TERMS OF REFERENCE (TOR)

SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF THE QUEZON CITY BUSINESS STARTUP APPLICATION PROGRAM

I. RATIONALE AND BRIEF BACKGROUND – In accordance with Ordinance SP-3109 series of 2022 institutionalizing the Quezon City Business Startup Program, the City requires an automated method of receiving and approving business startup applications.

II. PROJECT DESCRIPTION – This project is for the provision of an online method for applying for the Quezon City Business Startup Program. The program will be open to students and entrepreneurial startups and will be jointly administered by the Investment Affairs Office (IAO) and the Local Economic Investment Promotions Office (LEIPO).

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 a separate instance 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) Target Audience
  1. The program will have both a Students and Non-Students Category
  2. Vetting and approval of the Students Category will be handled by the Local Economic Investment Promotions Office (LEIPO) while the Non-Students Category will be managed by the Investment Affairs Office (IAO).
- b) Application Module
  1. All applications may need to include some or allof the following requirements:
     a. Duly accomplished online application form
     b. Video outlining their business idea or pitch
     c. Proof of Identification and/or residence
     d. Relevant clearance certificate
     e. Business Proposal
     f. Non-Disclosure Agreement
  2. Applications for the Student Category may need to provide some or all of the following:
     a. Proof of enrollment
     b. Signed parental consent form
     c. Faculty advisor information
     d. School endorsement form
  3. Applications may be submitted by an individual or a team
  4. Applicants will have the ability to download and print accomplished application forms
  5. Applicants will have the ability to respond to evaluator's feedback and upload additional required documents, if needed
  6. Media such as videos and or documents will be uploaded as part of the application process
  7. Applicants will be able to track the status of their submitted application
  8. Applicants have the ability to cancel their applications
  9. If applicable, applicants will be able to download the post-approval requirements' templates
- c) Approval Module
  1. IAO and LEIPO will have separate approval modules to review and evaluate the Non-Student and Student Category applications respectively
  2. Applications will go through an initial and final approval process
  3. Evaluators will be able to view the submitted applications and any media provided, as well as their status

4. Evaluators will be able to search for specific applications
5. Evaluators will have the ability to view the evaluation history of an application
6. There will be a provision to digitally return the application to the applicant to send feedback and require additional documents
7. If required, evaluators will be able to validate the submitted requirements and input a filing reference number for each application

d) Reports Module
1. IAO and LEIPO will be able to access certain reports or metrics
2. Application submission overview
3. Approval list

e) Integration with external applications
1. The service provider will include an Application Programming Interface (API)that can be used by external systems such as the Quezon City Online Unified Business Permit Application System (QC OUBPAS) to obtain relevant startup business information
2. The API must include security features that safeguard against data breaches

IV.   <u>AREA OF COVERAGE</u> – The web application will be deployed online through QC-eServices and will be available for use by applicable internal QC LGU offices.

V.   <u>PROJECT STANDARDS AND REQUIREMENTS</u>

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 DTI or SEC filing for at least five (5) years
   b. The service providershould 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 DTI or SEC filing

c. The service provider must be filed with DTI or 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

e. The service provider shall guarantee that the system shall abide with the DATA PRIVACY ACT OF 2012 to ensure that the personal information is protected

   iii. Manpower

a. The service provider must have their own headcount of software developers.

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.

c. Staff complement:
   i. Overall Program Manager (1)
   ii. Senior Web Development Project Manager (1)
   iii. Google Cloud Platform Server Administrator (1)
   iv. Web Security Engineer (1)
   v. Quality Assurance and Testing Staff (1)

VI. TRAINING

Software training and manuals will be provided to at least five (5) approvers.

VII. AFTER SALES SUPPORT

a. One (1) year warranty for software bugs and fixes from date of acceptance.

b. Technical support:
   i. Workdays from 8AM to 5PM, expect a response within the day or by next day
   ii. Weekends and holidays, expect a response by next workday

VIII. PROJECT DURATION

The project shall be for a period of one (1) year from the acceptance of the Notice to Proceed.

IX.   DELIVERY SCHEDULE

Sixty (60) calendar days upon issuance of Notice to Proceed.

X.   APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) amounts to Nine Million Nine Hundred Thousand Pesos [PHP9,900,000.00] VAT inclusive.

COST DERIVATION

Software Development Cost:	_____
Documentation, Training Module and Training:	_____
Technical & Customer Service Support:	_____
Total:	**P9,900,000.00**
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XI.   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.

XII.   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.

XIII. 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.
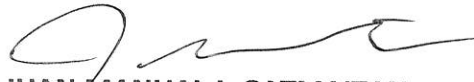
Reviewed and endorsed by:

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