

## **TERMS OF REFERENCE**

### **Subscription to the Quezon City Government's Career and Jobs Portal (An Online Recruitment Platform)**

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

The Quezon City Local Government Unit ("**QC LGU**"), the most populated city in Metro Manila, has encountered the following challenges in the recruitment space:

- Vacancies within the local government unit are not properly communicated to its existing employees who may be better candidates than fresh hires who would still have to go through a training and adjustment period.
- There is no concrete glide path for the career development of existing employees who are often unaware of other available positions within the organization that may be suited to their skillset but provide better compensation.
- The Human Resources ("**HR**") department of the local government unit focuses its attention heavily on administrative efforts and payroll processing, leaving limited space for recruitment initiatives and career pathing for employees.

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

The Quezon City government Career and Jobs Portal is a recruitment platform that shall enable interested applicants and employees to access available vacant jobs and enable anyone to check and apply for any posted positions. The job portal is a curated database that could make a shortlist of the best applicants for a given position.

Likewise, it shall provide an online assessment that provides deeper insights into the capabilities of candidates /applicants enabling a truthful data-driven hiring profile.

We are subscribing to this platform to streamline recruitment, improve access to job opportunities, and ensure that the best candidates are efficiently matched with available roles

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

In response to the aforementioned challenges, the QC LGU seeks to accomplish the following:

- Switch to a digitized form of work within the HR department.
- Partner with an online recruitment platform to be utilized from the sourcing stage all the way to the job offer milestone.
- Share training materials for HR employees to adapt from pen-and-paper manual recruitment processing to the use of a technology-driven method which will be provided by the Winning Bidder.

Vacant positions posted in the portal shall need concurrence from the Human Resource Management Department to preclude any misrepresentation of available posted positions.

It shall provide training for management transfer of the career and job portal online application.

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

The project covers online application for skills discovery and job opportunities for all employees of Quezon City government, and all other interested parties who may want a career in the Quezon City Local Government Unit.

#### **V. PROJECT STANDARDS & REQUIREMENT**

##### ***Entity Requirements***

1. The following persons/entities shall be allowed to participate in the bidding for Procurement of an Online Recruitment Platform:
  - Duly licensed Filipino citizens/sole proprietorships;
  - Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines;
  - Corporations duly organized under the laws of the Philippines, and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines;
  - Cooperatives duly organized under the laws of the Philippines;
  - Persons/entities forming themselves into a joint venture. Provided, however, that Filipino ownership or interest of the joint venture concerned shall be at least sixty percent (60%);
  - Foreign bidders may be eligible to participate under any of the following circumstances:
    - When provided for under any Treaty or International or Executive Agreement;
    - When the foreign supplier is a citizen, corporation or association of a country, the laws or regulations of which grant reciprocal rights or privileges to citizens, corporations or associations of the Philippines;
    - When the goods sought to be procured are not available from local suppliers; or
    - When there is a need to prevent situations that defeat competition or restrain trade.
2. The Winning Bidder must have completed, within the period specified in the Invitation to Bid, a Single Largest Completed Contract ("**SLCC**") that is similar to the contract to be bid, and whose value, adjusted to current prices using the Philippine Statistics Authority ("**PSA**") consumer price indices, must be at least fifty percent (50%) of the Approved Budget for the Contract ("**ABC**"). However, in the case of Expendable Supplies, said SLCC must be at least twenty-five percent (25%) of the ABC.
3. The computation of a Winning Bidder's Net Financial Contracting Capacity ("**NFCC**") must be at least equal to the ABC to be bid.
4. If the Winning Bidder submits a committed Line of Credit, it must be at least equal to ten percent (10%) of the ABC to be bid: Provided, that if the same is issued by a

foreign Universal or Commercial Bank, it shall be confirmed or authenticated by a local Universal or Commercial Bank.

### ***Manpower***

The service provider must have the required personnel as regular, full-time employees of the company and support the agency's online recruitment platform. They must be Filipino citizens, regular & full-time employees of the service provider, and must provide proof of nationality, company ID, and Certificate of Employment. Each employee must possess one (1) certificate being required, and that employee should not coincide with other certifications.

