TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE QUEZON CITY STRATEGIC HUMAN RESOURCES MANAGEMENT DEPARTMENT PLATFORM (QC-SHRMD)

I. **Rationale and Brief Background**

The Quezon City Strategic Human Resources Management Department Platform (QC-SHRMD). Phase 1 shall be a cloud-based system while a 2nd phase can possibly be implemented for an on-premise system that will provide employees with a platform to identify their training needs, develop learning plans, and monitor their performance. The system aims to improve the employees' job performance, which can contribute to better organizational outcomes. By tracking and monitoring employee development and performance, the Quezon City Local Government can hold employees accountable for their actions and progress, which will lead to increased productivity and better outcomes. The system can also help to standardize training and performance management processes across the organization, ensuring that all employees have access to the same resources and tools.

II. **Project Description**

The Quezon City Strategic Human Resources Management Department Platform (QC-SHRMD) is a cloud-based platform with the following components:
- Training Needs Analysis
- Learning Management System
- Training Registration
- Pre and Post Training Assessments
- Training Video Hosting
- Strategic Performance Management System (SPMS)

III. **Project Scope of Work**

The service provider will provide the City with a system with the following specifications:

i. The Quezon City Strategic Human Resources Management Department Platform (QC-SHRMD) is SSL-protected, web-based, mobile-responsive, and accessible using the most recent versions of Chrome, Firefox, and Safari.

ii. QC-SHRMD allows employees to self-register using their emails. Registered user will have a profile page where information such as name, assigned and home departments/units, contact details, and gender can be edited. HRMD can disable accounts at any time.

iii. QC-SHRMD will have sections accessible to the public and sections accessible only to registered and logged in users. Publicly accessible sections of the platform include pages for About Us, Recruitment, Employee Handbook, Orientation Videos, FAQ, Training Program, Internship Program, and Volunteer Program. These publicly accessible pages will be informative in nature and will not be scaled up into a full-blown information management systems. All forms are accessible only to logged in employees.

iv. The platform allows employees to fill up and submit forms for Training Needs Analysis (eTNA), Individual Learning and Development Plan (ILDP), and Survey.

v. Submitted eTNA forms are saved in the system database and can be marked as Draft or Final. Draft eTNA's are still editable whereas Final eTNA's are not.

vi. Only one final eTNA per employee per year is allowed. Platform will automatically remind employees to renew their eTNA's every year.

vii. eTNA scores are automatically computed. HRMD can use the collated scores per Department/Unit to identify areas for improvement and determine the necessary trainings to offer to employees.

viii. In the ILDP, employees can see their areas for improvement and the needed training based on their scores in the submitted eTNA.

ix. Employees can indicate in the ILDP the trainings they have taken.

x. ILDP's are saved in the system database. Saved ILDP can be downloaded and printed by the employee. The printed ILDP will be reviewed and signed by the employee's immediate supervisor and uploaded back to the platform.

xi. The platform has a training registration page and when an employee registers for a training, the employee's ILDP will automatically be updated by the platform to include the type and name of the training, date of the training, and remarks from HRMD. The remarks will indicate if the employee completed the training and passed all requirements.

xii. Employees can fill up a Survey/Feedback form about the eTNA and ILDP processes or the platform In general.

xiii. All submitted eTNA and ILDP forms are viewable to HRMD's focal team.

xiv. The platform will generate pertinent reports about the submitted eTNA's per Department/Unit.

xv. HRMD can post details of an upcoming training including type, title, date, and links to materials and videos. They can also specify questions for the pre-assessment and post-training evaluation and assessment.

xvi. Depending on the type of training, employees will be required to complete the pre-assessment and post-training evaluation and assessment.

xvii. Each employee will have a calendar page in the platform. An employee can reserve a spot in the posted training and the reservation will appear in the calendar page.

xviii. QC-SHRMD will have an LMS to host videos uploaded by HRMD. The videos are accessible only to training registrants and within a start and end schedule specified by HRMD. Platform will track the videos viewed by each training registrant.

xix. HRMD can view registered employees for a specific training, along with their submitted data and assessment answers.

xx. QC-SHRMD will host Office Performance Commitment and Review (OPCR), Division Performance Commitment and Review (DPCR), and Individual Performance Commitment and Review (IPCR) forms for Strategic Performance Management System (SPMS).

xxi. OPCR form can only be answered by a designated SPMS Administrator per Department/Unit. Submitted OPCR can be marked as Draft or Final. Draft OPCR is still editable while Final OPCR is not.

xxii. Employees can answer their own IPCR form. They can also view their Department/Unit's OPCR to ensure that their answers are aligned to the goals of their Department/Unit. Submitted IPCR can be marked as Draft or Final. Draft IPCR is still editable while Final IPCR is not.

xxiii. The designated supervisor of the employee can view, approve, or reject the employee's IPCR.

xxiv. The DPCR can be filled up by the Division Chief and Department Head. DPCR can be edited and rated by the Department Head.

