

TERMS OF REFERENCE

SUPPLY, DELIVERY, INSTALLATION, AND COMMISSIONING OF THE QUEZON CITY PEOPLE'S CORNER – QCITIZEN FREEDOM OF INFORMATION (FOI), QCITIZEN ACTION, QCITIZEN WATCH

I. Rationale and Brief Background

The Quezon City People's Corner is a system that allows citizens to request information, report erring Quezon City government employees, and non-conforming structures and business establishments. It is essential for promoting transparency, accountability, and good governance. It is a powerful tool for enhancing citizen engagement, promoting compliance with laws and regulations, and ensuring that Quezon City government officials act in the best interests of its citizens. The system empowers citizens by giving them a voice in the governance process. It allows citizens to actively participate in government decision-making and promotes a sense of ownership and responsibility for their community. Phase 1 shall be a cloud-based system while a 2nd phase can possibly be implemented for an on-premise system.

II. Project Description

The Quezon City People's Corner is a web-based system that can be accessed through the Quezon City website or QC e-services. It is composed of 3 sub-systems:

- QCitizen FOI: Citizens can request for public records and information held by Quezon City government officials to promote transparency in government subject to the prevailing laws and resolutions in the City.
- QCitizen Watch: Citizens can report business and establishments that do not conform to city regulations. This helps to promote compliance with laws and regulations and ensures that businesses and structures are safe for citizens.
- QCitizen Action: Citizens can file a complaint on irregular or delayed Quezon City government services. This helps to hold public officials accountable for their actions and encourages them to act in the best interests of citizens.

III. Project Scope of Work

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

- i. The Quezon City People's Corner will be SSL-protected, web-based, and accessible using the most recent versions of Chrome, Firefox, and Safari.
- ii. The People's Corner will be accessible both via Quezon City Website and QC e-services.
- iii. The People's Corner will be mobile responsive and compatible with the browsers of mobile smart phones and tablets
- iv. Data needed to file a report will be retrieved from other Quezon City systems using authenticated and authorized API communications. The QC ID number will be retrieved from the citizen's QC e-services account. Fields will then be prefilled based on the data provided by the QC ID system.
- v. Citizen with a verified QC ID and QC e-services account can submit a request or report on any of the 3 sub-systems: QCitizen FOI, QCitizen Action, QCitizen Watch.
- vi. Citizen can file a QCitizen Watch report to DBO or BPLD Departments.
- vii. Citizen can file a QCitizen Action report to any of the Quezon City Departments.
- viii. Citizen can file a QCitizen FOI request to any of the Quezon City Departments.
- ix. QCitizen Watch, Action, and FOI sub-systems will all have their own forms.
- x. Citizen can put additional comments or attach documents to the form to support their report or request.
- xi. Citizens will receive an email from the official QC E-services email account upon submission with details of the request or report and the reference number.
- xii. Citizens will receive subsequent emails every time their requests are updated.
- xiii. Citizens will have their own dashboard on QC E-services or Quezon City website to track their requests and reports.
- xiv. Citizens can filter their requests and reports by date and reference number.
- xv. System can allow citizens to clarify their requests and reports through In-App Chat. Conversation with the concerned department shall only be allowed within the submitted request or report to that department.
- xvi. Citizens can download the document thru their dashboard when their QCitizen FOI request is granted.
- xvii. Citizens can either request a physical document or electronic copy of the information through the QCitizen FOI.

- xviii. System will have a definitive auto-reply upon receiving a QCitizen Watch, Action, or FOI form.
- xix. QCitizen Action and Watch reports and QCitizen FOI requests can be monitored by the departments concerned, as well as by the People's Corner Admin.
- xx. For the QCitizen FOI, each department will have admin, approver, and processor accounts. For the QCitizen Action and Watch, the department will only have one role account each.
- xxi. Department FOI admin can create approver and processor accounts.
- xxii. An FOI request must be acted upon within 15 days. Approver, Admin, and Processor can extend the deadline of the FOI request once with a maximum of another 15 days.
- xxiii. System will have color cues so that department will know which requests on the list are nearing or past deadlines.
- xxiv. QCitizen FOI Approver and Admin can send a message to the requester within the system.
- xxv. QCitizen FOI Approver and Admin can forward the request to another department. A request can only be forwarded a maximum of two times. The deadline is reset every time a request is forwarded.
- xxvi. QCitizen FOI Department User can attach a file within the request.
- xxvii. QCitizen FOI Department User can view the history of a request.
- xxviii. QCitizen FOI Department User can track the file log.
- xxix. Departments can download list of People's corner requests and reports submitted to them.
- xxx. System will show monthly and quarterly People's Corner reports per department.
- xxxi. The system will generate pertinent reports for each Department.
- xxxii. The system will implement industry standard measures to protect user data and prevent unauthorized access. A firewall will be implanted for secured cloud connection.
- xxxiii. 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.
- xxxiv. The system will allow periodic backups of the database.
- xxxv. The Quezon City People's Corner, 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.

- xxxvi. 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)
- xxxvii. The service provider will provide all necessary trainings to the champions of the People's Corner – Public Affairs and Information Services Department (PAISD), City Administrator's Office, City Legal Department, and Information Technology Development Department (ITDD) for the usage, administration, and management of the system.
- xxxviii. The system will register the subdomain to the DNS service provider of quezoncity.gov.ph.

IV. Area of Coverage

The Quezon City People's Corner will be for the use of all departments of the Quezon City 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 SEC filing or 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 service provider shall guarantee that the system shall abide with the DATA PRIVACY ACT OF 2012 to ensure that the personal information is protected.

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.

C. Training

The service provider will provide all necessary trainings for at least four (4) hours to the champions of the People's Corner - PAISD, City Administrator's Office, City Legal Department, and Information Technology Development Department (ITDD) for the usage, administration, and management of the system.

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
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 Five Million Pesos Only (PhP5,000,000.00)

COST DERIVATION

Hosting, Database, Storage, Security	
Data Architecture Design	
Software Development Cost	
• QCitizen FOI Module	
• QCitizen Action Module	
• Qcitizen Watch Module	
Software Customization for 1 Year	
Documentation, Training, End User Support, 1 Year Maintenance	
TOTAL	5,000,000.00

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 shall constitute a breach and shall 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 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.

Prepared by:



PAUL RENE S. PADILLA

QC, Information Technology Development Department

Noted by:



MICHAEL VICTOR N. ALIMURUNG

City Administrator