

## **TERMS OF REFERENCE (TOR)**

### **DEVELOPMENT, INSTALLATION, TESTING AND COMMISSIONING OF THE QUEZON CITY MERCHANT MOBILE APPLICATION**

#### **I. RATIONALE AND BRIEF BACKGROUND**

To further expand on the usability of the QCitizen ID as a means to provide social services, there must be an automated way to a) validate the authenticity of the QCitizen ID, and b) track its usage for any social service that requires it. This verification and tracking system will be made available to third party merchants and organizations who wish to honor the QCitizen ID in their establishments and programs.

#### **II. PROJECT DESCRIPTION**

The requirement is for a mobile application that will scan or read the QCitizen ID and verify its validity. It will also track its specific usage based on the selected social service or program. The mobile app will be available from either the Apple App Store or the Google Play Store. The features accessible on the mobile app will depend on the access level of account that is logged in. The source code of the mobile application will be owned by and made available to QC LGU.

#### **III. PROJECT SCOPE OF WORK**

##### **A. Component 1 of 2: QC Merchant App**

##### **1. Program management**

- a. Allows Program Officers to create and modify Programs
- b. Programs can be given the following parameters and types:
  - i. Type: Discount or Freebie
  - ii. Category: Merchandise or Service
  - iii. Validity period (Start date and End date)
  - iv. Program images: Icon and Banner
  - v. Program allocation limit
  - vi. Program allocation cycle: daily, weekly, monthly, yearly
  - vii. Citizen allocation limit
  - viii. Citizen allocation cycle: daily, weekly, monthly, yearly
  - ix. Location or Business allocation limit
  - x. Location or Business allocation cycle: daily, weekly, monthly, yearly
  - xi. Program restriction: All, Resident, Non-resident, Senior Citizen, PWD
  - xii. Participating Merchants: All, Specific Line of Business, Specific MP number

- c. User management
    - i. Allows adding and registering users by email address
    - ii. The system will send an email to the users' email address containing registration instructions
    - iii. Allows searching for specific users and modifying their assigned location or business
    - iv. User information viewer
2. Program Redemption
- a. Redemption by Program
    - i. Allows users to scan QCID QR code and validate if the citizen is eligible for the program
    - ii. Once citizen is validated to be eligible, app will proceed to save and log the program redemption
  - b. Redemption per Citizen
    - i. Allows users to scan QCID QR code and display the citizen information
    - ii. The app will then be able to list the eligible programs the citizen is qualified for
    - iii. The user shall then select the program that the citizen wishes to redeem, and the app will proceed to save and log the program redemption
3. Mobile App additional features
- a. Citizen information viewer
    - i. Allows users to scan QCID QR codes and display the corresponding citizen information. This information includes all of the details already present in the citizen's QCID as listed below:
      - i. Photo
      - ii. Name
      - iii. Sex
      - iv. Date of Birth
      - v. Civil Status
      - vi. Blood Type
      - vii. Card Type
      - viii. Address
      - ix. Date Issued
      - x. Valid Until
      - xi. Signature
    - ii. Allows users to see the list of programs the citizen is eligible for
    - iii. Allows users to see the redemption history of the citizen
  - b. Dashboard

- i. Displays welcome message
  - ii. Shows recent redemptions processed
  - iii. Shows available programs
- c. Program details
  - i. Allows users to view the details of ongoing and past programs including the following information:
    - i. Program name
    - ii. Validity Period
    - iii. Eligible Card Types
    - iv. Allocation Limit
    - v. Redemption Count
  - ii. Allows users to search for specific Programs by name
- d. App security
  - i. Supports PIN code app protection
  - ii. Allows biometric authentication for supported devices
  - iii. Signed In Timeout
  - iv. Auto signs out the user after being signed in for 7 days

## B. Component 2 of 2: QC Bus App

### 1. Bus Management

- a. Allows the Program Officer to add and modify Bus fleet data which includes the following information:
  - i. Bus Category
  - ii. Bus ID
  - iii. Bus Name
  - iv. Plate Number

