

TERMS OF REFERENCE (TOR)**SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING AND TESTING OF THE E-HABILIN PROGRAM FOR OVERSEAS FILIPINO WORKER (OFW) DEPENDENTS OF QUEZON CITY****I. RATIONALE AND BRIEF BACKGROUND**

Quezon City has a significant number of Overseas Filipino Workers (OFWs) among its residents. Many workers from low- and middle-income countries take up jobs overseas to provide financial support for their families back home. While this employment often provides significant economic benefits to families and communities, it also brings social challenges, particularly for the children of these workers. Separated by distance, these children may experience emotional, psychological, and developmental challenges, including reduced educational support, lack of parental guidance, and diminished socialization opportunities.

II. PROJECT DESCRIPTION

Developing a comprehensive support program for the offspring of overseas workers is essential for reducing the adverse impacts of parental migration on children's growth and development. This program would serve as a foundation for building a resilient, educated, and empowered generation that contributes positively to their communities and reduces dependence on remittances. By addressing both the immediate and long-term needs of these young individuals, the program ensures they have the resources and support to thrive, despite the challenges posed by parental absence. Among the services that can be availed are assistance for school expenses, sports programs, skills training, and physical and mental health assistance.

III. PROJECT SCOPE OF WORK**I. Technical Specifications:**

1. All internal users will require a valid email address to log in to the official QC-eServices portal 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 at no additional cost when the service agreement expires or is terminated.
5. The system software and source code if custom-built system/application will be owned by the city and will be turned over to the end-user department or the Information Technology and Development Department (ITDD) for internal DNS registration (if needed) at no additional cost upon request or upon termination and non-renewal of any maintenance agreement.

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:

The e-Habilin system includes the following components and access levels:

(i) Applicant Access

1. Submit new applications
2. Validate QCID
3. Provide information on OFW (Overseas Filipino Worker) parent(s)
4. Input general information of the guardian
5. Input general information of the child
6. Record departure history of OFW
7. Receive new application email notifications

(ii) Initial Evaluator Access

1. View and manage application list
2. Conduct initial evaluations
3. View QCID name and signature
4. Access approved application list
5. Set appointments for applicants requiring assistance with correct information submission
6. Reschedule appointments as needed
7. Send approved and returned application email notifications
8. Generate reports

(iii) Final Evaluator Access

1. View and manage application list
2. Conduct final evaluations
3. View QCID name and signature
4. Access approved application list
5. Set and reschedule appointments for applicants needing assistance
6. Send approved and returned application email notifications
7. Generate masterlist report

(iv) Complete intake form, including:

1. General information of the child
2. Child's contact and health information
3. Child's educational background
4. Child's interests
5. Selected e-Habilin program
6. Information on the child's parent(s) and guardian
7. Guardian's contact information
8. Details of assistance requests and availed services

(v) Manage service availment

1. System should include the ability to tag services availed by each approved applicant
2. Applicant service availment history should be available

(vi) Manage e-Habilin program options

1. System should have the ability to allow program administrators to manage or update available programs that can be offered or availed.
2. Only authorized administrators can access the management pages for these programs, and there should be a log of all changes.

- 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 such as the Public Employment Service Office (PESO).

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 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 as defined by the listed staff complement below.
 - 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

- 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 from the issuance of the Notice to Proceed (NTP)

IX. BASIS OF PAYMENTS

Full payment upon completion of Project.

X. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) amounts to Twenty Million pesos only [20,000,000.00 PHP] VAT inclusive.

DESCRIPTION	AMOUNT
Software Development Cost	13,910,000.00
1. Applicant Registration Module	
2. Intake Form Data Collector Module	
3. QCID Identity Validator Module	
4. Initial Evaluation Module	
5. Final Approver Module	
6. Dependent Service Availment Tracker Module	
7. Integration with QC-eServices	
8. Administrator Management Pages	
Initial Year Cloud Hosting	500,000.00
Technical QA and Customer Service Support	3,080,000.00
On-Demand Report Generator	2,130,000.00
Documentation and Training	380,000.00
TOTAL	20,000,000.00

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 section 53 (d) of RA 9184 and its IRR.

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