SANGGUNIANG PANLUNGSOD – LUNGSOD QUEZON

TERMS OF REFERENCE

PROPOSED DESIGN AND DEVELOPMENT OF QUEZON CITY COUNCIL WEBSITE with USER's PORTAL AND DATA MIGRATION

I. **RATIONAL AND BRIEF BACKGROUND**

   A. **Background**

The Quezon City Council or the "Sangguniang Panlungsod" is the legislative body of the Quezon City Government. It was originally created on October 12, 1939 pursuant to the provisions of Section 11 of Commonwealth Act No. 502, otherwise known as "An Act to Create Quezon City."

Vision: A policy-making-council tasked to formulate laws that will alleviate the perennial poverty problem and improve living conditions.
Mission: To embark on new innovations that will further pursue and uphold the principles of good governance.

   B. **Rationale**

To promote openness, accountability, engagement, and accessibility in local governance, with the ultimate goal of strengthening democracy and improving the quality of representation for residents.

II. **PROJECT DESCRIPTION**

General Objective

To enhance its overall functionality in terms of user experience, accessibility, flexibility, scalability, web manageability, security, and alignment to modern digital standards in order to become a more efficient and engaging platform that meets the needs of its end users.

   A. **Design & Development of Quezon City Council Website with User's Portal & Data Migration**

      1. **Specific Objective** To provide a web application with the following functionality:

         a) **FRONTEND**

           (1) **Home Page** - This is the default page that loads when a user visits the website domain. It serves as a gateway to the rest of the site, providing an overview and navigation to various sections and content.

           (2) **About Us Page** - A page that provides information about the organization, company, or individual behind the website. It is a common page found on many websites and serves as an introduction to the website's purpose, mission, profiles, background and award.

           (3) **Codified Ordinance** – A webpage that contains a collection or compilation of the official laws and regulations of a particular jurisdiction. It is a centralized and organized repository of legal statutes, ordinances, bylaws, and rules that have been enacted by the governing body of a city, county, or municipality.

           (4) **City Ordinance** – a dedicated section that contains information about the local laws and regulations established by a city or municipality. This page provides a user-friendly search and filtering feature in which a user can easily find specific ordinances either by author, city council, date, approved number, proposed number or by specific keywords and topic. These ordinances are specific to a particular city and are typically created by the city council or a similar governing body. The purpose of a

City Ordinance page is to provide residents, businesses, and visitors with easy access to the city's laws and regulations.

    (a) **Proposed Ordinances** - A dedicated webpage that contains the ongoing proposed city ordinances wherein the users can freely leave a comment or feedback for the admin and are not visible publicly.

(5)   **City Resolutions** – A webpage that contains a collection of resolutions passed by a city government or municipal authority. Resolutions are official statements or decisions made by a governing body, such as a city council or municipal board. This page may include a list of resolutions categorized by date, topic, or other relevant criteria. This page provides a user-friendly search and filtering feature in which a user can easily find specific resolutions either by author, city council, date, approved number, proposed number, or by specific keywords and topic. These resolutions can cover a wide range of subjects, including public policies, regulations, zoning changes, budget approvals, land use decisions, and more.

    (a) **Proposed Resolutions** - A dedicated webpage that contains the ongoing proposed city resolutions wherein the users can freely leave a comment or feedback for the admin and are not visible publicly.

(6)   **Agenda Page** - A web page that provides an outline or schedule of events, topics, or activities planned for a specific occasion, such as a conference, meeting, or seminar. It serves as a guide for attendees to understand the order and timing of different sessions or presentations.

(7)   **Schedules Page** - A specific page on a website that displays schedules or timetables for various events, activities, or services. It is commonly used by organizations, businesses, or educational institutions to provide their visitors or customers with up-to-date information about the timing and availability of certain events or any other time-related information.

(8)   **Main Pages**

    (a) Vice Mayor - A page about the individual currently serving as the Vice Mayor, including their name, background, and political affiliation. The page may also provide information on their role and responsibilities within the local government, as well as any committees or boards they participate in.

    (b) Councilors Profile - this page contains a brief history and background of each of the councilors, including their contact information, educational attainment, qualifications, service records, organizations and affiliations, achievements and recognitions, authored ordinances and resolutions, projects and programs, and a gallery of programs and events organized or attended by the councilor.

    (c) Ex-Officio - Refer to a page that provides information about individuals who hold certain positions on the website or within an organization, based on their existing roles or affiliations.

    (d) City Secretary - A web page dedicated to providing information about the City Secretary's office or department of a specific city or municipality.

    (e) District Pages - Displays individual pages per district, containing information about each district's brief history and each connected official.

(9)   **Other Pages**

    (a) Legislative Report -A page on a website typically refers to a section or page dedicated to providing information and updates about legislative

activities. It serves as a platform for sharing reports, summaries, analyses, and news related to legislative actions, bills, and policies.

(b) Sister Cities - Displays general information for both local and international sister cities containing information such as name of the city, address, website URL, related resolutions and other signed agreements and affirmations.