xxv. The platform will generate pertinent SPMS data for HRMD.

xxvi. The platform will generate pertinent Learning and Development and SPMS dashboard figures by Department, by Section, by Division, by Salary Grade Levels, and as individual profiles.

xxvii. The system will implement industry standard measures to protect user data and prevent unauthorized access. A firewall will be implanted for secured cloud connection.

xxviii. HRMD reserves the right to request minor changes in the specifications as long as the changes are consistent with the listed scope and objectives of the platform.

xxix. The platform will be fine-tuned and maintained by the service provider for one (1) year. Fine-tuning and maintenance will be limited to the features listed in this document.

xxx. The cloud-based hosting will operate for one (1) year and subject to renewal thereafter. A minimum of 8 GB memory, 2 virtual CPU, and 120 GB storage will be allocated for the system and its database. A separate scalable on-demand cloud storage will be allocated for all videos and uploaded documents.

xxxi. The system and database will be backed up daily.

xxxii. QC-SHRMD, including source code and data captured and generated by the system, will be owned and controlled by the City. If the service agreement expires or is terminated the data on cloud can be retrieved without additional cost to the City.

xxxiii. The system will conform with data privacy laws. The application must also conform/abide with the Department of Information and Communications Technology (DICT) Philippine Government's Cloud First Policy (latest version).

xxxiv. The service provider will provide all necessary trainings to all department representatives that will be invited by HRMD for the usage of the system. A separate training for key HRMD and Information Technology Development Department (ITDD) personnel will be conducted for the administration and management of the system.

IV. Area of Coverage

The Quezon City Human Resources Management Department Information System will be for the use of all employees of the Quezon City Local Government.

V. Project Standard & Requirements

A. Track Record

1. The Bidder must have Platinum status in PHILGEPS
2. The Bidder must be a duly registered company with Security and Exchange Commission (SEC) filing or Department of Trade and Industry (DTI) registration
3. The Bidder must be able to fully deliver all components of the project within 60 calendar days upon issuance of Notice to Proceed.

4. The Bidder must be duly registered under the National Privacy Commission (NPC) and submit a copy of current and valid NPC Registration

5. The Bidder must conform/abide with the DICT Philippine Government's Cloud First Policy

B. Organization

1. The Bidder must present an Organizational Chart indicating at least the following personnel for the project

   - One (1) Software Development Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field

   - Two (2) Project Managers – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field

   - Eight (8) Software Developers – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field

2. The service provider must have its own regular employee pool of personnel for systems administration, deployment, proper quality assurance analysts and technical support staff for the project.

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

C. Training

The service provider will provide all necessary trainings to all department representatives (at least one personnel for each department) that will be invited by HRMD for the usage of the system with four (4) hours training duration.. As such the training maybe implemented on a single session or maybe on multiple schedules based on availability of representatives. A separate training for key HRMD and ITDD personnel will be conducted for the administration and management of the system with an equivalent four (4) hours of training.

D. Warranty

The service provider will submit an Affidavit of Undertaking stating the following:

- Software Component will have one (1) year warranty upon implementation.
- User manual and installer will be provided for software components.

- All hardware requirements are existing and to be provided by the Quezon City Government

VI. Delivery Schedule

The delivery schedule will be within sixty (60) calendar days upon the issuance of the Notice to Proceed observing the schedule of delivery as stated below:

MILESTONES	DELIVERY PERIOD
Project Implementation Plan	5 calendar days from the Notice to Proceed
Application Development	60 calendar days from the date of the Notice to Proceed
MILESTONES	DELIVERY PERIOD
Training and Turnover	7 calendar days from Certificate of Acceptance
Project Support and Maintenance	1 year

VII. Approved Budget For the Contract (ABC)

The Approved Budget for the Contract is Fourteen Million Pesos Only (Php14,000,000.00) VAT Inclusive.

COST DERIVATION

Hosting, Database, Storage, Security	
Data Architecture Design	
Software Development Cost	
• Learning and Development Module	
• SPMS Module	
• Training Registration and Evaluation	
Software Customization for 1 Year	
Documentation, Training, End User Support, 1 Year Maintenance	
TOTAL	14,000,000.00

VIII. Basis of Payments

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Implementation Plan	Receipt of Document	15%
Project Turnover	Signoff from End User	84%
Retention fee		1%
TOTAL		100%

IX. Conditions and Penalties for Breach of Contract

Delivery

The failure of the Service provider to perform any of the obligations or covenants provided in this Section will constitute a breach and will make it liable for damages, without prejudice to the right of the CITY to seek other remedies as may be allowed by law.

The Service provider must deliver all system components within 60 calendar days upon issuance of Notice to Proceed. Failure to do so will be subject to penalties as prescribed by law.

X. Cancellation or Termination of Contract

The guidelines contained in RA 9184 and its revised IRR will 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 it's IRR.

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