

TERMS OF REFERENCE

SUPPLY, INSTALLATION, TESTING, AND COMMISSIONING OF THE QUEZON CITY WEBSITE ENHANCEMENT, MAINTENANCE, AND HOSTING

I. Rationale and Brief Background

The Quezon City Website is the main online portal for the Quezon City Local Government and connects to all offices and departments of the City. It allows citizens to engage and interact with the intended office or department. It provides information relative to the functions and services that the city delivers and performs for the Quezon City constituents.

II. Project Description

This project aims to enhance the capabilities of the existing Quezon City Website by providing maintenance, renewing of hosting, integrating with QC-Eservices, and extending the capabilities through a chatbot.

III. Project Scope of Work

The service provider shall provide the City with a system with the following specifications:

- i. The Quezon City Website will be SSL-protected, web-based and accessible using the most recent versions of Chrome, Firefox, Edge, and Safari.
- ii. The Website will be mobile responsive and compatible with the browsers of mobile smartphones and tablets
- iii. The website will connect to other QC systems, such as but not limited to the QC eservices system, using authenticated and authorized API communications.
- iv. The User Interface and User Experience of the Website will be updated if required by the end-user.
- v. Additional departments can be included in the existing Website if required by the end-user.
- vi. The website will provide a flawless user experience for all website visitors.
- vii. A chatbot will be incorporated to the website to improve engagement and answer Frequently Asked Questions by the citizens of the City.
- viii. The system vendor will conduct a study to generate the set of FAQ's needed by the chatbot. The FAQ's must be approved by the end-user prior to development. The FAQ's can be updated anytime even after deployment.
- ix. The chatbot will be able to handle queries both in English, Tagalog, and a combination of both languages.
- x. The chatbot can handle both conversational and menu-based queries.
- xi. The chatbot will also be deployed in the City's Facebook channel.
- xii. The website will implement industry standard measures to protect user data and mitigate unauthorized access. A firewall will be implanted for secured cloud connection.
- xiii. The hosting of the website will be transferred from the existing service provider to the new vendor without additional cost to the City.
- xiv. The website will be maintained for one (1) year and subject to renewal thereafter. A minimum of 16 GB memory, 4 virtual CPU, and 120 GB storage will be allocated for the website.
- xv. The system will allow periodic backups of the code and database.

- xvi. The system will conform with applicable data privacy laws.
- xvii. The Website, including source code and data captured and generated by the system, will be owned and controlled by the City. If the service agreement expires or is terminated the data on cloud can be retrieved without additional cost to the City.
- xviii. The system vendor will provide the necessary training for identified personnel of PAISD.

IV. Area of Coverage

The Quezon City Website will support the needs of the Local Government of Quezon City and its constituents.

V. Project Standard & Requirements

A. Track Record

1. Bidders must have Platinum status in PHILGEPS.
2. Bidders must be duly registered with SEC filing or DTI registration.
3. The bidder must be able to fully deliver all components of the project within 30 calendar days upon issuance of Notice to Proceed.
4. The bidder must be duly registered under the National Privacy Commission.
5. The system vendor must have had completed a similar project to be bid in the last three (3) years.
6. The bidder must be capable of providing a Proof of Concept to the end-user.

B. Organization

1. The service provider must present an organizational chart indicating the following personnel for the project:
 - One (1) SW Development Manager
 - Two (2) Project Managers
 - Eight (8) Software Developers or System Administrators
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.

C. Training

The service provider will provide all necessary training for usage, administration, and management of the system to at least five (5) users from PAISD within seven (7) days with four (4) hours per session. The scope of the training will include:

- Usage and operating the system
- Maintenance
- Troubleshooting

VI. Project Duration

The project duration shall be one (1) year from the date of the issuance of the Notice to Proceed observing the schedule of delivery as stated below.

MILESTONES	DELIVERY PERIOD
Process Implementation Plan	5 calendar days from the date of the Notice to Proceed
Application Development (Software)	30 calendar days from the date of the Notice to Proceed
Training and Handover	7 calendar days
Project Support(Maintenance/ Warranty)	1 year

VII. Approved Budget For the Contract (ABC)

The Approved Budget for the Contract is PhP 2,500,000.00.

VIII. Basis of Payments

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Implementation Plan	Receipt of Document	15%
Project Turnover	Signoff from Identified Stakeholders	85%
TOTAL		100%

IX. Conditions and Penalties for Breach of Contract

A. Delivery

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.

The Service provider must deliver all system components within 1 month upon contract award. Failure to do so will be subject to penalties as prescribed by law.

B. Product Warranty

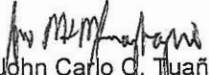
The following are the terms of the product/system warranty guaranteed by The Service provider:

- Software Component shall have one (1) year warranty upon implementation.
- User manual and installer (if necessary) shall be provided for software components.
- All hardware requirements are existing and to be provided by the Quezon City Government


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.

Recommending Approval:


John Carlo C. Tuafio
IT Staff - PAISD

Reviewed and endorsed by:


Mr. Engelbert Apostol
Department Head, PAISD

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