1. One (1) Engineering Manager
  - a. At least five (5) years experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.
2. One (1) Mobile Engineer Associate Manager
  - a. At least five (5) years experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.
3. One (1) Software Integration Engineer
  - a. At least two (2) years experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.
4. One (1) Software Engineer - Web (Supervisor) - Full Stack
  - a. At least three (3) years experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.
5. One (1) Software Engineer III - Front End
  - a. At least two (2) years experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.
6. Two (2) Software Engineers - Full Stack
  - a. At least one (1) year experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.
7. One (1) Software Engineer for Web Specialist) - Front End
  - a. At least one (1) year experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.
8. One (1) Site Reliability Engineer - Infrastructure and Security
  - a. At least two (2) years experience in managing SaaS - HR Tech projects.
  - b. Graduate of any 4-year computer course or IT-related course.

### ***Documentary Requirements***

#### **Class "A" Documents**

- ***Legal Documents***
  - Registration certificate from the Securities and Exchange Commission ("**SEC**"), Department of Trade and Industry ("**DTI**") for sole proprietorship, or Cooperative Development Authority ("**CDA**") for cooperatives;
  - Mayor's/Business permit issued by the city or municipality where the principal place of business of the Winning Bidder is located, or the equivalent document for Exclusive Economic Zones or Areas. In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that it has applied for renewal within the period prescribed by the concerned local government unit, provided that the renewed permit shall be submitted as a post-qualification requirement; and

- Tax clearance per E.O. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (“BIR”).
- **Technical Documents**
  - Statement of the Winning Bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; and
  - Statement of the Winning Bidder’s SLCC similar to the contract to be bid.
- **Financial Documents**
  - The Winning Bidder’s audited financial statements, showing, among others, the Winning Bidder’s total and current assets and liabilities, stamped “received” by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which must not be earlier than two (2) years from the date of bid submission; and
  - The Winning Bidder’s computation of NFCC. However, it may submit a committed Line of Credit from a Universal or Commercial Bank, in lieu of its NFCC computation.

#### Class “B” Documents

Valid Joint Venture Agreement (“JVA”), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the joint venture partners should be included in the bid, stating that they will enter into and abide by the provisions of the JVA in the event that the bid is successful. Failure to enter into a joint venture in the event of a contract award shall be grounds for the forfeiture of the bid security. Each partner of the joint venture shall submit their respective PhilGEPS Certificates of Registration. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance: Provided, That the partner responsible for submitting the NFCC shall likewise submit the Statement of all of its ongoing contracts and Audited Financial Statements.

#### **Recruitment Platform Requirements:**

The Winning Bidder to fulfill the aforementioned objectives must offer an end-to-end recruitment solution that can serve as a multi-functional tool for:

- **Job posting** - The platform must allow the publication of unique job posts that indicate the vacant position, job description, compensation benefits, location, and department to which it reports to. The platform job post creator must also allow to add other details such as required licenses and certification, preferred courses, required skills for different functions that are relevant to the job, brand name, job post banners, custom questions, and required in-platform assessments.
- **Automated job post curation** - The platform must have the functionality to automatically inspect and verify job posts for accuracy and completeness based on predefined standards.
- **Cross-channel integrations** - The platform must have the capability of expanding the reach of a job posted on the platform to other social channels (e.g. *LinkedIn*, *Google Jobs*) for maximum visibility. It must also serve as a central powerhouse for all applications gathered from all used recruitment channels (*including applications received from the QC LGU careers page*). If complications in the integration should

arise, the Winning Bidder must be responsible for reaching out to the particular social media channel to resolve the issue/s.

