TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, COMMISSIONING, DEPLOYMENT AND DEVELOPMENT OF THE QUEZON CITY GENDER AND DEVELOPMENT (QC GAD) INTEGRATED MANAGEMENT INFORMATION SYSTEM (PHASE 2)

I.   RATIONALE AND BRIEF BACKGROUND

Efficient documentation and record management are essential for data-driven decision-making processes. Recognizing this importance, our LGU has developed the Quezon City Gender and Development (GAD) Integrated Management Information System to ensure efficient record management and enable data-driven decision making in our office. As our LGU becomes more proficient in using the platform, we aim to continue advancing the system to cater to the progressing features required by our office.

In addition to the GAD council, other agencies also require a centralized databank to properly record the cases they handle and the services they provide. Upon reviewing the deployed integrated management information system for QC GAD council, they were inspired to adopt a similar system for the Social Services Development Department for Children at Risk (CAR) and Children in Conflict with the Law (CICL). Hence, the creation of the Unified Referral System.

II.   PROJECT BACKGROUND AND CONTEXT

The Quezon City Unified Referral System aims to effectively address the validated needs of its users by providing adaptive centralized dashboards, smart content management system, progressive and concise report pages, flexible user account management, and comprehensive summary reports. This will support the centralization of the data for the Social Services Development Department for Children at Risk (CAR) and Children in Conflict with the Law (CICL).

A. Objective

1. To compile and digitize data for each department, ensuring that relevant information is accurately recorded and stored in a digital format. This process will enhance data management capabilities and improve data accessibility and reliability.

2. To enable efficient and convenient gathering and viewing of information in a single platform. By centralizing the data, stakeholders can easily access comprehensive and up-to-date information, facilitating faster decision-making processes and promoting collaboration among the departments.

3. To empower the department to derive insights from the collected data, leading to the development of strategic interventions. By analyzing the compiled data, trends, patterns, and key indicators can be identified, enabling evidence-based decision-making and the formulation of effective strategies to address various issues and challenges.

III. PROJECT DESCRIPTION

The Quezon City Unified Referral System will provide an advanced customized software that will be modified based on the requirements to monitor the reports made related to cases of Children in Need of Special Protection (CNSP) such as Children at Risk (CAR) and Children in Conflict with the Law (CICL) and clients referred to the Processing Center of the Social Services Development Department.

IV. PROJECT SCOPE OF WORK

The winning bidder/ contractor must fulfill all the requirements and specifications stated below:

A. System Design and Development:

1. **Social Services Development Department**
   a. This part will only be accessed by users for Social Services Development Department
   b. Log in feature
      i. The user must be able to log-in based on the credentials provided to them.
      ii. The user must be able to reset the password to maintain data confidentiality.
   c. Dashboard
      The user must be able to view the dashboard that will show the visual representation of the data collected from the system specifically for Children in Social Services Development Department
   d. Reports
      i. The user will have visibility on the reports encoded on the system specifically for Social Services Development Department
      ii. The user will have the ability to encode new reports for Social Services Development Department
   e. People
      The user will have the visibility on all the victims, suspects, and complainants logged on the system specifically for Social Services Development Department
   f. Summary
      The user will have the ability to extract all the summary reports templated for all the agencies specifically for Social Services Development Department
   g. Hybrid Server – Cronjob (Online and Offline – Add on feature)
      i. Enable users to save or input data even when offline, with automatic synchronization of the data to the cloud once an internet connection becomes available.
      ii. Allow GAD and SSDD to view the dashboard and generate reports even when there is no internet connection. This means that the synchronization should be bi-directional.
      iii. Scheduled Tasks: to schedule tasks at specific times or intervals.
      iv. On-Premises Execution: Set up cron jobs on your on-premise server to perform tasks automatically.
      v. Cloud Integration: Automate the transfer of data or tasks from the on-premise server to the cloud server.

      vi.   Logging and Monitoring: Monitor the execution of cron jobs and receive notifications for successful or failed tasks.

     vii.   Error Handling: Implement error handling to manage failed cron jobs and troubleshoot issues.

    viii.   Security: Secure communication between the on-premises and cloud servers using encryption and authentication.

h.   Phase 1 Revisions, New business rules and Features

  i. DASHBOARD

- # of Graphs summary report

- Action Taken and status.

