TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE QUEZON CITY HUMAN RESOURCE MANAGEMENT DEPARTMENT INFORMATION SYSTEM (QC-HRIS)

I. **Rationale and Brief Background**

The Quezon City Human Resource Management Department (QC-HRMD) focuses on enhancing HR management to boost efficiency and employee satisfaction amid rapid technological advancements. The forthcoming Quezon City Human Resource Information System (QC-HRIS) will automate crucial HR functions such as personal data management, attendance, payroll processing, leave applications, and document handling for all staff types. This initiative will streamline operations, reduce redundancies, and offer a unified platform for HR management.

QC-HRIS will enable the HRMD to efficiently manage employee data, support timely HR processes, and align with the city government's strategic goals to enhance public and employee services. By implementing this system, HRMD will improve workforce data management and decision-making through advanced analytics and reporting.

II. **Project Description**

The project is a comprehensive initiative aimed at developing a robust, integrated information system designed to support and enhance the HR operations within Quezon City's local government. This system will incorporate various modules to manage a wide range of HR functions effectively.

Key Components of QC-HRIS:

- Personal Data Sheet Management: This module allows both regular and contractual employees to fill out, save, and submit their Personal Data Sheets (PDS) in compliance with CSC Form 212. The module supports draft and final submissions, with provisions for review, approval, and feedback by HR administrators at departmental and HRMD levels.

- Personnel Selection Board Document Management. Specifically designed for regular employees, this module manages the collation, storage, tracking, and handling of all documents required by the Personnel Selection Board (PSB), streamlining the document flow and maintaining records efficiently.

- Contractual Employment Document Management: Similar to the PSB module but tailored for contractual employees, focusing on managing requirements and documents for COS, JO, and consultants to ensure organized and accessible records.
- Attendance and Leave Management: Integrated with biometric attendance hardware, this module tracks daily attendance and manages leave applications. It provides functionalities for employees to edit and finalize their daily time records, which then undergo a process of approval by supervisors and HR administrators.
- Payroll: This module automates the payroll process, calculating salaries based on attendance and approved leaves, adjusting for necessary deductions, and accommodating additional inputs by the HRMD payroll administrators.

Each module will be equipped with role-based access to ensure data security and integrity, supporting various user roles including employees, department/office/unit HR administrators, and central HRMD administrators. The system will facilitate improved data accuracy, reduce manual labor, and provide timely and efficient HR services across the organization.

III. **Project Scope of Work**

The scope for the "Supply, Installation, Testing, and Commissioning of the Quezon City Human Resource Management Department Information System (QC-HRIS)" includes these specific tasks and specifications:

1. Overall System Design
   - Secure web-based cloud application, SSL-encrypted for robust data protection. A Web Application Firewall will be implemented for added security.
   - Mobile-responsive design to ensure accessibility across various devices, compatible with major browsers like Chrome, Firefox, and Safari.
   - Centralized database management with periodic backups. Backup shall also be cloud-based or to an on-premise server that will be provided by HRMD.
   - Training sessions designed for different user roles to ensure seamless adoption and effective utilization of the system will be provided for key HRMD personnel and representatives from various Departments, Offices, and Units. HRMD shall organize the training sessions for the different representatives and provider shall not be penalized should some choose not to attend these

sessions. At least 2 hours per module or a total of 10 hours for all 5 modules shall be allotted for the training. HRMD, at its discretion, may organize make-up sessions of the same trainings within one (1) year after system deployment.

- Generation of pertinent reports needed by HRMD.
- Compliant with National Privacy Commission Data Privacy Regulations.
- QC-HRIS, 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.
- Cloud Service Account. The provider shall provide a dedicated Cloud Service Subscription for the Quezon City Government or HRMD. Cloud Service shall implement Auto-scaling technology. Storage, database, and server shall automatically adjust to the needs of the system for one (1) year.

2. Detailed Module Specifications

Integration with HRMD's Learning and Development System (L&D) and Strategic Performance Management System (SPMS):
- Functionalities:
    1. HRIS shall be integrated to the existing L&D and SPMS systems and they will only have one login portal. Existing L&D and SPMS users will retain their credentials and do not need to separately register to HRIS. L&D and SPMS use AWS Cognito User Pool.
    2. HRIS, L&D, and SPMS dynamically share data. Information stored in one system is automatically made available to the other systems. L&D and SPMS use AWS Dynamo DB.

Personal Data Sheet (PDS) Management Module:
- User Roles: Employee, Department/Office/Unit (DOU) HR Admin, HRMD PDS Admin.
- Functionalities:
    1. Employees can complete, save as draft, or submit their final PDS in line with CSC Form 212 requirements.
    2. Submitted PDS is locked and cannot be edited again unless submission is opened by the DOU HR Admin for revision.

3. Multi-tier approval system where DOU HR Admin reviews for completeness and accuracy, potentially returning the form with comments for revisions by the employees.