- **Talent sourcing** - The platform must provide a vast pool of candidates from different job functions. It must also give recruiters the option to save candidates they like for future reference if they are still hesitant about immediately inviting them to apply.
- **Search filters** - The platform must have multiple filters to easily identify the most suitable candidates for a given role. Filters must include:
  - Job title
  - Job function
  - Years of work experience with the capability to add minimum years and months, and maximum years and months of experience
  - Educational Attainment with the capability of choosing from dropdown list for minimum and maximum qualification. Dropdown list includes the following
    - Less than high school diploma
    - High school diploma
    - Graduated from high school
    - Vocational course
    - Completed vocational course
    - Associate studies
    - Completed associate's degree
    - Bachelor's studies
    - Bachelor's degree graduate
    - Graduate studies (Masters)
    - Master's degree graduate
    - Post-graduate studies (Doctorate)
    - Doctoral degree graduate
  - Salary Range with the capability to add in PHP currency the value of minimum to maximum salary whether its yearly, monthly, daily or hourly salary
  - Schools attended with the capability of reading text input
  - Year of Graduation
  - Skills
  - Last Online Activity
  - Jobseeking Status with the option to choose those that are either actively or passively looking for jobs
  - Location
  - Profile Signup Date
  - Past/current companies with condition provisions such as currently working, working, or both
  - Job Level with capability to choose from dropdown list of minimum and maximum level. Dropdown includes the following:
    - Internship/OJT
    - Entry Level / Junior, Apprentice
    - Associate / Supervisor
    - Mid-Senior Level / Manager
    - Director / Executive
  - Field of Study
  - Licences/certificates
  - Employment status

- Assessments taken with drop down of all assessments that are taken within the platform. There's a capability of choosing multiple assessments.

- Last platform activity

The platform must also allow boolean search where the filters may follow "and/or" conditions. (Ex. *has studied in UP Diliman OR Ateneo de Manila University*)

- **Machine learning** - The platform must have a built-in AI function that continuously learns from the preferences of the recruiter and is able to give candidate recommendations based on the recruiter's activity on the platform.
- **Assessment** - The platform must be equipped with standardized competency-based Assessments that measure the skills and capabilities of an applicant against the required qualifications for the position he/she is applying for. These must range from basic exams (e.g. *reading comprehension, following directions, basic math, typing skills*) to advanced assessments (e.g. *data interpretation, accounting, software programming*). These should include the following assessments:
  - Attention to Detail
  - General Computer Knowledge
  - Logical Reasoning
  - Practical Math
  - Brevity (Written)
  - Following Instructions (Written)
  - Paraphrasing (Written)
  - Following Instructions (Verbal)
  - Listening Comprehension
  - Typing Speed and Accuracy
  - Syntax
  - Reading Comprehension
  - Recall
  - Web Searching
  - Dealing with Irrate Customers
  - Empathy
  - Selling
  - Persuasion Skills
  - Negotiation
  - Giving Directions
  - Data Interpretation
  - Organizing
  - App Knowledge
  - Computer Troubleshooting Fundamentals
  - Browser-based Javascript (Advanced)
  - HTML + CSS
  - Basic Programming Aptitude
  - Accounting Fundamentals
- **Messaging** - The platform must have a two-way messaging system that allows fast communication between the recruiter and the candidate. Aside from the platform's chat function, message notifications can also be received instantaneously via the candidate's email and Short Message Service ("SMS"). It must also enable recruiters to create message templates and save them as canned responses for different types of engagement with the candidates.