- Total number of cases by age

- Dashboard: Clients by Sex vs Total no. of victims

- Summary report (Per Victim)

- List of victims (Subtype Cases)

- **SPECIAL PROTECTION OF CHILDREN AGAINST ABUSE EXPLOITATION AND DISCRIMINATION (RA 7610)**
  - Neglect
  - Physical Abuse
  - Sexual Abuse
  - Psychological Abuse/Emotional Maltreatment

- **ANTI-VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ACT (RA 9262)**
  - Economical/Financial Abuse
  - Sexual Abuse
  - Psychological/Emotional/Verbal Abuse
  - Physical Abuse

- **ANTI-VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ACT (RA 9262)**
  - Use of Object, Letters or Notes with Sexual Under-Pinnings Verbal, Physical
    - Summary report (Per Victim)

- List of Victims (Per Agency)
  - Agency and Sector

- QCPD-DWCCS Sectors (16 Police stations)

- Barangay VAW Desk (142 Barangays)

- SSDD Sectors (6 districts)

- Hospital Sectors (RMBGH, QCGH, NDH)"

- ANTI-VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ACT (RA 9262)"

B. Development Phases

1. Planning

a.   Requirements and Policies Gathering

    i.   Clear and signed requirements and policies

b.   Data flow

    i.   Planning on how the data should be saved.

c.   Development Stack

    i.   Planning the architecture of the software and how it will be deployed.

d.   Version and Milestone

    i.   Planning for versions, milestone, and release

2. **Deployment**
   a. Development of Environment Set up
   b. Testing/Staging Environment
   c. Production Environment
   d. Web Deployment
   e. Printing of reports (pdf, csv format)

3. **Testing**
   a. Alpha Testing
   b. InternalTesting
   c. Close Beta testing
   d. Testing with QA, Managers and Client/Product Owner

4. **Front-End Development**
   a. UI/UX Design
   b. Web Design
   c. Responsive Website
   d. Develop the website to make the layout adapt and be flexible to various viewing devices and different browsers. This cover:
      i. InternalTesting
      ii. Page element sizing in relative units
      iii. Flexible image sizing in relative units
   e. Programming and testing on the following viewing devices:
      i. InternalTesting
      II. Smartphones
         o Apple iOS (browser base fluid capability)
         o Android Devices
      iii. Laptop / Desktop
         o Mac
         o Windows
         o Ubuntu
         o Centos 7
   f. Testing on the following latest version of web browsers such as:
      i. Mozilla Firefox
      ii. Chrome
      iii. Safari

5. **Training and Documentation**
   a. User Training
   b. User Manual
   c. Technical Documentation
      i. Project Documentation
   d. Test Plan Documentation
      i. Testing Guidelines
   e. Gantt Chart/ Schedules
      i. Schedules of deliverables

C. Deliverables

The project shall cover the delivery of services for planning, designing, development, testing, deployment, documentation, training and implementation of the system which includes the following:

a. Project Management
   i. Software Requirements Specification
   ii. System Development
   iii. Quality Assurance Testing
   iv. User Acceptance Testing
   v. Deployment and Implementation
b. Project Documentation
c. Functional, Technical and User Trainings
d. Maintenance – One (1) year Maintenance Warranty and Support to Management Information System – to ensure that the System retains all full functionality and conforms to the specifications, the service provider will fix the bugs for free during the warranty period of One (1) year from turnover of the project to the client.
e. Cloud Server (Pls. see below specs)

D. WEB HOSTING, MAINTENANCE AND SUPPORT (Every Year) – to be included in GAD Council Budget

a. Web Hosting Subscription for 2 Years
b. Server Maintenance
c. System Maintenance
d. Security Updates
e. Bug fixes
f. Software Updates
g. Tech support
   i. Phone
   ii. Email
   iii. Remote Access Support
   iv. Consultation includes 8x5 days, 9am to 6pm (Excluding Holidays)
h. Tech support
i. Personnel Assigned
   i. One (1) Account Executive
   ii. One (1) Technical Team
j. 24/7 Server uptime

