



TERMS OF REFERENCE

SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF

"QC GENDER AND DEVELOPMENT INTEGRATED MANAGEMENT INFORMATION SYSTEM (QC-GAD-IMIS)"

I. RATIONALE AND BRIEF BACKGROUND

Effective document and records management is a key indicator of successful management of an organization as access to these documents and records can be the basis of the data-driven decision-making processes. It is also important that an organization practice proper classification of documents and records to easily retrieve information when needed. These goals can easily be achieved by using the correct tools such as a Document Tracking and Management System.

A QC GAD Databank is to centralize all reports from the different barangays. The main purpose is to enhance the filling of reports, prevent the increasing crime rates, and mobilize the necessary information.

II. PROJECT BACKGROUND AND CONTEXT

The main objective in developing a Databank Management System is to implement and maintain an effective and efficient records management system for the organization. The system shall include scanning and capturing, indexing and categorization, storing, searching and retrieval, control, and security, archiving and disposition, and audit trail and reports generation.

The software will be provided for creating, compiling, and monitoring all reports submitted in Databank Management System.

Objectives:

- To avoid duplication in reporting of VAW complaints with other stakeholders;
- Proper referrals and monitoring of status of complaints;
- Updated submission of VAW Reports from stakeholders (brgys, qcpc, police stations, ssdd);
- Systematic, accurate and efficient in responding request of vaw report from concern offices, legislators, researchers, etc.;
- Standard report or tool to be used in VAW monitoring;
- Develop effective strategies on preventing and combating VAW in the City;
- To have a centralized VAW Databanking System.

III. PROJECT DESCRIPTION

The project is to build a customized software that shall be the primary source of all data that needs to be addressed/resolved.

IV. PROJECT SCOPE OF WORK

The winning bidder/ contractor must fulfill all the requirements and specifications stated below:

A. Project Management Plan:

1. System Design and Development

1. Blotter Procedure Process

2. Content Management System (CMS)

- 2.1. Account Management (user and admin)
 - 2.1.1. Add/ Edit Delete User type
 - 2.1.2. Add/Edit/Delete Admin Account
- 2.2. Data Management
 - 2.2.1. List of complainants who reported, sent, and filed complaints

3. Planning

- 3.1. Requirements and Policies Gathering
 - 3.1.1. Clear and signed requirements and policies
- 3.2. Data flow
 - 3.2.1. Planning on how the data should be saved
- 3.3. Development Stack
 - 3.3.1. Planning the architecture of the software and how it will be deployed
- 3.4. Version and Milestone
 - 3.4.1. Planning for versions, milestone, and release

4. Deployment

- 4.1. Development Environment Set up
- 4.2. Testing/Staging Environment
- 4.3. Production Environment
- 4.4. Web Deployment
- 4.5. Printing of reports (pdf, csv format)

5. Testing

- 5.1. Alpha Testing
 - 5.1.1. Internal Testing
- 5.2. Close Beta testing
 - 5.2.1. Testing with QA, Managers and Client/Product Owner

6. Front-End Development

- 6.1. UI/UX Design

- 6.2. Web Design
- 6.3. Responsive Website
- 6.4. Develop the website to make the layout adapt and be flexible to various viewing devices and different browsers. This cover:
 - 6.4.1. Internal Testing
 - 6.4.2. Page element sizing in relative units
 - 6.4.3. Flexible image sizing in relative units
- 6.5. Programming and testing on the following viewing devices:
 - 6.5.1. Internal Testing
 - 6.5.2. Smartphones
 - 6.5.2.1. Apple iOS (browser base fluid capability)
 - 6.5.2.2. Android Devices
 - 6.5.3. Laptop / Desktop
 - 6.5.3.1. Mac
 - 6.5.3.2. Windows
 - 6.5.3.3. Ubuntu
 - 6.5.3.4. Centos 7
 - 6.5.4. Testing on the following latest version of web browsers such as:
 - 6.5.4.1. Mozilla Firefox
 - 6.5.4.2. Google Chrome
 - 6.5.4.3. Safari