4. After the approval of the DOU HR Admin, HRMD PDS Admin conducts a secondary review for compliance with organizational policies and civil service regulations providing final approval or feedback for further revisions by the employees. Approval workflow restarts from the beginning when submission is rejected by HRMD PDS Admin.

5. Automated email notifications inform employees, DOU HR Admin, and HRMD PDS Admin about the status and remarks made on their PDS submissions.

6. Final approved PDS are archived in the system and are accessible in a read-only format unless reopened by an authorized admin.

7. PDS can be exported in PDF format.

8. DOU HR Admin and HRMD Admin can perform search and filtering of PDS submissions.

9. System can handle additional personal information needed by HRMD but not covered by CSC Form 212, such as but not limited to the data contained in their existing Personnel Management Information Syatem.

Personnel Selection Board (PSB) Document Management Module:
- User Roles: Employee, DOU HR Admin, HRMD PSB Admin.
- Functionalities:
  1. DOU HR Admin uploads list of employees that can have access to the module. Employees gain automatic access without further manual intervention.
  2. Employees submit various documents required by the Personnel Selection Board.
  3. DOU HR Admin reviews these documents for adherence to specified requirements and either approves for further processing or requires additional submissions from the employee with necessary feedback.
  4. After the DOU HR Admin approval, HRMD PSB Admin performs the final review to ensure all documentation meets organizational and regulatory standards before final approval or request for further compliance from the DOU HR Admin and/or employees.
  5. System supports document tracking, status updates, and notification features like those in the PDS Management Module.

6. Automated email notifications inform employees and DOU HR Admin about the status of their PSB Document submissions.

7. Approved documents are securely archived within the system and can be accessed as needed by authorized personnel.

8. The module covers only management of the employee documents needed by the PSB and does not cover the whole PSB process.

Contractual Employment Document Management Module:
- User Roles: Employee, DOU HR Admin, HRMD Contract Admin.
- Functionalities:
    1. Management of all documentation for non-plantilla personnel, such as employment requirements, contracts, and consultancy agreements.

    2. Provides facilities for uploading, reviewing, and storing documents with easy retrieval capabilities.

    3. Includes approval workflows like the PSB Document Management Module where DOU HR Admin reviews documents for initial approval and HRMD Contractual Admin for final confirmation or restarting of approval workflow.

    4. Automated email notifications inform employees and DOU HR Admin about the status of their submissions.

    5. Different from the PSB Document Management Module because of the difference in requirements to employees. Also, HRMD Contract Admin can upload documents such as contracts which become available to the DOU HR Admin and employee concerned and restarts the approval workflow.

    6. Approved documents are securely archived within the system and can be accessed as needed by authorized personnel.

Attendance and Leave Management Module:
- User Roles: Employee, Supervisor, DOU HR Admin, HRMD ALM Admin.
- Functionalities:
    1. Integration with biometric systems to automate tracking of employee attendance.

    2. Employees can view their attendance records and make necessary edits to account for work not captured by the biometric device. Both the original and edited records are visible in the daily time records report.

    3. Employees can view and apply for leaves through the system.

4. Supervisors can review and approve daily time records and leave applications.

5. Leaves and daily time records, once approved by the supervisor, require final approval from the DOU HR Admin, ensuring an additional layer of verification.

6. HRMD ALM Admin oversees the overall attendance and leave management, ensuring compliance and addressing discrepancies.

7. The system generates reports on attendance, absences, and leave balances, accessible to employees and HR administrators.

8. Secure archival of daily time records for compliance and auditing purposes.

9. Chatbot answers questions on omnibus rules on leaves. System Provider have had previously deployed a chatbot with about same or greater userbase size.

10. Hardware for the biometric system is not part of the project deliverables.

Payroll Module:

- User Role: HRMD Payroll Admin.
- Functionalities:
    1. Supports both regular and non-regular employees.
    2. Automated payroll processing that calculates salaries based on salary grade, employment type, and verified attendance data and approved leaves.
    3. Handles deductions for taxes, benefits, and other payroll components.
    4. Allows manual adjustments and updates to payroll entries by authorized HRMD Payroll admins.
    5. Generates reports in correct format needed by accounting to process salaries and remittances to government agencies.
    6. HRMD Payroll Admin can dynamically edit configuration for calculation of salaries and deductions based on salary grade and employment type.
    7. Secure archival of payroll records for compliance and auditing purposes.

Ownership of Data: Data gathered, generated and processed by the QC-HRIS shall be owned by the Quezon City Government and as such, designating the provider to be responsible ensuring that proper safeguards are in place to ensure the confidentiality of the personal information processed, prevent its use for unauthorized purposes, and generally, comply with the requirements of the Data Privacy Act of 2012 and other laws for processing of personal information. The

personal information processor shall comply with all the requirements of the Data Privacy Act of 2012 and other applicable laws.

IV. **Area of Coverage**

The Quezon City Human Resource Management Department Information System will be for the use of all employees of the Quezon City Local Government.