E. Web Hosting Specifications: (subscription of 2 Years)

a. Web Hosting: Elastic IP (AP-Southeast 1(Singapore), dedicated server, dynamic BGP, 1 Mbit/sx 1:1PCS
b. Relational Database Service (Database Engine storage, MySQL 5.7, single, general-enhanced, 2 vCPU 4GB, Ultra high I/O 40B)
c. Simple Storage Services (S3) (Storage Package 100GB, Internet Outbound Traffic 5QGB)

d. Elastic Cloud Server 2 (XS6, General computing, T3 medium, 2vCPU 4GB, Ubuntu 20.04 server 64but, High I/O 40GB)

SOFTWARE STACK		
Item	Technology	Version
Operating System	Ubuntu Server	20.04 LTS
Database	MySQL	8.0.24
Web Server	Nginx	1.20.2
Programming Language (Backend)	PHP	7.4 / 8
Framework (Backend)	Laravel	8
Programming Language (Frontend)	HTML/CSS/JS	
Framework (Frontend)	NextJS	13

V. AREA OF COVERAGE

1. The present special contract specifications constitute a call for best offers for the development of GAD Databank Phase 2 project.
2. Any deviations or exceptions to the minimum requirements must appear in the offer.
3. This system development entails the following data or information pertaining to GAD cases from barangay level up to city and other allied agency. This will become the integration of all data generated within the area of Quezon City government.
4. The system record was based from the BIRF form use as a common baseline for all the allied agency who has the data of GAD cases.

VI. PROJECT STANDARDS AND REQUIREMENTS

A. Minimum qualifications and requirements for the contractor

In addition to the activities listed under Part II of this TOR, the Service Provider is also expected to submit/ produce the following reports/ outputs/ deliverables when required by client:

1. Directly report to Quezon City GAD Office, or his designated staff, on the plan of action and timing of the deliverables.
2. Hybrid Setup Compromise Server and Cloud Server – The gathered data will be owned by the CITY, SSL Certificate, Secured ports, any vulnerability Assessment and Penetration Testing (VAPT) The provided will make adjustment to secure the application. The source code will be owned by the end user.
3. Compliant to DICT cloud first policy, Data Privacy act.
4. Email address to use for app access.

5. Ensure that the quality of the Service Provider satisfies the following:
   a. Duly registered business in the Philippines with audited financial statements starting at least two (2) years from the date of the bidding.
   b. The BIDDER shall be a firm/company with the following experience and qualifications:
      i. Must be operational for at least five (5) years.
      ii. Must have similar developed software with Data Management System.
      iii. Must have similar product as Data Management System created before.
      iv. Must have a full-time software development team
      v. Must deliver project in Three (3) months upon issuance of the Notice to Proceed.
      vi. Must have a working prototype relative to the Gender Awareness and Development of Integrated Management Information System system.
      vii. The BIDDER must have successfully completed, supplied, delivered, installed, tested and commissioned of a databank system for a Gender Awareness and Development of Integrated Management Information System (GAD-IMIS) platform to a private or local government unit (LGU).
      viii. The BIDDER should be registered to the National Privacy Commission.
      ix. The BIDDER shall ensure that the system shall abide to Data Privacy Act of 2012 and ensure that personal information is protected.
      x. The BIDDER must have an Ombudsman clearance certificate associated with at least one shareholder of the company.
      xi. The BIDDER must provide a valid DUNS number associated with their organization. This number should be current and up to date.
      xii. The BIDDER must have an office in the Philippines.
   c. Has software deployment capability in the area of:
      i. Custom-built application software
      ii. Assign the necessary Project Team which shall be composed of the following:
         o Project Manager: Must have demonstrable experience in handling related work engagements, with at one (1) development project related to a Data Management System or Enterprise Resource Planning. Must have a five (5) year experience on project management and have at least successfully implemented a project.
         o Business Analyst: Must have at least two (2) years of experience in aligning business and technical requirements to meet client needs. Must also have experience in managing and conducting user training.
         o Developer: Must have at least two (2) years of experience in web developing. Must have demonstrable experience in developing or customizing a Data Management System. Must have been involved in similar and/or related service.
            o UX Designer: Must have at least two (2) years of experience in designing visual and other interactive elements of software. Must also have experience in conducting user testing