7. Training and Documentation

- 7.1. User Training
- 7.2. User Manual
- 7.3. Technical Documentation
 - 7.3.1. Project Documentation
 - 7.3.2. Software Installer (flashdrive)
- 7.4. Test Plan Documentation
 - 7.4.1. Testing Guidelines
- 7.5. Gantt Chart/ Schedules
 - 7.5.1. Schedules of deliverables

B. Deliverables

The project shall cover the delivery of services for planning, designing, development, testing, deployment, documentation, training and implementation of the system which includes the following:

1. Project Management
 - a. Software Requirements Specification
 - b. System Development
 - c. Quality Assurance Testing
 - d. User Acceptance Testing
 - e. Deployment and Implementation
2. Project Documentation
3. Functional, Technical and User Trainings
4. Maintenance – two (2) years
5. Warranty and Support – to ensure that the System retains all full functionality and conforms to the specifications, the service provider will fix the bugs for free during the warranty period of Six (6) month from turnover of the project to the client.
6. Hardware requirement for server and workstation (pls see below specs)

8. WEB HOSTING, DOMAIN NAME, MAINTENANCE AND SUPPORT (Every 2 Years) - to be included in GAD Council Budget

- a. Web Hosting Subscription
- b. Server Maintenance
- c. System Maintenance
- d. Security Updates
- e. Bug Fixers
- f. Software Updates
- g. Content Management
- h. Technical Support (Phone, Email, Remote Access Support
- i. Consultation includes 8x5 days, 9am to 6pm, (excluding holidays)

QC GAD Administrators Desktop:

Local Server for backup - corei7 or better, atleast 8th gen. 16GB up, 1TB SSD, secondary 2TB HDD, Microsoft Windows10 pro license, MS Office 360, and anti-virus, tower type casing, 4GB or better video card, atleast 600w power supply, atleast 21 inches LED monitor, atleast 6usb port., mouse and keyboard.

Hosting and Domain Specifications: (subscription of two years)

SOFTWARE STACK – Operating System: Server 18.04.2 LTS; Database SQL 10.7; Programming Language (Backend): PHP; Framework (Backend): Programming Language (Frontend): HTML/CSS/JS; Framework (Front-end): Specification: RAM: 64GB DDR4 ECC; RAID-1SSD storage 2x1TB NVMe M2; 8 cores/16 threads; CPU 3.2GHz Turbo; CPanel Control Panel. With SSL capability, cloud firewall cert, data synchronization.

V. AREA OF COVERAGE

- 1. The present special contract specifications constitute a call for best offers for the development of GAD Databank project.
- 2. Any deviations or exceptions to the minimum requirements must appear in the offer.
- 3. This system development entails the following data or information pertaining to GAD cases from barangay level up to city and other allied agency, this will become the integration of all data generated within the area of Quezon City government.
- 4. The system record was based from the BIRRF form use as a common baseline for all the allied agency who has the data of GAD cases.

VI. PROJECT STANDARDS AND REQUIREMENTS

A. Minimum qualifications and requirements for the contractor:

In addition to the activities listed under Part II of this TOR, the Service Provider is also expected to submit/ produce the following reports/ outputs/ deliverables when required by client:

1. Directly report to QC GAD Office, or his designated staff, on the plan of action and timing of the deliverables.
 2. Ensure that the quality of the Service Provider satisfies the following:
 - 2.1. Duly registered business in the Philippines with audited financial statements starting at least two (2) years from the date of the bidding.
 - 2.2. The CONSULTANT shall be a firm/company with the following experience and qualifications:
 - a. Must be operational for at least five (5) years.
 - b. Must have similar developed software with Data Management System.
 - c. Must have similar product as Data Management System created before.
 - d. Must have full-time web development staff.
 - e. Must deliver project in 30 days upon awarding.
 - f. Must have a prototype relative to the system.
 - 2.3. Has software deployment capability in the area of:
 - 2.2.1. Custom-built application software, or
 - 2.2.2. Emergency response management software.
 - 2.2.3. Assign the necessary Project Team which shall be composed of the following:
 - a. Project Manager: Must have demonstrable experience in handling related work engagements, with at one (1) development project related to a Data Management System or Enterprise Resource Planning. Must have a five (5) year experience on project management and have at least successfully implemented a project.
 - b. Business Analyst: Must have at least two (2) years of experience in aligning business and technical requirements to meet client needs. Must also have experience in managing and conducting user training.
 - c. Developer: Must have at least two (2) years of experience in web developing. Must have demonstrable experience in developing or customizing a Data Management System. Must have been involved in similar and/or related service.
 - d. UX Designer: Must have at least two (2) years of experience in designing visual and other interactive elements of software. Must also have experience in conducting user testing
 3. Database Backup Storage Size minimum of 2TB will be set and it will be placed at the GAD Council Office, located at 7th Floor, Civic Center Bldg. A, QC Hall. (Internet must be provided by the client!).
- B. Client/End-user Responsibilities:**
1. The GAD Council will coordinate with QC ITDD for the provision of Internet connection.
 2. To request with PAISD for the web sub domain name (acgad-imis.quezoncity.gov.ph).

VII. PROJECT DURATION

The entire work of software development and testing should be completed within **Three (3) months** from the date of issuance of NTP (Notice to Proceed) of award of work. The time period of **Three (3) months** for the vendor is only for collecting requirements, designing, development and testing of the software. Training of Master Trainers may be conducted only after testing and acceptance of the software. The training should not take more than 5 days.

Number of Personnel to be trained:

- > 3 Super Administrator (GAD Council – Main)
- Sub-Admin:**
 - > 142 Barangay VAW Desk Officers
 - > 142 Barangay GAD Focal Persons
 - > 48 Women Desk Personnel in all QC 16 Police Stations (24 hr. operation)
 - > 2 QCPC Staff
 - > 2 SSDD Staff

VIII. APPROVED BUDGET FOR THE CONTRACT

The approved budget cost for this project is **PHILIPPINE PESOS: 10,900,000 (TEN MILLION NINE HUNDRED THOUSAND PESOS).**

IX. BASIS OF PAYMENT

1. 1,635,000 upon completion of 15% of project (based on man hours)
2. 8,175,000 upon completion of 75% of project (based on man hours)
3. 1,090,000 (10%) upon completion of the project (based on man hours)

Payment Terms based on project completion.

Description/Activitie/Accomplishments	Milestone
Initial Deliverables	
Login Page	
- Login using valid Email address and Password	
- Forgot Password	
- Change Password	
Blotter Procedure Process	15%
Barangay Incident Report	
Template in accomplishing the VAW Blotter	
Second Entry in the Blotter Book	
Hosting and Domain processing	
Project management	
System Analysis, Design and Development	
Barangay Reporting and Referral System on VAW and Gender-Based Violence	25%
Barangay VAW Desk	75%
Barangay Programs	
Barangay Centers	25%
Frontend and Backend development documents	

Testing		
Reports		
- Barangay Incident Report		
- Monthly Reports	25%	
Account Management		
-User Role		
Training and Documentation		
Data Management		10%
Trainers training and end users seminar workshop		
List of complainants who reported, sent, and filed complaints		
TOTAL:		100%

Project Timelines and Requirements:

Activity	Months				
	W1-W2	W3-W4	W5-W6	W7-W8	W9-W10
Planning and Requirements Gathering					
Front-end Development/ UI UX Design					
Login Page					
Blotter Procedure Process					
Concept of Operation Barangay Reporting and Referral System on VAW and Gender-Based Violence					
Reports					
CMS Development			Simultaneous		
Staging and Production Deployment					
Testing and UAT		Simultaneous			
Turnover, Training and Documentation					

X. PENALTIES FOR BREACH OF CONTRACT

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

Specific penalty/ies to be imposed on the contractor.

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 into negotiated procurement pursuant to section 53 (d) of RA 9184 and its IRR.



MS. ROWENA J. MACATIAO
City Government Department Head III and
Secretary, GAD Council