

## **TERMS OF REFERENCE (TOR)**

### **SUPPLY AND DELIVERY OF TECHNICAL UPGRADES AND MAINTENANCE SERVICES OF THE ONLINE QUEZON CITY PORTAL**

#### **I. RATIONALE AND BRIEF BACKGROUND**

The central portal for providing online services to Quezon City residents is the QC-eServices platform. It allows for all online services to be accessed using a single login per user, providing usage history. When more online services are made available, the platform needs to be updated to accommodate more services across the shared resources.

#### **II. PROJECT DESCRIPTION**

The project involves updating the QC-eServices platform to integrate additional online services. Feature updates to ongoing online services are also included. The bid also includes coordinating a Vulnerability Assessment and Penetration Test for the core QC-eServices platform

#### **III. PROJECT SCOPE OF WORK - The system will have the following components:**

- i. Responsibility of the Service Provider:
  - 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 to properly monitor, but they may not be tapped to conduct any actual maintenance or upgrades to the portal.
- ii. 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. Scholars Registration System
  - ii. Alagang QC (Kalingang QC para sa Manggagawa)
  - iii. Pangkabuhayang QC phase 3 payout
- e) The service provider will extend technical support to the following web applications to ensure that they are integrated with the QC-eServices platform:
  - i. OVR Online Payment
  - ii. Market One Stop Shop
  - iii. QCitizen ID Query Portal
- f) The service provider will commission a fully documented Vulnerability Assessment and Penetration Test (VAPT) utilizing enterprise tools and will conduct mitigating actions based on the results.

#### 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 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 company 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.
  - f. All data captured by the system shall remain the property of the City, and the cloud-based storage that contains the data will be turned over to the City at an agreed upon date prior to the expiration or termination of the agreement with no additional cost to the city including program and must comply to DICT Cloud First Policy.
- 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:
    - i. Overall Project Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
    - ii. Senior Web Developer – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
    - iii. Cloud Server Administrator – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
    - iv. Web Security Engineer – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
    - v. Quality Assurance and Testing Staff – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field

#### 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. **DELIVERY SCHEDULE**

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

IX. **APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for the Contract (ABC) amounts to Fifteen Million Pesos Only [PHP15,000,000.00] VAT inclusive.

**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	
<b>TOTAL</b>	<b>15,000,000.00</b>

X. **BASIS OF PAYMENT**

- 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 acceptance of the start of the maintenance services, the procuring entity will release eighty-four percent (84%) of the total winning bid amount to the service provider.
- 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.

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 9184 and its revised Implementing Rules and Regulations.


XII. **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.

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