V. **Project Standard & Requirements**

A. **Track Record**

1. The Bidder must have Platinum status in PHILGEPS

2. The Bidder must be a duly registered company with Security and Exchange Commission (SEC) filing, including an updated General Information Sheet (GIS) or Department of Trade and Industry (DTI) registration for sole proprietorship. Either of which shows Bidder is allowed to engage in Software Development

3. The Bidder must possess a current and valid **Mayor's/Business Permit** issued by the city or municipality where the principal place of business is located.

4. The Bidder must have a **Tax Clearance** from the Bureau of Internal Revenue (BIR) proving no outstanding tax liabilities.

5. The Bidder must provide audited financial statements for the past two (2) years, stamped "received" by the BIR or its duly accredited and authorized institutions.

6. The Bidder must submit a **Statement of all On-Going and Completed Government and Private Contracts**, including contracts awarded but not yet started, within the relevant period as provided in the Bidding Documents.

7. The Bidder must submit a computation of its **Net Financial Contracting Capacity (NFCC)** or a committed Line of Credit from a universal or commercial bank.

8. The Bidder must be able to fully deliver all components of the project within 254 calendar days upon issuance of the Notice to Proceed.

9. The Bidder must be duly registered under the **National Privacy Commission (NPC)** and submit a copy of current and valid NPC Registration.

10. The Bidder must conform/abide with the **DICT Philippine Government's 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 two (2) years experience on this field
   - Eight (8) Software Developers – college graduate (preferably IT-related courses) and with at least one (1) year 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 will guarantee that the system will 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 trainings to at least three (3) key HRMD personnel and three (3) representatives from each Department, Office, and Unit for the usage of the system for at least two (2) hours per module or ten (10) hours for 5 modules. Training for key HRMD and ITDD personnel will be conducted for the administration and management of the system.

D. Warranty

The service provider will submit an Affidavit of Undertaking stating the following:
- Software Component will have one (1) year warranty upon implementation.
- User manual and installer will be provided for software components.
- All hardware requirements are existing and to be provided by the Quezon City Government

VI. Delivery Schedule

The delivery schedule will be within two hundred fifty-four (254) calendar days upon the issuance of the Notice to Proceed observing the schedule of delivery as stated below:

MILESTONES	DELIVERY PERIOD
Project Implementation Plan including scope of work and timelines	Within Five (5) calendar days from the date of the issuance of the Notice to Proceed
Integration with HRMD L&D and SPMS Systems PDS Management Module	Within Thirty (30) calendar days from the date of the issuance of the Notice to Proceed
PSB Document Management Module	Within Sixty (60) calendar days from the date of the issuance of the Notice to Proceed
Contractual Employees Document Management Module	Within Ninety (90) calendar days from the date of the issuance of the Notice to Proceed
Leaves Chatbot	Within One hundred twenty (120) calendar days from the date of the issuance of the Notice to Proceed
Leaves Module	Within One hundred fifty (150) calendar days from the date of the issuance of the Notice to Proceed
Attendance Module	Within One hundred eighty (180) calendar days from the date of the issuance of the Notice to Proceed
Payroll Module	Within Two hundred ten (210) calendar days from the date of the issuance of the Notice to Proceed
Generation of all pertinent reports	Within Two hundred forty (240) calendar days from the date of the issuance of the Notice to Proceed
Training and Turnover	Within Two hundred fifty-four (254) calendar days from the date of the issuance of the Notice to Proceed
Project Support and Maintenance	1 year

VII. Approved Budget For the Contract (ABC)

The Approved Budget for the Contract is Thirty Million Pesos Only (Php30,000,000.00) VAT Inclusive.

COST DERIVATION

Hosting, Database, Storage, Security	
Data Architecture Design	
Software Development Cost	
• PDS Management	
• PSB Document Management	
• Contractual Employment Documents Management	
• Attendance and Leaves Management	
• Payroll	
Software Customization for 1 Year	
Documentation, Training, End User Support, 1 Year Maintenance	
TOTAL	

VIII. Basis of Payments

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Implementation Plan	Receipt and Approval of Document	15%
PDS Management	Accepted and Approved by End User	20%
PSB Document Management	Accepted and Approved by End User	20%
Contractual Employment Document Management	Accepted and Approved by End User	15%
Attendance and Leave Management	Accepted and Approved by End User	15%
Payroll	Accepted and Approved by End User	15%
TOTAL		100%

IX. Conditions and Penalties for Breach of Contract

Delivery

The failure of the Service provider to perform any of the obligations or covenants provided in this Section will constitute a breach and will 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 Two hundred fifty-four (254) calendar days upon issuance of Notice to Proceed. Failure to do so will be subject to penalties as prescribed by law.

X. **Cancellation or Termination of Contract**

The guidelines contained in RA 9184 and its revised IRR will 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 it's IRR.
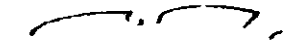
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