

## TERMS OF REFERENCE (TOR)

### DEVELOPMENT, INSTALLATION, TESTING AND DEPLOYMENT OF THE QUEZON CITY SOCIAL WELFARE PROGRAM ADMINISTRATION SYSTEM

- I. **RATIONALE AND BRIEF BACKGROUND** – To help provide financial relief to its residents in these trying times, the local government of Quezon City will initiate a social welfare program for the benefit of those belonging to the indigent sector of the city. To properly administer this program, QC LGU needs a system to properly identify eligible members of the target sectors and will help distribute the funds in an efficient and accurate manner. This system must also work with the existing QCitizen ID and QC-eServices platform of Quezon City.
- II. **PROJECT DESCRIPTION** – The project is for a web application that will run off the QC-eServices online platform. This application will utilize the existing QCitizen ID to establish residency and subsequent eligibility. The applicants will be vetted by the Social Services Development Department (SSDD) as defined by the program mechanics. Phase 1 shall be a cloud-based system while a 2<sup>nd</sup> phase can possibly be implemented for an on-premise system.
- III. **PROJECT SCOPE OF WORK** – The system will have the following components:
  - i. Technical Specifications:
    - a) All 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 at an agreed upon date prior to the expiration or termination of the agreement with no additional cost to the city including program code and must comply to DICT Cloud First Policy.
  - 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) A secure means of communication between all servers within the cloud must be provided.
- d) The system will implement industry standard measures to protect user data, prevent web fraud, mitigate bot attacks, secure APIs, and prevent unauthorized application access.
- e) The system should conform to applicable data privacy laws.

iii. System Features:

- a) The Social Welfare Program is open to eligible QC residents as verified by their QCitizen ID;
- b) Applicants must have a QCitizen ID, which they will use to apply for the program and to renew their participation;
- c) Applicants will provide relevant proof of their economic status, which will be done through QC-eServices;
- d) Applications to the program may be submitted online through the applicant's QC-eServices account, or they may apply in person at locations designated by SSDD;
- e) The applications may include the uploading of relevant documents establishing eligibility for the program, and these may be done by the applicant online, or by the authorized SSDD personnel;
- f) The required application supporting documents may include all or some of the following, which are subject to possible revisions;
  - i. Barangay Clearance
  - ii. Certification of Indigency
- g) Those approved for the program will apply to renew their participation in the program periodically through QC-eServices, whether online or via SSDD;
  - i. There will be a maximum number of consecutive renewals allowed
  - ii. A participant who fails to renew for a given period will not receive the financial aid for that period
- h) Internal Quezon City Hall personnel with valid access can review and approve the applications;
  - i. Reviewer and approver workflow
  - ii. Pending applications inbox
  - iii. Search feature
  - iv. Feedback for rejections or incomplete documents
- i) The system will track the number of periods participants have availed of the program, including the total financial aid they have received;
- j) The time intervals that cash grants are given, the total number of grants allowed in a given period, and the amount given per interval are variable;
- k) Where possible, program participants will receive their monetary aid through the financial information they have provided in their application;

- l) Authorized QC personnel will be able to view reports on program metrics such as usage, number of participants, number of pending applications and total aid disbursed;
- m) The system will include a facility for generating payroll lists for use in the approval process of internal QC LGU offices in funds disbursement;
- n) All mentioned reports may be printed on demand by the authorized users;

IV. **AREA OF COVERAGE** – The web application will be deployed online through QC-eServices and will be available for use by the public and applicable internal QC LGU offices.

V. **PROJECT STANDARDS AND REQUIREMENTS**

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 provider should 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 company 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 Project Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
  - ii. Senior Web Developer – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
  - iii. Cloud Server Administrator – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
  - iv. Web Security Engineer – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
  - v. 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 SSDD and 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**

- 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. **DELIVERY PERIOD**

The delivery period must be within sixty (60) calendar days upon issuance of the Notice to Proceed.

IX. **APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for the Contract (ABC) amounts to Seven Million Eight Hundred Fifty Thousand Pesos Only [PHP7,850,000.00] VAT inclusive.

**COST DERIVATION**

Software Development Cost	
· Professional Registration Module	
· Checklist Generator Module	
· Pre-Evaluation Module	
· Technical Evaluation Module	
· Integration with other QC systems	
· System Architectural Module	
Technical and Customer Service Support	
Documentation, Training, End User Support, Maintenance	
<b>TOTAL</b>	<b>7,850,000.00</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.

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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