

TERMS OF REFERENCE

SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AN ONLINE DATABASE MANAGEMENT SYSTEM FOR INDICATORS OF QUEZON CITY

I. RATIONALE AND BRIEF BACKGROUND

There is a need to have quick and easy access to relevant, timely and accurate city-wide data. The accessibility and completeness of this data will aid Quezon City LGU officials in making decisions and crafting policies that can impact all residents and sectors. The various departments and offices of QC LGU collect a myriad of data and indicators and there is a need for a system that makes this information readily available to decision makers.

II. PROJECT DESCRIPTION

Deliver a software system that can be configured to accept data spreadsheets containing indicators from QC LGU departments and offices. This system will serve as a tool that will allow department and office data to be uploaded to a central database that will be accessible to authorized QC LGU officials. This database can be made available for the creation of reports and indicator dashboards.

III. PROJECT SCOPE OF WORK

1. Technical Specifications:

1. All internal users will require a valid and official email address to log in and use the system. They can recover their password through their email.
2. The web applications will be accessible using the latest versions of Google Chrome on Mac/iOS and Windows/Android
3. The web applications will store all data and documents in the cloud instead of on-premises servers.
4. All data captured by the system shall remain the property of the City, and the data will be turned over to the City when the service agreement expires or is terminated with no additional cost to the city.

2. Security:

1. The web server will be protected by SSL certificates.
2. The web server will be a separate instance from the database server.
3. The system will implement industry standard measures to protect user data, prevent web fraud, mitigate bot attacks, secure APIs, and prevent unauthorized application access.
4. The system should conform with applicable data privacy laws.



3. System Features:

1. Report uploader configuration module

- i. Authorized users may log in using their QC-eServices account to do the following:
 - A. Create report templates that will allow the uploader to recognize the formatting of the report
 - B. Save created formatting templates for future use
 - C. Upload spreadsheet reports in CSV (comma separated variables) file format
- ii. Supports the following user access levels:
 - A. Report configuration admin
 - B. Report uploader
 - C. Report viewer

2. File uploader module

- i. Authorized users will be able to upload reports that the system recognizes
- ii. Users can be limited to uploading reports for certain departments or offices only

3. Report exporter module

- i. Authorized users may view and download designated reports
- ii. Users can be restricted to accessing certain reports only

4. Integration with 3rd-Party Systems

- i. Integration with designated QC Dashboard
 - A. Provide ability for pushing or pulling of data using customized APIs (Application Programming Interface)
 - B. Can support an automated schedule of sharing data with the designated QC Dashboard
- ii. Integrate with QC-eServices so that only accounts registered with QC-eServices may have access to the system

5. Data Ownership and Management

- i. All data collected by the system shall remain the property of the City
- ii. 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.

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. *MSR*

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.
 - e. The service provider should have a valid Secure Sockets Layer (SSL) Certificate.
- 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. One (1) Overall Program Manager– college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
 - ii. One (1) Senior Web Development Project Manager– college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
 - iii. One (1) Google Cloud Platform Server Administrator– college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
 - iv. One (1) Web Security Engineer– college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
 - v. One (1) 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 the equivalent of three (3) total hours of training necessary for the proper usage of the software system inclusive of system manuals to at least two (2) users of the system as well as one (1) ITDD personnel.

VII. AFTER SALES SUPPORT

The service provider will submit an Affidavit of Undertaking stating the following:

- i. One (1) year warranty for software bugs and fixes from date of acceptance.
- ii. Technical support:
 1. Workdays from 8AM to 5PM, expect a response within the day or by next day
 2. Weekends and holidays, expect a response by next workday

VIII. DELIVERY SCHEDULE

The delivery schedule will be within one hundred twenty (120) calendar days upon the issuance of the Notice to Proceed (NTP).

Milestones	Schedule of Deliverables
Presentation of Project Proposal	Day 0-10
Presentation of Minimum Viable Product	Day 40-50
UAT of Uploading and Reports modules	Day 70-80
End-user training	Day 100-110

IX. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) amounts to Twelve Million pesos only [PHP12,000,000.00] 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	P12,000,000.00



X. BASIS OF PAYMENTS

- 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, 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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