

## **TERMS OF REFERENCE**

### **SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE ENHANCEMENT OF THE QUEZON CITY PUBLIC LIBRARY SYSTEM (QCPL-S)**

#### **I. RATIONALE AND BRIEF BACKGROUND**

The enhancement of the Quezon City Public Library System (QCPL-S) aims to provide an improved and efficient library experience for the residents of Quezon City. The current system lacks certain features and integration capabilities, limiting its ability to meet the evolving needs of library users. By incorporating new functionalities and integrating with existing QC systems, the QCPL-S aims to enhance user convenience, accessibility, and overall library operations. The new system will streamline processes, improve data accuracy, and provide a seamless user experience. Additionally, the system will promote greater engagement and participation within the library community.

#### **II. PROJECT DESCRIPTION**

The Enhancement of the Quezon City Public Library System (QCPL-S) project aims to improve the library experience for residents of Quezon City by enhancing the current library system while incorporating new features and functionalities. The web-based and mobile-responsive QCPL-S will preserve the existing functionalities of the system while introducing enhancements to meet the evolving needs of library users. Integration with the QC ID system and other QC systems will streamline processes, enabling users to utilize their QC ID for library card applications, appointment scheduling, and fine payments. The QCPL-S will allow citizens to borrow books using their QC ID, as well as use their ID for the library's In & Out Management System. Notable features include a Book Reservation Module, Online Borrowing and Book Delivery Modules, and a Book Donation Module. The QCPL website will be enhanced with a newspaper or magazine-style layout, facilitating the addition of fresh content by administrators. The website will also feature an Online Public Access Catalogue (OPAC) for searching books and materials throughout the QCPL system. Furthermore, the QCPL-S will generate reports to assist administrators in monitoring user registrations, branch visitors, borrowed books, and earnings from fees. Overall, the project aims to create an efficient, user-friendly, and inclusive library system that promotes reading, accessibility, and community engagement. 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 service provider shall provide the City with a system with the following specifications:

- i. The Quezon City Public Library System (QCPL-S) will be SSL-protected, web-based, and accessible using the most recent versions of Chrome, Firefox, and Safari.
- ii. The QCPL System will be mobile responsive and compatible with the browsers of mobile smartphones and tablets

- iii. The QCPL-S will be an enhancement of the current library system. New features will be implemented without sacrificing the current functionalities of the existing system.
- iv. QCPL-S will integrate with the QC ID system and data needed for library card application can be retrieved from the QC ID system by scanning the ID's QR Code and using authenticated and authorized API communications.
- v. QCPL-S will also integrate with other QC systems such as, but not limited to, the QC Appointment system for scheduling of library visit and QC payment gateway for payment of fines using authenticated and authorized API communications.
- vi. The QCPL-S will allow QC citizens to borrow books using their QC ID's
- vii. The QCPL-S will allow QC citizens to use their ID's for the library's In & Out Management System
- viii. The system will have a Book Reservation Module to allow users to reserve books online at a particular branch for a particular period of time. This module will have an admin portal to control which books in the circulation can be reserved and for how long
- ix. The system shall allow online borrowing of books of any QCPL branch that can be picked up at any QCPL branch and returned at any QCPL branch. A Book In & Out Management Module shall keep track of the current location of the book while a Book Delivery Module will schedule the delivery of books from one branch to another.
- x. A Book Donation Module will keep track of all book donations at a particular location. Donated books can be sorted according to title, author, and its current location.
- xi. The project shall involve the enhancement of the QCPL website with the purpose of increasing interest in reading and borrowing of books. The site shall be styled like a newspaper or magazine where fresh contents can be added to the site at any time by the website administrators without the need for additional programming from the supplier. The enhanced QCPL website will contain pertinent information about the collection and borrowing and visiting policies.
- xii. The enhanced QCPL website shall have Online Public Access Catalogue (OPAC) functionality to allow searching of books and other reading materials available in the whole QCPL. Search can be done by author, title, ISBN, publisher, and keyword.
- xiii. The system will generate pertinent reports needed by the QCPL Admin such as but not limited to number of registered users, branch visitors, borrowed books, earnings from fees.
- xiv. The system will implement industry standard measures to protect user data and prevent unauthorized access. A firewall will be implanted for secured cloud connection.
- xv. The cloud-based hosting will operate for one (1) year and subject to renewal thereafter. A minimum of 8 GB memory, 2 virtual CPU, and 120 GB storage will be allocated for the online system and database.
- xvi. The system will allow periodic backups of the database.
- xvii. The system will conform with applicable data privacy laws.
- xviii. The QCPL-S, including source code and data captured and generated by the system, will be owned and controlled by the City. If the service agreement expires or is terminated the data on cloud can be retrieved without additional cost to the City.