B. Client/End-user Responsibilities

1. The GAD Council will coordinate with ITDD for the provision of Internet connection.
2. To request with PAISD for the web sub domain name or domain name

VII. PROJECT DURATION

The entire work of software development and testing should be completed within **Three (3) months** from the date of issuance of NTP (Notice to Proceed).Training of Master Trainers will be conducted on-premise or online after testing of the software. The training should not take more than five (5) days.

A. Number of Personnel to be trained:

- The service provider will provide all necessary training to at least three (3) Super Administrator (GAD Council and SSDD – Main) for the usage, administration, and management of the system with four (4) hours training duration. A separate training for key GAD Council and ITDD personnel will be conducted for the administration and management of the system with an equivalent four (4) hours of training.

Sub Admin:

- 142 of Barangay VAW Desk Officers
- 142 of Barangay GAD Focal Persons
- 142 of Barangay BCPC Focal Persons
- 48 Women Desk Personnel in all Quezon City
- 16 of Police Stations (24 hr. operation)
- 2 QCPC Staff
- 15 SSDD Staff
- 6 School Division Office
- 2 Quezon City Anti-Drug Abuse and Advisory Council

VIII. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the contract (ABC) is **NINE MILLION PESOS ONLY (Php9,000,000.00).**

IX. BASIS OF PAYMENT

A. Payment Terms based on project completion.

One Hundred Percent (100%) upon completion of the project (based on man hours)

Description, Activities and Accomplishments	Milestone
Initial Deliverables	
Social Services Development Department - Login - Dashboard	100%
- Reports - People	
- Summary	
Quality Assurance Testing	
User Acceptance Testing	
Training and Documentation	
Data Management	
Trainers training and end users seminar workshop	
TOTAL	**100%**

B. Project Timelines and Requirements

Activity	TIMELINE		
	MONTH 1	MONTH 2	MONTH 3
Planning and Requirements Gathering			
Front-end Development/ UI UX Design			
Social Services Development Department - Login - Dashboard			
- Reports - People - Summary			
Staging and Production Deployment			
Testing and UAT		**Simultaneous**	
Turnover, Training and Documentation			

X. <u>PENALTIES FOR BREACH OF CONTRACT</u>

Failure to deliver the services according to the standards and requirements set by the City shall constitute an offense and shall subject the Contractor to penalties and/or liquidated damages pursuant to RA 9184 and its revised Implementing Rules and Regulations.

Specific penalty/ies to be imposed on the contractor.

XI. CANCELLATION OR TERMINATION OF CONTRACT

Any termination of a service contract shall adhere to the guidelines outlined in RA 9184 and its revised Implementing Rules and Regulations. If the City terminates the Contract due to default, insolvency, or any justifiable cause, it may proceed with negotiated procurement in accordance with RA 9184 and its IRR.

Prepared by:

JANETE R. OVIEDO
City Government Assistant Department Head III

Reviewed and Endorsed by:

PAUL RENE S. PADILLA
Head, QC-ITTD

MICHAEL VICTOR N. ALIMURUNG
City Administrator

Noted by:

ROWENA T. MACATAO
City Government Department Head III
Chief of Staff

LINE 4:

SUPPLY, INSTALLATION, TESTING, COMMISSIONING, DEPLOYMENT AND DEVELOPMENT OF THE QUEZON CITY GENDER AND DEVELOPMENT (QC GAD) INTEGRATED MANAGEMENT INFORMATION SYSTEM (PHASE 2)

COST DERIVATION

System Requirements: • Software Development • Project Management • Quality Assurance • User Acceptance Testing • Deployment and Implementation	
Project Documentation	
User Training	
Maintenance Warranty and Support for 2 Years	
Cloud Server for 2 Years	
TOTAL	