

TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE QUEZON CITY VOLUNTEER PROGRAM MANAGEMENT SYSTEM (QC-VPMS)

I. Rationale and Brief Background

The Quezon City Local Government Unit recognizes the vital role of community engagement and volunteerism in fostering social cohesion and enhancing public service delivery. To streamline the management and coordination of volunteer activities, the QC LGU aims to implement a robust Volunteer Program Management System. This system will facilitate the efficient organization, registration, and management of volunteer events and activities, ensuring seamless communication between organizers and participants. The initiative aligns with the city's strategic goals of promoting civic participation, enhancing community services, and leveraging technology to improve operational efficiency.

The QC Volunteer Program Management System (QC-VPMS) will provide a centralized platform for creating, managing, and monitoring volunteer activities. It will support event organizers in planning and executing volunteer programs while enabling volunteers to easily register and participate in events. By automating these processes, the system will reduce administrative burdens, enhance volunteer engagement, and ensure effective management of volunteer resources.

II. Project Description

The project involves the development and deployment of the QC Volunteer Program Management System (QC-VPMS), a comprehensive digital solution designed to support and enhance volunteer activities within Quezon City. The system will include several key features to streamline event organization, registration, and attendee management.

Key Components of the QC LGU Volunteer Program Management System:

Activities Creation:

- Organizers can create and update detailed event listings, including title, description, date, time, and location.

Activities Registration:

- Attendees can register for events, provide necessary information, and submit documents. Supports group and admin-initiated registrations.

Account Management:

- Volunteers can update their profile and view their past and upcoming registrations and generate its corresponding e-certificate.

Attendee Management:

- Organizers can manage attendee information, track registrations, and communicate through a built-in messaging system, ensuring data privacy and security.

Dashboard and Reports:

- Provides an admin dashboard to view key metrics and generate reports for insights into volunteer activities and program effectiveness.

III. Project Scope of Work

The scope for the Supply, Installation, Testing, and Commissioning of the QC Volunteer Program Management System" includes the following tasks and specifications:

A. Overall System Design:

- Secure web-based cloud application with SSL encryption for robust data protection. A Web Application Firewall will be implemented for added security.
- Mobile-responsive design to ensure accessibility across various devices and compatibility with major browsers like Chrome, Firefox, and Safari.
- Centralized database management with periodic backups. Backup shall also be cloud-based.
- Integration with existing QC systems such as but not limited to QC-eservices.
- Comprehensive training sessions for different user roles to ensure effective system utilization for key OCA and HRMD personnel.
- Compliance with National Privacy Commission Data Privacy Regulations.
- Data Ownership. Data gathered, generated and processed by the QC-VPMS 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.

- Cloud Service Account. The provider shall provide a dedicated Cloud Service Subscription for the Quezon City Government or HRMD. Cloud Service shall include a server with a minimum specification of 8 GB memory and 2 cores and 200 GB storage. The storage, database, and server can be scaled up to respond to the needs of the system for one (1) year.
- The service provider will also provide resolution to the vulnerability assessment reports conducted by outside parties that are authorized by QC LGU. This includes those conducted by national agencies like the Department of Information and Communications Technology (DICT) or other third parties with which QC LGU engages.
- Project Deliverables:
 - Fully functional software that conforms to the Scope of Work
 - Complete source code and its technical documentation
 - Online Database credentials
 - Online Server credentials
 - User Manual
 - All hardware, including but not limited to tablets for the Building inspection and on-premise server for the hybrid system, shall not be part of the project deliverables
 - Monthly KPI Reporting: User Adoption, Incident, and Change Management KPI, System Availability

B. Detailed Module Specifications:

1. Activities Creation Module:

- User Roles: Event Organizer, System Admin.
- Functionalities:
 1. Event organizers can create detailed event/activity listings.
 2. Details include event/activity title, description, date, time, location, and other relevant information.
 - ✓ 3. The system allows for easy modification and updates to event details.

