

## TERMS OF REFERENCE

### SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF QCU INTEGRATED LIBRARY SYSTEM

#### I. Rationale and Brief Background

The University Library plays a critical role in supporting the academic and research needs of faculty, students, and staff. To efficiently manage its vast collection and provide seamless services, the library relies on an Integrated Library System (ILS). However, the current library system has been plagued by significant issues that hamper its functionality and hinder the library's ability to meet user demands effectively.

#### II. Project Description

This project involves the implementation of the Integrated Library System (ILS) and the migration of all catalog records from the existing library system. The University Library recognizes the need for a robust and user-friendly library system that addresses the limitations of the current system and provides enhanced functionality, customizable reports, and reliable support. This Library Software, is an open-source ILS and has been preferred solution due to its comprehensive features, flexibility, and strong community support.

#### III. Project Scope of Work

The Project shall be comprised of a Library System, which shall cover the following:

1. *Implementation of ILS:*

The primary objective of this project is to successfully implement the ILS in the University Library. This involves configuring the system according to the library's requirements, customizing settings, and integrating it with existing library processes and workflows. The implementation process will be carried out by the provider.

2. *Data Migration:*

Another key objective is the seamless migration of all catalog records to library system. This includes bibliographic records, holdings information, item records, patron data, and any other relevant data. The migration process will ensure the accuracy and integrity of the data, minimizing any disruptions to library services during the transition.

3. *Reports Customization:*

The project will focus on configuring and customizing the reports functionality library system to meet the specific needs of the University Library. This will enable library staff to generate comprehensive and customizable reports on circulation, collection usage, user behavior, and other relevant metrics. Customized reports will facilitate informed decision-making, resource allocation, and assessment of library services.

4. *Training and User Support:*

To ensure a smooth transition and successful utilization of the new system, the project includes comprehensive training for library staff on the functionalities and features of library system. Training sessions will cover cataloging, circulation, reports generation, and other essential modules. Ongoing user support and documentation will also be provided to assist library staff in adapting to the new system effectively.

5. *Access:*

- Accessed via IP-based computers for all campuses.
- Accessed can be unlimited to search, browse and download files, and can be access simultaneously.

6. *Technical Support:*

- Training will be provided for one (1) day, 7 hours, and can be attended by seven (7) Library personnel and two (2) Computer Technicians.
- If there's any interruption of access, QCU can email, call or text the provider 24/7 and will be attended within the day.

#### **IV. Project Standards and Requirements**

1. The QCU shall provide one (1) local server for the installation of Library System with the following specification: i7, 10th Gen, 4GB of RAM, 50GB of storage.
2. The bidder should be a platinum member of PhilGEPS.
3. The bidder must have prior government or private contracts involving the implementation of Library System.
4. The bidder entails a one (1) year After-Sales Support (Technical Support) of Library System for Quezon City University.
  - a. Priority 1 Critical Issues – any issue that affects the system site uptime or which will potentially damage QCU's reputation (e.g. site downtime)
    - Response Time: 2 hours from receipt of report
    - Resolution Time: within business day
  - b. Priority 2 Critical Issues – any issue that affects user-facing site's functionality and is critical to the site's main functions (e.g. can't search, browse catalog, etc.)
    - Response Time: 2 hours from receipt of report
    - Resolution Time: next business day
  - c. Priority 3 Non-Critical Performance Issues – any issue that does not affect site functionalities but severely impede user experience
    - Response Time: next business day
    - Resolution Time: 2 business days
  - d. Other Issues – any relevant issue not covered in the abovementioned categories
    - Response Time: next business day
    - Resolution Time: 2 business days
5. The bidder shall be able to implement, maintain and troubleshoot the system remotely or onsite within one (1) year for technical support.

#### **V. Approved Budget for the Contract**

The approved budget for the contract is **THREE HUNDRED THOUSAND PESOS ONLY (Php 300,000.00).**

#### **VI. Delivery Period:**

The delivery period shall be 60 calendar days upon issuance of the Notice to Proceed.

#### **VII. Basis for Payment:**

The payment shall be a one-time payment upon completion of the project, subject to full compliance to the procurement Law (RA 9184) and auditing rules and regulations

#### **VIII. Penalties for Breach of Contract**

Failure to deliver the services according to the standards and requirements set by the Quezon City Local Government shall constitute an offence and shall be subject to penalties and or liquidated damages pursuant to RA 9184 and its revised implementing rules and regulations.

#### **IX. 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 Government terminates the contract due to default, insolvency, or for any cause, it may enter negotiated procurements pursuant to Section 53 (d) of RA 9184 and its IRR.

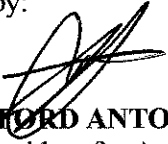
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