

## **TERMS OF REFERENCE (TOR)**

### **SUPPLY, DELIVERY, INSTALLATION, AND COMMISSIONING OF A QCITIZEN ID SOFTWARE SYSTEM FOR THE QUEZON CITY LOCAL GOVERNMENT (Phase 2)**

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

As technology continues to advance, it is imperative for governmental systems to evolve in tandem, ensuring efficiency, security, and accessibility for citizens. Upgrading the software of the QCitizen ID (QCID) online application system is grounded in the pursuit of enhancing the overall user experience, improving system performance, and strengthening security measures. This upgrade aligns with our commitment to providing a robust and streamlined process for citizens applying for a QCitizen ID, a fundamental component of Quezon City resident identity management.

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

The QCitizen ID Software Support System will include applicant registration, approval, verification, and printing software modules that will support the implementation of the QCitizen ID. It will also involve an Android and iOS mobile app for the QCitizen digital ID.

#### **III. PROJECT SCOPE OF WORK**

##### **1. Technical Specifications:**

- a. All internal 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 Google Chrome on Mac/iOS and Windows/Android
- c. The web applications will store all data and documents in the cloud instead of on-premises servers.
- d. 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.

##### **2. 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. The system will implement industry standard measures to protect user data, prevent web fraud, mitigate bot attacks, secure APIs, and prevent unauthorized application access.
- d. The system should conform with applicable data privacy laws.

### 3. System Features:

#### a. User Application Module

- i. Provide field to edit the First Name as seen on the card and view Full name as seen on the card
- ii. Provide option to make the Parents Information optional (feature: Unknown Parent name/s checkbox);
- iii. eApplication ID Preview - upon submission (can view the full image, resize, rotate and move/drag the image anywhere on the screen)
- iv. Provide a module for the Application/Renewal of Sectoral Status (for Verified Citizen application only)
- v. Optional biometric fingerprint collection

#### b. Application Approval module

- i. Signature Editor - Has the ability of zooming in and out and rotate
- ii. Photo Editor - Has the ability of zooming in and out and rotate
- iii. Approvers can remove application from their TO-DO List by clicking the Cancel Approval link per application
- iv. Approvers can empty their TO-DO list by clicking the Empty To-Do List button
- v. Super Approver can remove application from the TO-DO list of other approvers
- vi. Provide a filter to view the applications approved by a selected approver
- vii. If Approver will reject an application, they have the option to Blacklist the Applicant
  - A. View Blacklisted Applicants with option to Unblock (for Super Approver only)
  - B. View Blacklist History (for Super Approver only)
- viii. View Sectoral Status Requests
- ix. View Linked Applications (these are the list of bound applications)
- x. Super Approver can transfer an existing QCID registration to new eServices Email (applicable for Citizen application only)
- xi. Wild Card Searching for All Search Name in QCID (applied to all access level)
- xii. Maiden name comparison for potential duplicates

#### c. Application Verification Module

- i. Verifier & Adjuster can update Signature, Profile Picture and Edit address as seen on the card

- ii. Verifier & Adjuster can put together their list of applications that are subject for their review
- iii. Verifier & Adjuster can remove application/s from their TO-DO List
- iv. Verifier can reject applications and provide feedback to the citizen on the reason for rejection review

d. Additional Reports

- i. Printers Productivity Report
- ii. QCID Blacklist Report
- iii. QCID Issued SC (Pending)
- iv. QCID Issued SC (Printed)
- v. QCID Monthly PDAO Reports
- vi. QCID Monthly PRPWD
- vii. QCID Monthly PWD Masterlist
- viii. QCID Pending List (non-problematic)
- ix. QCID Pending List for Card Replacement
- x. QCID Pending List for Disposition
- xi. QCID Pending List Returned to Verifier
- xii. QCID Report
- xiii. Registered SC Demographic (Previous Month)
- xiv. Registered SC Demographic (Weekly)
- xv. Tagged Citizen Status Report
- xvi. Verifiers Productivity Report
- xvii. Generate Certificate in PDF format
- xviii. View Dashboard reports (for Super Approver only)

e. Additional System Access Levels

- i. DATA MANAGER ACCESS LEVEL - The system will provide a dashboard that will allow designated personnel to:
  - A. View the list of approved QCitizen ID applications
  - B. Binding of QCID to Existing QCeServices Account (can bind Encoded, non-QCeServices application only)
  - C. Tag Citizen Status if Deceased, Moved to other City, Cannot be found or Fraudulent
  - D. Apply/Renew Sectoral Status (for Encoded, non-QCeServices application only)
  - E. View Linked Applications
  - F. Data Manager can put together their list of applications that are subject for their review
  - G. Data Manager can remove application/s from their TO-DO List



- ii. DISTRIBUTOR - The system will provide a dashboard that will allow designated personnel to:
    - A. View details of all card printed QCitizen ID applications
    - B. Tagging of printed cards (Release, Unrelease)
    - C. Scan QCID QR Code to record distribution
  - iii. SECTORAL ADMIN VIEWER - The system will provide a dashboard that will allow designated personnel to view Sectoral information and documents submitted by the (PWD/SP) applicant (view approval section tab only)
  - iv. QCID STATUS VIEWER - The system will provide a dashboard that will allow designated personnel to view the list of all applications (regardless of the status)
  - v. SUPER ADMIN - The system will provide a dashboard that will allow designated personnel to:
    - A. View list of all Account deactivation requests
    - B. Approve or Reject a deactivation request
    - C. Can transfer an existing QCID registration to new eServices Email (applicable for Citizen application only)
    - D. Can remove application from the TO-DO list of other approvers
    - E. Manages QCitizen App Announcements
  - vi. QCID INSTALLER - The system will provide a dashboard that will allow designated personnel to:
    - A. Securely register Printer Workstation.
    - B. Install drivers needed to connect Windows-operated devices and hardware tools required for operations.
- f. Card Replacement Invoicing Module - The system will support, once the required dependencies are finalized with City Treasury, the ability to provide payment options for card replacement.

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.

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 (NPC) and submit a copy of current and valid NPC Registration
  - 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 all necessary trainings to at least two (2) users for the usage of the system with four (4) hours training duration. A separate training for at least one (1) key end-user personnel will be conducted for the administration and management of the system with an equivalent four (4) hours of training, including at least 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 sixty (60) calendar days upon the issuance of the Notice to Proceed (NTP)

IX. **APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for the Contract (ABC) amounts to Twenty-Five Million Pesos Only [PHP25,000,000.00] VAT inclusive.

**COST DERIVATION**

	DESCRIPTION	UOM	QTY	Cost
1	User Application Module	lot	1	
2	Application Approval Module	lot	1	
3	Application Verification Module	lot	1	
4	Additional Reports	lot	1	
5	Integration with other QC systems	lot	1	
6	Backend Access Level Enhancements	lot	1	
7	Card Replacement Invoicing Module	lot	1	
8	Technical and Customer Service Support	lot	1	
9	Documentation, End-user Training	lot	1	
	<b>TOTAL AMOUNT</b>			<b>25,000,000.00</b>

X. **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, the procuring entity will release eighty-five percent (85%) of the total winning bid amount to the service provider.



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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