0874 LZ

TERMS OF REFERENCE (TOR)

SUPPLY, DELIVERY, INSTALLATION, AND COMMISSIONING OF THE RIGHT TO CARE CARD APPLICATION AND APPROVAL SYSTEM OF QUEZON CITY

I. **RATIONALE AND BRIEF BACKGROUND**

In recent years, there has been a growing recognition of the importance of inclusivity and diversity in various aspects of society, including legal frameworks and social programs. Acknowledging the rights and needs of same-sex couples is a crucial step toward fostering an equitable and just society. To address this, the implementation of an online application system specifically designed to grant benefits to same-sex couples is not only an ethical imperative but also aligns with the principles of equality and non-discrimination.

II. **PROJECT DESCRIPTION**

The primary goal of the Right to Care (RTC) Card project is to develop a user-friendly and secure software application that facilitates the legal recognition and documentation necessary for same-sex couples to make medical decisions on behalf of their partners. This initiative aims to streamline and simplify the process, ensuring that all couples, regardless of sexual orientation, have equal access to the legal rights associated with medical decision-making. The RTC Card project will be administered by the Gender and Development (GAD) Council.

III. **PROJECT SCOPE OF WORK**

1. 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 when the service agreement expires or is terminated.

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:
    1. Application System Module
        i. The system will check for a valid QCitizen ID (QCID) registration;
        ii. The system will allow for digital submission of the required documents as necessary;
        iii. Upon submission of application, system will divert to a scheduling system for interview or program seminar;
        iv. The system will allow for the provision and updating of a personal identification number (PIN) code to access relevant personal documentation;
        v. The system will allow the registrants to submit a request to cancel the agreements granted by the Right-to-Care program;
        vi. The system will allow the approvers to include remarks on each application that may be helpful to other approvers or program administrators;
        vii. The system will include safeguards aimed at preventing duplicate applications;
        viii. Only allow re-application for RTC card six (6) months after cancellation;
        ix. System will have a scheduling system for cancellations;

    2. GAD Admin and Approver module
        i. The system will include an encoder module for use by authorized personnel to accept applications;
        ii. The system will provide an online viewer for applications;
        iii. Applicants who are tagged as married in their QCID civil status declaration will be made visible to authorized users;
        iv. Potential duplicate applications will be flagged to the authorized reviewers;

v. Approved applications will be grouped in batches with unique batch numbers;

vi. Add remarks for approved and rejected applications;

vii. Edit Status feature (for all tabs)

viii. System will include a PIN management feature;

ix. System will have a feature to update card printing status (can select all or select multiple);

x. Provide a waiting list tab where the system administrator can set a date for physical card release including notifications;

xi. System will include a feature to tag cards as claimed;

xii. Authorized internal users/reviewers will be able to view cancellation requests and cancellation status;

xiii. System will include activity logs;

xiv. System can generate masterlist report;

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 GAD.

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 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 in this field

iv. One (1) Web Security Engineer – college graduate (preferably IT-related courses) and with at least one (1) year of experience in 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 in 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 one hundred twenty (120) calendar days from the issuance of the Notice to Proceed (NTP)

IX. BASIS OF PAYMENTS

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

X. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Eleven Million pesos only [11,000,000.00 PHP] VAT inclusive.

DESCRIPTION	AMOUNT
Applicant Registration Module	
Requirements Checklist Module	
Pre-Evaluation Module	
Admin Approver Module	
Integration with other QC systems	
System Architectural Module	
Technical and Customer Service Support	
Documentation, Training, End User Support, Maintenance	
TOTAL	

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 12009 and its revised Implementing Rules and Regulations.

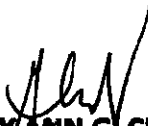## XII. CANCELLATION OR TERMINATION OF CONTRACT

The guidelines contained in RA 12009 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 12009 and its IRR.

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