

TERMS OF REFERENCE (TOR)**SUPPLY, DELIVERY, INSTALLATION, TESTING AND
COMMISSIONING OF THE QUEZON CITY ONLINE PET
REGISTRATION AND VACCINATION SYSTEM**

- I. **RATIONALE AND BRIEF BACKGROUND** – To facilitate the implementation of local ordinance SP-2505, S-2016 which requires that all cats and dogs aged three (3) months or older be registered with the City Veterinary Department (CVD), the local government of Quezon City will provide a means for QC residents to register their pets online. This will allow QC LGU to have a local database of all feline and canine companion animals in the city.
- II. **PROJECT DESCRIPTION** – The project is for an online system that QC residents can access to register their pets. The system will collect pertinent information about the pet and will allow the City Veterinary Department (CVD) to assign registration tags to all pets. The system will also allow pet owners to schedule their pets for rabies vaccinations. This will also allow QC LGU to keep records of those who have been vaccinated, for potential data sharing with the national government as well as in support of local government programs.
- III. **PROJECT SCOPE OF WORK** - The system will have the ff components:
 - i. Technical Specifications:
 - a) All internal users will require a valid email address to log in to the official QC-eService portal 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) The cloud-based hosting of the data will be provided for one (1) year.
 - e) 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.

- f) 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.

ii. 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.

iii. System Features:

- a) Residents of Quezon City will be able to register their dogs and/or cats online;
- b) Registrants will access the system through the QC-eServices online platform, and they will need valid QC-eServices accounts;
- c) Registered pets will be assigned a unique reference number for internal tracking;
- d) Registrants will provide information pertinent to their pets, which may include but is not limited to:
 - i. Name
 - ii. Age
 - iii. Birthdate
 - iv. Breed
 - v. Color
 - vi. Species (dog or cat)
 - vii. Sex/Gender (female or male)
 - viii. Vaccine type (Anti-rabies)
 - ix. Date of latest rabies vaccination
 - x. Name of Vet
 - xi. Photo

e) Should they choose to do so, registrants can schedule a vaccination for their pet using an online booking system that shows available open slots ordered by the following:

- i. Appointment type (Pet Vaccination, Pet Microchipping)
- ii. Date of vaccination
- iii. Vaccination site
- iv. Vaccination time slot

f) The City Veterinary Department (CVD) can log the services provided to the pet using a service management table, allowing the registrants to view their pet's appointment history.

g) Registrants can opt to cancel or modify their pets' vaccination schedule through the scheduling system;

h) The compiled registration and vaccination data will be made available to the City Veterinary Department (CVD);

IV. AREA OF COVERAGE – The web application will be deployed online through QC-eServices and will be available for use by the public and applicable internal QC LGU offices such as the City Veterinary Department (CVD) and Information Technology and Development Department (ITDD).

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 filed with DTI or SEC as an IT company with the purpose of software development and the supply of IT-related goods and services
- c. The service provider must be duly registered under the National Privacy Commission
- d. The service provider shall guarantee that the system shall abide by 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 in this field
 - ii. One (1) Senior Web Development Project Manager– college graduate (preferably IT-related courses) and with at least two (2) years experience in this field
 - iii. One (1) Google Cloud Platform Server Administrator– college graduate (preferably IT-related courses) and with at least one (1) year of experience on this field
 - iv. One (1) Web Security Engineer– college graduate (preferably IT-related courses) and with at least one (1) year of 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 of 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:

- a. One (1) year warranty for software bugs and fixes from date of acceptance.
- b. Technical support:
 - i. Workdays from 8 AM to 5 PM, expect a response within the day or by the next day
 - ii. Weekends and holidays, expect a response by the 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 Fifteen Million Pesos and 00/100 Only [PHP15,000,000.00] VAT inclusive.

Software Development Cost	
• Integration with QC-eServices platform	
• Workflow Checklist Design	
• Pet Registration Module	
• Evaluation and Approval Module	
• Integration with QC Appointment systems	
• Report Publishing Module	
• Optional Chip and Vaccine Inventory Subsystem	
Technical and Customer Service Support	
Initial Year Cloud Hosting	
Documentation, Training, End User Support, Maintenance	
TOTAL	15,000,000.00

X. BASIS OF PAYMENT

Full payment upon completion of the project.

XI. PENALTIES FOR BREACH OF CONTRACT

Failure to deliver the services according to the standards and requirements set by the City shall constitute an offense 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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