

TERMS OF REFERENCE (TOR)

QUEZON CITY QC-eSERVICES PLATFORM CLOUD HOSTING, CLOUD HOSTING MANAGEMENT AND WEB APPLICATION FIREWALL

- I. RATIONALE AND BRIEF BACKGROUND–As Quezon City LGU moves more of its services online to make them easily accessible, a robust and secure web architecture is needed to ensure quality of service while maintaining a high degree of security. The City’s web infrastructure must be capable of providing convenient, timely access to QC-eServices that is in line with current and future needs. To achieve this, QC-eServices will need an effectively managed cloud-hosting platform that provides scalability, stability and security.
- II. PROJECT DESCRIPTION–The project’s objective is to provide the local government of Quezon City with an effectively managed, stable, secure and scalable cloud-hosting services for the QC-eServices core platform. This includes an appropriate content distribution network that allows for a high rate of accessibility, and a web application firewall to protect user data. This will encompass the core applicable and authorized online services offered by QC LGU through its QC-eServices platform.
- III. PROJECT SCOPE OF WORK - The system will have the ff components:

Technical Specifications:

- a. Scalable Cloud Hosting for QC-eServices core systems that can support the load from QC city hall office staff users, web and API calls of online service providers, and the projected 2021-2022usage of QC residents and nonresidents alike. The Cloud Hosting for QC-eServices core systems will encompass both production and test environments. The components should be able to meet the maximum specifications listed below at any time, and for the whole duration of the contract if required.

Production Servers :

Type	Function	Storage	Max Specs	Max Count
Virtual Machine	Main Fxn Web Server	500gb	8 vCPUs,32 GB memory	5

Virtual Machine	Secondary Fxn Web Server	500gb	8 vCPUs,32 GB memory	5
Virtual Machine	SubFxn Web Server	500gb	4 vCPU, 16 GB memory	15
Virtual Machine	Secondary SubFxn Web Server	500gb	4 vCPU, 16 GB memory	15
Managed Cloud SQL	Main Cloud MySQL	4000gb	12 vCPU, 80 GB memory	1
Read Replica	Main Read Replica	4000gb	8 vCPU, 64 GB memory	4
Cloud File Storage	File storage	20tb		1
Load Balancer			20 Rules, 10 TB ingress	2

Test Servers :

Type	Function	Storage	Max Specs	Max Count
Virtual Machine	Test Main Fxn Web Server	100gb	4 vCPUs, 8GB memory	5
Virtual Machine	Test Secondary Fxn Web Server	100gb	4 vCPUs, 8 GB memory	5
Virtual Machine	Test SubFxn Web Server	100gb	2vCPU, 4 GB memory	15
Virtual Machine	Test Secondary SubFxn Web Server	100gb	2 vCPU,4 GB memory	15
Managed Cloud SQL	Main Cloud MySQL	1000gb	6 vCPU, 24 GB memory	1
Read Replica	Main Read Replica	1000gb	2 vCPU, 12 GB memory	4
Load Balancer			20 Rules, 100gb ingress	2

- b. Cloud hosting service must support the use of open-source server operating systems, open-source web servers, and open-source databases.

- c. Cloud hosting service must be capable of supporting online access to web applications from users located anywhere in the world and must not have geographical limitations.
- d. Cloud hosting service must have a user-accessible dashboard and portal for metrics and to allow for modifications to allocated server resources.
- e. Cloud hosting service must keep logs of network traffic, usage, and connection metrics.
- f. Cloud hosting service should work seamlessly with QC existing productivity and email solutions.
- g. Provision for a Web Application Firewall or WAF, whether as part of the hosting service itself or from a reputable third-party.
- h. Includes technical administration and support services to manage cloud-hosting service and WAF configuration with the allocation of the following remote personnel:  
 Cloud Architect (2) - responsible for conversion of QC-eServices requirements into a custom-fit cloud architecture and design and is primarily accountable for code, execution and quality reviews of the cloud solution.  
 Cloud Engineers (1) - responsible for management of cloud environment and implementation of instances required by QC-eServices platforms.
- i. Maintenance for one (1) year, subject to renegotiation thereafter.

IV. AREA OF COVERAGE – The cloud hosting service and web application firewall will be used by QC LGU to host and protect its QC-eServices core platform and associated core web applications.

V. PROJECT STANDARDS AND REQUIREMENTS

The following are the minimum qualifications and requirements for the Supplier or Bidder:

- i. Track Record
  - a. The service provider must be in the same industry as per their SEC filing for at least one(1)year.
  - b. The service provider must be an operational company for at least five (5) years
  - c. The service provider must have implemented a similar project within the last one (1) year.
  - 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 SEC filing
- c. The service provider must be filed with 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

iii. Manpower

- a. The service provider must have their own headcount of software developers, whether direct or employed by their sister companies.
- 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, whether direct or employed by their sister companies.

VI. PROJECT DEVELOPMENT AND DEPLOYMENT DURATION

Thirty (30) days upon issuance of Notice to Proceed.

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to Nineteen Million Pesos [19,000,000.00PHP] VAT inclusive.

VIII. BASIS OF PAYMENT

- a. Upon submission of the hosting plan architecture and web application firewall (WAF) setup configuration, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the service provider.
- b. Upon deployment of the cloud hosting service and implementation of the web application firewall (WAF), the procuring entity will release eighty four percent (84%) of the total winning bid amount to the service provider.
- c. One percent (1%) of the total winning bid amount will be released one (1) year after the final acceptance of the system as performance security.

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 negotiated procurement pursuant to RA 9184 and its IRR.

Reviewed and endorsed by:

  
**PAUL RENE S. PADILLA**  
OIC - ITDD

  
**MICHAEL VICTOR N. ALIMURUNG**  
City Administrator

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