- **Automated messages** - The platform must have the capability to automatically send a notification to a candidate which will be triggered by every step of progression of the said candidate in the hiring journey (e.g. *moved to shortlist, passed the interview, etc.*). In this way, the recruiter does not need to manually reach out to the candidate regarding the progress. The recruiter must also be able to customize the contents of the notification.
- **Interview scheduling** - The platform must have a built-in calendar system to document all scheduled candidate interviews. This function must also be able to send automatic reminders to the candidate regarding the upcoming interview.
- **Applicant tracking** - The platform must effectively classify and organize applicants across all hiring stages. Aside from pre-determined hiring stages, it must also enable the recruiters to add custom hiring stages suitable for the recruitment workflow to be followed.
- **Custom questions** - The platform must enable recruiters to ask pre-qualifying questions for jobseekers applying to their job posts, and to filter the applicants based on their answers to those questions.
- **User management** - The platform must be capable of allowing registered users to add teammates and manage the type of access each must have on the platform.
- **Role-based access control** - The platform must have the ability to allocate particular access rights to each user, as determined by their respective roles within the company.
- **Sub-department management** - The platform must enable the single QC LGU account to have multiple sub-departments. This feature must also enable the recruiters to post jobs unique to each sub-department with its own department name, "company" description, and logo. In this way, candidates may apply for vacancies associated with specific sub-departments but all applications will be consolidated in the mother account while still being able to distinguish the candidates according to the sub-department they applied for.
- **Recruiter collaboration** - The platform must enable all recruiters registered under QC LGU's account to communicate and discuss points about an applicant's progression in the hiring journey. The platform must also enable applicant profiles to be shared via email to individuals not part of the QC LGU's account.
- **Reporting** - The platform must be able to automatically generate reports on recruitment insights. Reports must be downloadable for presentation purposes. The platform must be able to measure the following:
  - Job post performance
    - Number of views
    - Number of saves
    - Number of applications
  - Applicant demographics
    - Educational background
    - Employment history
    - Gender
    - Location

- Recruiter productivity
    - Jobs created
    - Number of messages sent
    - Number of applications accepted
    - Number of candidates invited to apply
    - Number of interviews scheduled
    - Number of offers made
    - Number of notes made
    - Number of hires
  - Candidate experience
    - Positive and negative feedback from candidates
- **Multiple Login Options** - The platform must enable the QC LGU to use their domain accounts <to be defined by QC LGU> to sign-in, provided that the QC LGU uses GSuite as their email provider. Recruiters may also opt to use their email and password to login.
  - **Jobseeker Mobile App** - The platform must have a jobseeker mobile app, rated with at least a 4.5 star moving average on iOS App Store and Android Play Store, that will enable jobseekers to apply to the QC LGU's jobs and message the recruiters via native iOS and Android apps.

Recruitment Platform Testing Parameters

Feature	Testing Parameter
LinkedIn Integration	When a job post becomes live on the platform, it must also become live on <a href="https://www.linkedin.com/jobs/">https://www.linkedin.com/jobs/</a> within three to seven days only if the company who posted the job also has a registered company in LinkedIn.
Automated notifications	For each time that a candidate is moved from one stage to another, that candidate must automatically receive a notification message via platform messaging tool, email and SMS. The notification message must be customizable by the recruiter and it must be possible to have different message templates per stage.
Interview Scheduler	Before the scheduled interview, the candidate must be able to receive automatic reminders the day before and on the day itself.
Custom Stages	The recruiter must be able to add customized recruitment stages.
Advanced Resume Search	The recruiter must be able to filter a candidate based on (1) his/her employment history: past and/or current companies, (2) scores from a particular in-platform assessment taken, (3) job-seeking status, (4) last online activity. If there are multiple criteria for one category, there must be a capability to apply Boolean functions in the criteria selected (AND/OR). The platform must also allow searches for "exact" keywords or "contains" keywords.
Reports	There must be automated reports to measure the following: (1) candidate's feedback on their experience in applying for QC LGU, (2) average turnaround time per stage in the applicant tracking system, (3) linear trend of job post views, applications processed, hired.
Assessments	The assessments must be skill-based and must cover a wide range of