- xix. The service provider will provide all necessary training for at least 1 day to at least 5 QCPL personnel comprising of librarians, administrators, and IT personnel for the usage, administration, and management of the system.

#### IV. **AREA OF COVERAGE**

The Quezon City Public Library System will be for all the branches of the Quezon City Public Library and available online anywhere there is an internet connection.

#### V. **PROJECT STANDARDS AND REQUIREMENTS**

##### **A. Track Record**

1. The Bidder must have Platinum status in PHILGEPS
2. The Bidder must be a duly registered corporation with SEC filing or DTI registration
3. The Bidder must be able to fully deliver all components of the project within 30 calendar days upon issuance of Notice to Proceed.
4. The Bidder must be duly registered under the National Privacy Commission
5. 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 and must comply to DICT Cloud First Policy.

##### **B. Organization**

1. The Bidder must present an Organizational Chart indicating at least the following personnel for the project
  - One (1) Software Development Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
  - Two (2) Project Managers – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
  - Eight (8) Software Developers – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
2. The service provider must have its own regular employee pool of personnel for systems administration, deployment, proper quality assurance analysts and technical support staff for the project.
3. 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.

##### **C. Training**

The service provider will provide all necessary training to at least five (5) QCPL personnel comprising of librarians, administrators, and IT personnel for the usage, administration, and management of the system with four (4) hours training duration. A separate training for key QCPL and ITDD personnel will be conducted for the administration and management of the system with an equivalent four (4) hours of training.

VI. **DELIVERY PERIOD**

The delivery period must be ninety (90) calendar days upon issuance of the Notice to Proceed.

VII. **APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for the Contract is Twenty Million Pesos Only (PhP20,000,000.00) VAT inclusive.

**COST DERIVATION**

Hosting, Database, Storage, Security	
Data Architecture Design	
Software Development Cost	
• Interbranch Borrowing and Reservation System	
• Website Enhancement	
• Enhanced Searching	
• Recommendation System	
• Book Donation	
• Report Generation	
Software Customization for 1 Year	
Documentation, Training, End User Support, Maintenance	
<b>TOTAL</b>	<b>20,000,000.00</b>

VIII. **BASIS OF PAYMENT**

<b>MILESTONES</b>	<b>ACCEPTANCE CRITERIA</b>	<b>PERCENTAGE BILLING</b>
Project Turnover	Signoff from End User	100%
<b>TOTAL</b>		<b>100%</b>

IX. **PRODUCT WARRANTY**

The following are the terms of the product/system warranty guaranteed by The Service provider:

- Software Component shall have one (1) year warranty upon implementation.
- User manual and installer (if necessary) shall be provided for software components.  
All hardware requirements are existing and to be provided by the Quezon City Government

X. **PENALTIES FOR BREACH OF CONTRACT**

The failure of the Service provider to perform any of the obligations or covenants provided in this Section shall constitute a breach and shall make it liable for damages, without prejudice to the right of the CITY to seek other remedies as may be allowed by law.

The Service provider must deliver all system components within ninety (90) calendar days upon issuance of Notice to Proceed. Failure to do so will be subject to penalties as prescribed by law.

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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