TERMS OF REFERENCE (TOR)

SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF THE PROPERTY AND CASE MANAGEMENT SYSTEM OF QUEZON CITY

I. **RATIONALE AND BRIEF BACKGROUND** – The City Real Estate Management and Control Office (CREMCO) is in need of a system that catalogs city-owned properties that are the subject of disputes or require legal resolution. This system will aid CREMCO not only in itemizing each property but also in tracking the progress of their respective cases.

II. **PROJECT DESCRIPTION** – This project will provide CREMCO with a centralized digital repository that can be readily accessed and updated by CREMCO officers. Because of the sensitive nature of the data, only authorized users will be able to use the system. As each case develops, updates to each property can be easily done for subsequent retrieval later by relevant case officers. Phase 1 shall be a cloud-based system while a 2nd 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 internal 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) The system will implement industry standard measures to protect user data, prevent web fraud, mitigate bot attacks, secure APIs, and prevent unauthorized application access.

d) The system should conform with applicable data privacy laws.

iii. System Features:

a) Property Database Management module

1. Capability to maintain all information in the property master list. Including but not limited to:
   a. PIN, TCT, and Tax Declaration
   b. Status
   c. Location
   d. Process
   e. Condition
   f. Supporting documents

2. Ability to assign specific properties for revision or updating to a specific person.

3. Ability to digitally store documents, photos, videos, and other miscellaneous documents related to the property.

4. Ability for City Real Estate Management and Control Office (CREMCO) users to submit recommendations for each property.

b) User Management module

1. Ability to manage users of the system granting them varied levels of access.

2. The system should have at least three access levels:
   a. Admin – Has access to all modules and property types.
   b. Encoder – Has access to creating and modifying property information including attaching files.
   c. Viewer – Has the limited ability to view specific properties or property types.

c) Property Searching feature

1. To aid in extracting and using the information in the property master list, a property search module is included.

2. The property search module allows users to search for specific property types or narrow down their search based on user defined parameters.

3. Property search module should include:
   a. PRN
   b. Area
   c. Barangay
   d. Classification

   e. District

   f. Phase

   g. Status

d) System will include an Uploader Module for handling updating the database with multiple properties.

e) System will include a Dropdown List Management feature that allows for expanding or editing dropdown lists.

IV. **AREA OF COVERAGE** – The web application will be deployed online through QC-eServices and will be available for use by 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 corporation 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 three (3) users for the usage of the system with four (4) hours training duration. A separate training for key CREMCO 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 Fourteen Million Pesos Only [PHP14,000,000.00] 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	
TOTAL	**14,000,000.00**

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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