

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

### **TECHNICAL MAINTENANCE AND SYSTEM UPGRADE SERVICES FOR QUEZON CITY CIVIL REGISTRY BIRTH REGISTRATION ONLINE**

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

The Quezon City Birth Registration Online Portal was initially launched in 2022 as a digital solution to streamline and modernize the birth registration process for birthing facilities and citizens of Quezon City. It aimed to provide a convenient and efficient means for birthing facilities and citizens to simply submit birth registration. The portal introduced a range of services, such as online submission of birth registration forms and certified true copy request. Since its inception, the portal has served as an essential tool for birthing facilities in Quezon City, reducing the need for in-person visits to civil registry office and offering a more accessible and time-efficient alternative.

However, as with any digital service, continuous technical maintenance is essential to address evolving challenges and keep the portal running smoothly. This includes regular updates, security patches, system optimization, and the incorporation of new features or improvements to enhance the user experience. The technical maintenance of the portal is overseen by a dedicated team of IT professionals and administrators who work closely with Civil Registry Department to ensure that all aspects of the system, from user authentication to data protection, are in compliance with the latest standards and regulations.

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

This bid is for a year of technical updates for the QC Birth Registration Online (QC BRO) platform. The coverage encompasses the maintenance and upkeep required to sustain the current operations of the portal.

#### **III. PROJECT SCOPE OF WORK**

##### **i. Technical Maintenance**

- a. The service provider shall conduct regular updates in the system integrating the latest security patches, bug fixes, and feature enhancements.
- b. The service provider shall conduct a quarterly system performance assessment to identify optimization opportunities.
- c. Technical Support
  - Resolution and fixes for all technical bugs of the QC BRO portal should and when they occur;
  - Technical support will be as follows:
    - Workdays from 8AM to 5PM, expect a response within the day or by next day
    - Weekends and holidays, expect a response by next workday

- ii. Security
  - a. The application must employ strong encryption protocols, such as SSL/TLS (Secure Sockets Layer/Transport Layer Security), to protect data during transmission. This ensures that data exchanged between the application and users is encrypted, making it more resistant to interception and tampering.
  - b. The server should have up-to-date antivirus and anti-malware measures with updated security software to detect and mitigate the risk of viruses or malicious software that could compromise the system's integrity.
  - c. The server should only enable necessary ports and ensure that they are secured. Restrict access to ports that are not essential for the application's functionality. Implement firewalls and access controls to prevent unauthorized access through open ports.
  - d. The service provider must conduct a thorough Vulnerability Assessment and Penetration Testing (VAPT) process to identify and address potential vulnerabilities in the system. This testing will include both automated scanning tools and manual testing to ensure the robustness of the security measures.
- iii. Upgrades and Enhancements - The project will include significant upgrades and enhancements with a focus on the following areas:
  - a. User Interface (UI) - The UI will undergo improvements to enhance user experience, including a more intuitive design and improved navigation.
  - b. Performance - Process improvements will be taken to optimize system performance, ensuring faster response times and efficient resource utilization.
  - c. Feature Functionalities - Enhancements will be made to feature functionalities, addressing user needs and incorporating additional capabilities to improve overall system functionality.
- iv. One (1) Year Cloud Subscription
  - a. Continuation of the cloud server subscription, to provide a seamless and uninterrupted cloud infrastructure for the sustained growth and long-term stability of the system. The ongoing cloud subscription will be managed efficiently to accommodate evolving system needs, updates, and expansions, ensuring the sustained success of the system in the cloud environment.
- v. System and Database Backup
  - a. Daily backups shall be performed to capture changes and updates made to the system each day. Daily backups will be scheduled during off-peak hours to minimize any potential impact on system performance and user experience.
  - b. Weekly full backups shall be conducted to create comprehensive snapshots of the entire system. Weekly full backups will be scheduled during a specified maintenance window to ensure minimal disruption to regular operations.
  - c. External Backup Storage - To enhance data redundancy and disaster recovery capabilities, external backups will be stored in the backup server of the Civil Registry. This external backup storage serves as an additional layer of protection, ensuring that critical data is securely preserved in a separate location.

IV. AREA OF COVERAGE – The project will cover QC BRO applications and web services.

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/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. The service provider must have a 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 duly registered under National Privacy Commission.
  - d. 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 - The service provider will provide the following resources for one (1) year:
  - a. Overall Program Manager (1) - Responsible for overseeing the entire project, coordinating team activities and technical support.
  - b. Senior Web Development Project Manager (1) - Shall lead the web development team, manages system requirements, allocates resources, and ensures the team meets project requirements.
  - c. Web Hosting Server Administrator (1) - Shall manage the configuration, maintenance, and optimization of web hosting servers, ensuring server availability and reliability.
  - d. Web Security Engineer (1) - Will focus on safeguarding the system from security threats, conducting assessments, implementing security protocols, and ensuring compliance.
  - e. Quality Assurance and Testing Staff (1) - Responsible for ensuring the overall quality of system through test planning, execution, defect identification, and collaboration with the development team.

TRAINING

There will be a set of training for CCRD staff/users for Transaction Management System (TMS) and a separate training to birthing facilities (Hospital and Lying-in Clinics) for the new features and enhancements of the QC BRO Portal.

- a. Training and Manuals
  - Training on enhancements and new features.
  - Classroom Training for one (1) day to CCRD personnel
    - Number of CCRD personnel to be trained: One (1) Division Chief, (1) Registration Officer IV, One (1) Registration Officer II, One (1), Assistant Registration Officer, Two (2) Clerk III
  - User Manuals

VI. 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

VII. PROJECT DURATION

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

VIII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract (ABC) amounts to **FIVE MILLION PESOS** [5,000,000.00] VAT inclusive.

COST DERIVATION

Description	Cost
Due Diligence, Technical Maintenance, Security, System and Database backup, Professional Fees	2,300,000.00
Upgrades and Enhancements	1,500,000.00
One Year Cloud Subscription	1,200,000.00
<b>TOTAL</b>	<b>5,000,000.00</b>

IX. BASIS OF PAYMENT

- a. Upon submission of the delivery of the Project Management Plan, the procuring entity will release fifteen percent (15%) of the total winning bid amount to the service provider.
- b. Upon deployment of the system upgrade and enhancements, the procuring entity will release thirty percent (30%) of the total winning bid amount to the service provider, including the following:

- Knowledge Transfer / Training
- c. Upon deployment of the system security improvements, the procuring entity will release fifty-four percent (54%) of the total winning bid amount to the service provider, including the following:
  - Knowledge Transfer / Training
- d. 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.


X. 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.

XI. 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 section 53 (d) of RA 9184 and its IRR.

Reviewed and endorsed by:

  
ATTY. PAOLO CARLO B. BRILLANTES  
Chief Administrative Officer

Approved by:

  
MR. SALVADOR CARINO, JR.  
City Civil Registrar &  
City Civil Registry Department