

TERMS OF REFERENCE

QUEZON CITY WEBSITE ENHANCEMENT, MAINTENANCE, AND RENEWING OF HOSTING FOR YEAR 2024

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 enhancing the capabilities of the 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 to make it more accessible to Persons With Disability (PWD).
- v. A text to speech feature will be implemented for pertinent articles to make it accessible for people with visual disability
- vi. The website will provide a flawless user experience for all website visitors.
- vii. The website will be debugged of existing bugs and errors.
- viii. The chatbot will be updated to improve engagement and answer Frequently Asked Questions by the citizens of the City.
- ix. The system vendor will constantly retrain the chatbot to reflect the latest FAQ's provided the end-user.
- x. The chatbot will be able to handle queries both in English and Tagalog.
- xi. The chatbot can handle both conversational and menu-based queries.
- xii. The chatbot will also be deployed in the City's Facebook channel.
- xiii. The website will implement industry standard measures to protect user data and mitigate unauthorized access. A firewall will be implanted for secured cloud connection.

- xiv. The hosting of the website will be transferred from the existing service provider to the new vendor without additional cost to the City.
- xv. The website will be maintained for one (1) year and subject to renewal thereafter. A minimum of 16 GB memory, 4 virtual CPU, and 250 GB storage will be allocated for the website. Additional server with the same specifications (16 GB memory, 4 virtual CPU, and 250 GB storage) and a load balancer will also be provided.
- xvi. Website plugins will be constantly updated to the latest versions during the duration of the hosting.
- xvii. The website will be tested weekly for Vulnerability and Penetration and should pass said tests.
- xviii. The website will allow daily backups of the code and database.
- xix. The system will conform with applicable data privacy laws.
- xx. 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.
- xxi. The system vendor will provide the necessary training for identified personnel of PAISD.
- xxii. Register the subdomain to the DNS service provider.

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 a duly registered corporation with SEC filing or DTI registration.
- 3. The bidder must be duly registered under the National Privacy Commission.
- 4. The system vendor must have had a previous deployment of an enterprise level website for an entity whose number of departments is comparable to that of Quezon City's.
- 5. The bidder must conform/abide with the DICT Philippine government's Cloud First Policy.

B. Organization

- 1. The service provider must have their regular employee pool of software developers 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.
3. The service provider will guarantee that the system will abide with the Data Privacy Act of 2012 to ensure that the personal information is protected.

C. Training

The service provider will provide all necessary training for usage, administration, and management of the system to at least 5 users from PAISD/ITDD within seven (7) days upon Project turnover.

- Usage and operating the system
- Maintenance
- Troubleshooting

VI. Project Duration

The project duration shall be one (1) year from 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 issuance of the Notice to Proceed
Application Development (Software)	60 calendar days from the issuance 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 Three Million Two Hundred Thousand Pesos (PHP 3,200,000.00) only.

VIII. Basis of Payments

MILESTONES	ACCEPTANCE CRITERIA	PERCENTAGE BILLING
Project Implementation Plan	Receipt of Document	15%
Project Turnover	Signoff from Identified Stakeholders	84%
Retention		1%
TOTAL		100%

IX. Conditions and Penalties for Breach of Contract

A. Delivery

The failure of The Service provider to perform any of the obligations or covenants provided in this Section shall constitute a breach and shall make it liable for damages, without prejudice to the right of the CITY to seek other remedies as may be allowed by law.

The Service provider must deliver all system components within 60 calendar days upon issuance of Notice to Proceed. 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 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.

Prepared by:


John Carlo Tuaño
IT Staff – PAISD

Recommended by:


Mr. Paul Rene Padilla
Department Head – ITDD

Noted by:


Mr. Engelbert Apostol
City Government Department Head III - PAISD