

TERMS OF REFERENCE (TOR)

SUPPLY AND DELIVERY OF TECHNICAL MAINTENANCE SERVICES OF THE QUEZON CITY QC-ESERVICES PORTAL

- I. **RATIONALE AND BRIEF BACKGROUND** – The QC-eServices portal has been providing online services to QCitizens since 2021. It is an adaptable platform that serves as the centralized entry point for all city services that go online. As more services go online, the portal needs to be updated to cater to an increasing digital footprint for QC LGU. The portal also needs to be updated to maintain protections against cyber-attacks and other intrusions.
- II. **PROJECT DESCRIPTION** – This bid is for a year of technical updates for the QC-eServices platform. The coverage includes upkeep to maintain current operations, as well as feature enhancements to allow for the addition of any systems QC LGU wants included to the portal. The bid includes the extension of technical support to third parties that QC LGU has commissioned to provide online systems that will make use of the portal.
- III. **PROJECT SCOPE OF WORK** – The system will have the following components:
 - i. Due Diligence:
 - a) The service provider will study all current features and modules of the portal and will document their results.
 - b) The service provider will conduct due diligence with all existing system developers who have web applications in the QC-eServices portal to scope out their maintenance needs for the year.
 - c) The service provider should not expect any support from the suppliers who previously maintained the portal.
 - d) The Quezon City Information Technology and Development Department (QC ITDD) will be available as resources for due diligence, but they may not be tapped to conduct any actual maintenance or upgrades to the portal.

- ii. Staffing: The service provider will provide the following resources for one (1) year:
 - a) Overall Program Manager
 - b) Senior Web Development Project Manager
 - c) Google Cloud Platform Server Administrator
 - d) Web Security Engineer
 - e) Quality Assurance and Testing Staff
- iii. Service Components:
 - a) Resolution and fixes for all technical bugs of the QC-eServices portal should and when they occur;
 - b) Technical support will be as follows:
 - i. Workdays from 8AM to 5PM, expect a response within the day or by next day
 - ii. Weekends and holidays, expect a response by next workday
 - c) Deliver 99.99% uptime for the QC-eServices portal
 - d) The service provider is also expected to provide technical support and feature enhancements for the following web applications currently running on the QC-eServices portal:
 - i. QCitizen ID online Registration and Application
 - ii. QC Vax Easy
 - iii. Pangkabuhayang QC
 - iv. Kalingang QC
 - v. Real Property Tax Online Payments
 - vi. Business One Stop Shop
 - e) The service provider will extend technical support to the following web applications to ensure that they continue to operate well for as long as they are part of the QC-eServices platform:
 - i. Civil Registry Online Services
 - ii. Building Permit One Stop Shop

- iii. Health Certificate and Sanitary Permit
- iv. SSDD Online Services
- v. QC Public Library
- vi. People's Corner

- f) The service provider will also provide technical maintenance and development for the following support systems:
- i. Tax Assessment Bridge server
 - ii. QCitizen Mobile App

IV. AREA OF COVERAGE – The project will cover QC-eServices and its associated web applications.

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 SEC or DTI 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 developed and delivered similar web application projects 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 company with SEC or DTI filing
 - c. The service provider must be filed with SEC or DTI 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 own headcount of software developers.
- 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 (refer to attached qualification requirements)
 - i. Overall Program Manager
 - ii. Senior Web Development Project Manager
 - iii. Google Cloud Platform Server Administrator
 - iv. Web Security Engineer
 - v. Quality Assurance and Testing Staff

VI. **TRAINING**

No training of end users required as this is a service contract.

VII. **AFTER SALES SUPPORT**

- a. One (1) year warranty for software bugs and fixes from date of acceptance.
- b. Technical support:
 - i. Workdays from 8AM to 5PM, expect a response within the day or by next day
 - ii. Weekends and holidays, expect a response by next workday

VIII. **PROJECT DURATION**

The project shall be for a period of one (1) year from the issuance of the Notice to Proceed.

IX. **DELIVERY SCHEDULE**

Sixty (60) calendar days upon issuance of the Notice to Proceed.

X. **APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for this Contract (ABC) amounts to Nine Million Eight Hundred Seventy-Five Thousand Pesos [Php 9,875,000.00] VAT inclusive.

XI. COST DERIVATION

Software Development Cost	
· Professional Registration Module	
· Checklist Generator Module	
· Pre-Evaluation Module	
· Technical Evaluation Module	
· Integration with other QC systems	
· System Architectural Module	
Technical and Customer Service Support	
Documentation, Training, End User Support, Maintenance	
TOTAL	

XII. BASIS OF PAYMENT

- a. Upon awarding of the maintenance project, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the service provider upon submission of listing of feature enhancements.
- b. Upon submission of the full report for the maintenance services, 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 compliance of the maintenance protocols of system as performance security.

XIII. 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.

XIV. 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

Noted:


ROWENA T. MACATAO
Chief of Staff

**TECHNICAL MAINTENANCE SERVICES OF THE QUEZON CITY QC-ESERVICES PORTAL
(Attachment for Manpower)**

Staff Complement

Staff Qualifications and Requirements

- a) Overall Program Manager
 - ✓ College Graduate preferably Electronics or Computer Engineer or Management Course
 - ✓ At least a year of experience as manager
 - ✓ With excellent leadership skills
- b) Senior Web Development Program Manager
 - ✓ Preferably a graduate of Information Technology or Computer Science
 - ✓ At least a year of experience as manager on the same level
 - ✓ Highly Skilled in Programming language
- c) Google Cloud Platform Server Administrator
 - ✓ Preferably has background in Information Technology and Cloud system
 - ✓ Skilled in Windows-Based technology
 - ✓ At least a year of experience in similar field of expertise
- d) Web Security Engineer
 - ✓ College Graduate preferably Electronics or Computer Engineer, Information Technology Course
 - ✓ At least a year of experience in Cyber Security
 - ✓ Mastery in Protocols of Data Privacy
- e) Quality Assurance and Testing Staff
 - ✓ Preferably has background in Information Technology or any Computer related Course
 - ✓ At least a year of experience in quality control and Software Development Lifecycle practices
 - ✓ Good problem-solving skills