorrect/ error in printing
 - ii) Lost ID card as reported by citizen
 - d) Re-printing/ re-issuance of card replacement for blocked cards
- vi) Biometric Information Collection
 - a) The system will support the collection of fingerprints from citizens
 - b) The number of fingerprints to be collected can be adjusted
- vii) Automated emails
 - a) Automated emails are sent by the system to applicants
 - b) Automated emails include feedback of approvers regarding the application
- viii) Digital ID (QCitizen App)
 - a) A mobile application that the citizens can install on their Android or iOS devices to view the digital version of their ID cards once their application is approved.
 - b) Provides a link to access all QC eServices by redirecting user to the QC eServices website
 - c) Secure QR code – a citizen specific and secure QR code is included in the digital ID. The QR code can be used to read, validate, and identify the QCID and the citizen for transactions with the city. A secure text (or key) encoded with military grade encryption is included in the QR code.
 - d) Sign in Page
 - i) Capability to sign in via registered:
 - i) Email address
 - ii) Google account
 - iii) Facebook account
 - iv) Apple account
 - ii) “Remember Me” option for persisted sign in
 - e) Reset Password Page – Password reset email is sent when a valid registered email address is entered

- f) ID Card Page
 - i) Display digital ID
 - ii) Show front and back of ID
 - iii) Card image can be zoomed in or out
 - iv) Display QR code
 - v) Display QR code timestamp
- g) Display Quezon City Web Links and Contact Info
- h) Capability to refresh digital ID card QR code
- ix) Account Details Page
 - a) Display of profile picture and QR code
 - b) List view of all QCitizen ID account details
 - c) Emergency contact information
 - d) Display of QCitizen ID account status
- x) Access to QC eServices – Provides navigation to access QC eServices by redirecting the user to the QC eServices website.
- xi) Localization support for English and Filipino
- xii) Application Security
 - a) Supports PIN code app protection
 - b) Optional biometric app protection for devices with the appropriate hardware support
 - i) Fingerprint
 - ii) Facial recognition
 - c) Signed In Session Timeout
- xiii) Non-Remember Me Auto Sign Out
- xiv) Local User Data Persistence – All local user data are cleared from the application upon signing out
- xv) Data Security
 - a) Local configuration data are encrypted using Advanced Encryption Standard (AES)
 - b) Local user data files are encrypted using Advanced Encryption Standard (AES) both in transit and at rest
- xvi) Application Update Auto Checking
 - a) App regularly checks the server for the minimum required version of the app
 - b) Forces users to update to the newer minimum required version when available
- xvii) Other 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 portal will be open to all citizens who wish to apply for an ID and to all designated personnel who will be involved in the process.

d) The portal will work on both desktop and mobile platforms;

- b) AREA OF COVERAGE - The QCitizen ID 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.

c) 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 public 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.

d) PROJECT DURATION

Thirty (30) days upon issuance of Notice to Proceed.

e) APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Thirty-nine Million Pesos [39,000,000 PHP] VAT inclusive.

f) 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 will be released one (1) year after the final acceptance of the system as performance security.

g) 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.

h) 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.

Reviewed and endorsed by:



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