	<p>skills including:</p> <ul style="list-style-type: none"> <li>• Reading comprehension</li> <li>• Listening comprehension</li> <li>• Recall</li> <li>• Brevity in writing</li> <li>• Paraphrasing in writing</li> <li>• Syntax (Sentence Structuring)</li> <li>• Practical Math</li> <li>• Logical Reasoning</li> <li>• General Computer Knowledge</li> <li>• Attention to Detail</li> <li>• Typing Speed and Accuracy</li> <li>• Data Interpretation</li> <li>• Persuasion Skills</li> <li>• Accounting Fundamentals</li> <li>• Computer Troubleshooting Fundamentals</li> <li>• Basic Programming Aptitude</li> <li>• Browser-based Javascript</li> <li>• HTML+CSS</li> <li>• App Knowledge</li> </ul>
Custom Questions	There must be multiple formats available for candidates to submit their responses to pre-screening questions. Formats must include: file upload, multiple choice, checkbox, numeric, voice message.
Messaging	The recruiter and the candidate must be able to send and receive messages via the in-platform messaging system. They must also receive email and SMS (if applicable) notifications about those messages.
Recruiter Collaboration: Notes	The recruiter must be able to tag teammates on each candidate profile. Tagged teammates must get an in-app notification about the candidate they were tagged in
Recruiter Collaboration: Forward Profile	The recruiter must be able to forward a candidate's profile to another teammate. The teammate must receive the forwarded profile via email

### Winning Bidder Responsibilities

Beyond the scope of providing a recruitment tool, the Winning Bidder is also expected to fulfill the following conditions:

- **Project scheduling** - The Winning Bidder shall submit a detailed project timeline in the form of a GANTT chart laying out the project milestones in weeks.
- **Ensuring readiness of technology** - The Winning Bidder shall assess the compatibility of the resources of the QC LGU recruiters to the technical requirements of the recruitment platform to be used.
- **Account set-up** - The Winning Bidder shall be responsible for the creation of the account for QC LGU in the platform.
- **Platform training and on-boarding** - The Winning Bidder shall provide the training materials, and conduct the training proper, on a semi-annual basis unless required for all QC LGU personnel who will use the recruitment platform.

- **Business Review** - The Winning Bidder shall conduct regular check-ins with the QC LGU recruitment team to discuss key performance metrics, key challenges and recommendations for better output in terms of applications, qualified candidates and hires.

## **QUEZON CITY LOCAL GOVERNMENT UNIT RESPONSIBILITIES**

- **Appointment of a Point of Contact ("POC")** - QC LGU will be responsible for appointing a POC whose responsibilities are to:
  - Manage all communication between both parties especially regarding platform adoption, platform education and any issues encountered throughout the course of the partnership.
  - Ensure compliance with Winning Bidder's Terms of Use, Privacy Statement, and End User License Agreement.
- **Attendance in meetings**
  - Training Session - the POC will ensure that all eventual users of the platform will attend the training session to be facilitated by the Winning Bidder
  - Business Review - the POC will ensure that all relevant stakeholders will attend the regular business review to be facilitated by the Winning Bidder
- **Comprehensive and quick feedback** - QC LGU will promptly respond to correspondence from Winning Bidder so as not to delay the implementation and delivery timeline.

## **VI. PROJECT DURATION**

The platform is effective for one (1) year from January 1, 2025, until December 31, 2025.

## **VII. APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for this Contract (ABC) amounts Three Million Four Hundred Thirty Thousand Five Hundred Pesos (Php3,430,500.00)

## **VII. BASIS OF PAYMENT**

- Upon submission of the system for internal testing, the procuring entity will release forty-nine percent (49%) of the total winning bid amount to the service provider.
- Upon completion of training of LGU Users and Train the Trainer Modules (50%) of the total winning bid amount to the service provider.
- One percent (1%) of the total winning bid amount will be released after its warranty.

## **VIII. WARRANTY**

The scope of the project will cover a one-year warranty period which will commence upon the date the bid is awarded.

**IX. 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.

**X. CANCELLATION OR TERMINATION OF CONTRACT**

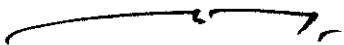
The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the City terminated the Contract due to default insolvency, or for cause, it may enter into a negotiated procurement pursuant to section 53 of RA9184 and its IRR.

Noted by:



**DR. MILFLORES VICTORIA TANTOCO – DE LEON, RPsy, CHRP**  
Action Officer, Strategic Human Resource Unit

Approved by:



**ATTY. NOEL R. DEL PRADO**  
Head, Human Resource Management Department