### 2. User Management

- a. Allows adding and registering users by email address
  - i. The system will send an email to the users' email address containing registration instructions
- b. Allows searching for specific users and modifying their assigned bus category
- c. User information viewer
- d. Allows deletion of user App session

### 3. Bus Ride Redemption

- a. Allows two types of bus ride redemption:
  - i. With QCID

- i. Users scan the QCID QR code in order to redeem and log the free bus ride
    - ii. App validates if QCID is valid and is eligible for the free bus ride
    - iii. Citizens will be prevented from redeeming a free bus ride if it is within 30 minutes of the last redemption in the same bus
  - ii. Without QCID
    - i. Non-QCID holders will be allowed free bus rides without any requirements or payment. The app will just register and count each redemption for this type
- 4. Mobile App additional features
  - a. QC Bus App works offline, and users will need to regularly upload data
  - b. Dashboard
    - i. Displays welcome message
    - ii. Shows redemptions for today
    - iii. Shows overall redemptions
    - iv. Shows pending redemption data upload
  - c. App security
    - i. Supports PIN code app protection
    - ii. Allows biometric authentication for supported devices
    - iii. Signed In Timeout
      - i. Auto signs out the user after being signed in for 7 days
- 5. Reports
  - a. Web based summary reports are available. Redemption counts are tallied according to the following categories:
    - i. By Bus
    - ii. By Citizen
    - iii. By QCID card type
    - iv. By QCID status
- C. System Ownership
  - 1. Data collected by the mobile application as well as its source code will be owned and controlled by QC LGU.
  - 2. Upon termination of the contract or service agreement, the database hosted on the cloud services will be retrieved and turned over to QC LGU at no additional cost.
- D. Data Handling Compliance
  - 1. The mobile application will conform to applicable data privacy laws.

2. The system supplier will provide an attestation that the mobile application abides by the Cloud First policy of the Department of Information and Communications Technology.

**IV. AREA OF COVERAGE**

The mobile application will be made available to eligible and participating providers of social services, through the relevant mobile app stores.

**V. PROJECT STANDARDS AND REQUIREMENTS**

The following are the minimum qualifications and requirements for the Contractor or Bidder:

**A. Track Record**

1. The service provider must be in the same industry as per their DTI or SEC filing for at least five (5) years
2. The service provider should have been in operation for at least five (5) years
3. 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.

**B. Organization**

1. Service providers must have Platinum status in PHILGEPS
2. The service provider must be a duly registered company with DTI or SEC filing
3. 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
4. The service provider 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.

**C. Manpower**

1. The service provider must have their own headcount of software developers.
2. The service provider must have their own support staff to conduct support tasks for the project such as system administrators and quality assurance testers.
3. Staff complement:
  - a. Overall Program Manager– college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
  - b. Senior Web Development Project Manager– college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
  - c. Google Cloud Platform Server Administrator– college graduate (preferably IT-related courses) and with at least one (1) year experience on this field

- d. Web Security Engineer– college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
- e. Quality Assurance and Testing Staff– college graduate (preferably IT-related courses) and with at least one (1) year experience on this field

#### **VI. TRAINING**

The service provider will provide all necessary trainings to at least five (5) users for the usage of the system with four (4) hours training duration. A separate training for key personnel (which may include ITDD personnel) will be conducted for the administration and management of the system with an equivalent four (4) hours of training.

#### **VII. AFTER SALES SUPPORT**

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

#### **VIII. 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

**IX. APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for this Contract (ABC) amounts to **Nineteen Million Pesos Only [PHP 19,000,000.00]** VAT inclusive.

**COST DERIVATION**

DESCRIPTION	AMOUNT
System Design	
Software Development Cost	
Integration to current Occupational Permit System	
New Online Modules	
Feature and Change Requests to Pre-Existing Modules	
System Documentation, Training Module and Training	
Technical and Customer Service Support - 12 months	
<b>TOTAL</b>	<b>19,000,000.00</b>

**X. 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.




**XI. 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 (IRR).


**XII. 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.

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