6

TERMS OF REFERENCE (TOR)

DEVELOPMENT, INSTALLATION, TESTING AND DEPLOYMENT OF THE QUEZON CITY COMMUNITY HOUSING ADMINISTRATION SYSTEM

I. **RATIONALE AND BRIEF BACKGROUND**

The local government of Quezon City (QC LGU), through the Housing Community Development and Resettlement Department (HCDRD), provides affordable housing to eligible residents, whether from locally or nationally funded housing projects or communities. QC LGU is responsible for identifying, assessing and approving the eligible beneficiaries. Depending on the housing project, beneficiaries may be required to pay for their allocated housing units at highly subsidized amounts.

II. **PROJECT DESCRIPTION**

QC LGU requires an online system to accept and process applications for its housing communities. Applications will be open to eligible residents of the city. The system is a mobile-compatible web application that should be fully integrated with the QC-eServices online platform. This system may utilize the existing QCitizen ID to establish residency and subsequent eligibility. The system will be administered by the Housing Community Development and Resettlement Department (HCDRD). 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 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 with applicable data privacy laws.

iii. System Features:

a) The Housing 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;

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 HCDRD;

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 Housing Community Development and Resettlement Department (HCDRD) 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 Indigent

h) Those approved for the program will be assigned to a housing project once available, and if required they may pay their amortization through the online payments solution of QC-eServices;
   i. Beneficiaries can only avail of one housing project
   ii. Beneficiaries will be provided with a breakdown of their monthly payments
   iii. Beneficiaries may choose to pay their dues at the cashiers of the City Treasurer's Office (CTO) or via the online payment facility of QC-eServices.

i) 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
   v. Assignment to available housing projects

j) Authorized QC personnel will be able to view reports on program metrics such as usage, number of participants, number of pending applications and total beneficiaries approved.

k) The system will include a facility for tracking payments of dues;

l) 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) approvers for the usage of the system with four (4) hours training duration. A separate training for key HCDRD 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 sixty (60) calendar days upon issuance of the Notice to Proceed.

VIII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) amounts to Fifteen Million Pesos Only [PHP 15,000,000.00] 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	**15,000,000.00**

IX. **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.

X. **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.

XI. **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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