2. Activities Registration Module:

- User Roles: Attendee, Event Organizer, System Admin.
- Functionalities:
 1. Attendees can register for events through the platform.
 2. The registration process collects contact information, emergency contact details, preferences for sub-activities, and other necessary information.
 3. Supports the submission of supporting documents and waiver agreements.

4. Supports group registration where a group leader or coordinator can register multiple attendees under a single registration process.
5. Allows for admin-initiated registration where administrators have the ability to initiate registrations on behalf of volunteers.
6. Calendar view for attendees to see all their registered events

3. Account Management Module:

- User Roles: Attendee
- Functionalities:
 1. Attendees can update their profile information and certifications
 2. Attendees will be able to see his/her past and upcoming event registrations.
 3. Attendees can generate an e-certificate for each of the event where he/she is verified to have attended.

4. Attendee Management Module:

- User Roles: Event Organizer, System Admin.
- Functionalities:
 1. Event organizers can manage attendee information and track registrations.
 2. The system includes features for communicating with attendees through a built-in messaging system.
 3. Allows for efficient handling of attendee data, ensuring privacy and security.

5. Dashboard and Reports:

- User Roles: System Admin.
- Functionalities:
 1. Provides a dashboard for administrators to view key metrics, event statistics, and volunteer participation
 2. Generates reports and analytics to gain insights into volunteer activities and program effectiveness.

IV. Area of Coverage

The Quezon City Volunteer Program Management System will be for the use of all citizens that wish to get involved in Quezon City's Volunteer Programs.

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 60 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. After Sales Support

- One (1) year warranty for software bugs and fixes from date of acceptance.
- Technical support with SLA will be as follows:
 - Response Times:
 - Workdays from 8AM to 5PM, expect a response within the day or by next day
 - Weekends and holidays, expect a response by next workday
 - Incident Resolution Times:
 - Critical Issues (System Down or Major Impact): Resolution within 4 hours
 - High Priority Issues (Significant Impact but workaround available): Resolution within 24 hours
 - Medium Priority Issues (Minor Impact): Resolution time within a week
 - Low Priority Issues (General inquiries or minor issues): Resolution time within 2 weeks

Note: Issue Resolution times do not cover Change Requests

- Reporting:
Monthly service performance reports will be provided.
- Training:
Provide all necessary training to at least 3 HRMD and 2 OCA personnel for the usage of the system for at least four (4) hours. A separate training for key 3 HRMD, 2 OCA and 1 ITDD personnel will be conducted for the administration and management of the system with an equivalent four (4) hours of training.

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 Sixty (60) 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	Within Five (5) calendar days from the

scope of work and timelines	date of issuance of the Notice to Proceed
Software Deployment	Within Fifty-Three (53) calendar days from the date of issuance of the Notice to Proceed
Training and Turnover	Within Sixty (60) calendar days from the date of 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 Eight Million Pesos Only (Php 8,000,000.00) VAT Inclusive.

COST DERIVATION

Cloud Hosting, Database, 200 GB Storage, Security	1,250,000.00
Data Architecture Design	500,000.00
Software Development Cost	4,500,000.00
Software Customization for 1 Year	500,000.00
Documentation, Training, End User Support, 1 Year Maintenance	1,250,000.00
TOTAL	8,000,000.00

VIII. Basis of Payments

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Implementation Plan	Receipt and Approval of Document	15%
Software Deployment or Project Delivery	Accepted and Approved by End-User	84%
Release of Retention Fee	Upon completion of one year warranty and technical support	1%
TOTAL		100%

IX. Conditions and Penalties for Breach of Contract

Delivery

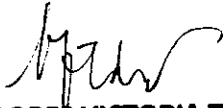
The failure of the Service provider to perform any of the obligations or covenants provided in this Section will constitute a breach and will make it liable for damages, without prejudice to the right of the CITY to seek other remedies as may be allowed by law.

The Service provider must deliver all system components within 60 calendar days upon issuance of Notice to Proceed. Failure to do so will be subject to penalties as prescribed by law.

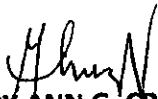
X. Cancellation or Termination of Contract

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 its IRR.

Noted by:

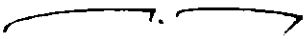


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