(c) Glimpse of Success - This page displays a gallery or fleet of moments showing the essence of accomplishments and achievements. It is like a snapshot in time where hard work, dedication, and perseverance converge to create success.

(10) Gallery

(a) Photo Gallery - a section or page dedicated to displaying and organizing a collection of photographs or images. It provides a visually appealing way for website visitors to browse through and view the pictures.

(b) Video Gallery - a web page or section that displays a collection or selection of videos. It serves as a centralized location where website visitors can browse through and view various videos. The videos in the gallery can be related to a specific topic, theme, or purpose depending on the website's focus.

(11) Banners and Widgets – Contains important information such as announcements, events, social media widgets and other important text content and quick links.

(12) Downloadable Forms and Files - Refers to a section or page where users can access and download various forms and files provided by the organization. These forms and files can be in different formats such as PDF, Word documents, Excel spreadsheets, or other types of downloadable files.

(13) Contact Us - Allows the user to contact website administrators for any inquiries. Contact details are also displayed on this page.

(14) Certified True Copy - an add-to-cart function where the user can request a Certified True Copy of the Resolutions & Ordinances. It displays the number of pages, the price per page, the delivery method as well as the required information fields that the users need to input.

b) **BACKEND**

(1) Dashboard - Allows users to have a quick view of the websites' current summary of key information

(2) Page Content Management - Allows administrators to manage content of frontend pages. It (CMS), comes with Rich Text Editor for easy updating of website content. It also includes Image Editor for managing and uploading unlimited photos (within site size) and inserting into the content area for optimum content display.

(3) Data Manager – This includes migration of all data from existing website including but not limited to ordinances, resolutions, etc. since its inception.

(a) District Data Management - designed to facilitate efficient and organized management of data related to districts, it contains essential information about each district such as district name, demographics, population, area, administrative divisions, personnel

and officials and any other relevant details. It provides an interface to add, edit and delete district records.

(b) Officials Profile Management - designed to facilitate efficient and organized management of data related to officials and officers per district, it contains essential information about each official such as name, contact information, office address, educational background and qualifications, achievements and recognitions, public service records, organizations and affiliations, seminars and trainings attended, designations and committee assignments, authored and co-authored ordinances and resolutions, projects and programs, and photo gallery of related activities. It provides an interface to add, edit and delete officials profile records.

(c) Ordinance Data Management - designed to facilitate efficient and organized management of data related to city ordinances. It serves as a centralized repository for all ordinances, stored in PDF format. The ordinances are categorized based on their scope of responsibility, allowing for easy navigation and reference. Additionally, the system provides information about the officials who authored each ordinance through accessible links. It offers a user-friendly interface that enables the addition, editing, and deletion of ordinance records.

(d) Resolutions Data Management - designed to facilitate efficient and organized management of data related to city resolutions. This serves as a repository for all resolutions in PDF format along with the other information such as proposed and approved number, title and author. Resolutions are organized categorically by nth city council. It provides an interface to add, edit and delete resolutions records.

(e) Agenda Data Management - designed to facilitate efficient and organized management of data related to agenda. This serves as a repository for all agenda in PDF format stored on a cloud server. This module provides archiving functionality with an interface to add, edit and delete agenda records.

(f) Schedules Data Management - this module is used to manage display of schedules for Regular Sessions, Committee on Laws, Rules & Internal Government, Committee meetings, Special Sessions and other related events or sessions.

(g) Sister Cities Data Management - provides features to manage content of Sister City page on the front end. This will store records of both International and Local sister cities such as City name, address, website URL, resolutions and related agreements and affirmations.

(4) **Files Management** – provides features to manage files efficiently and securely. Files can be restricted to different sets of users and can be linked from pages with file download feature.

(5) **Media Management** – provides features to manage photos and videos for gallery, it also provides function to archive and set view permissions

(6) **User Account Management** - Allows administrators to add, edit, delete and view user accounts and assign access levels and permissions to corresponding Users.

(7) **Feedback Data Management** - Allows administrators and staffs to manage and review the feedback and comments sent by the users through the interactive page of Proposed Resolutions & Ordinances.

c) **FEATURES**
   (1) Responsive design across different platforms and devices
   (2) Intuitive design and user experience
   (3) Search Engines-optimized
   (4) Fast page and resource loading
   (5) Web security with SSL and Web Application Firewall

III. PROJECT SCOPE OF WORK

A. Project Management Plan
   1. Project Implementation Planning
   2. System Design, Development and Deployment
   3. User Acceptance and Regression Testing
   4. Knowledge Transfer Training

B. Deliverables
The project shall cover the delivery of services for setup and configuration, development and customization, testing, deployment, documentation, training and implementation of the system which includes the following:
   1. Project Management
      . Software Requirements Specification – SRS
      a. System Development
      b. Quality Assurance Testing
      c. User Acceptance Testing
      d. Deployment and Implementation
   2. Project Documentation
   3. Functional, Technical and User Trainings
   4. User's Manual
   5. Maintenance – three (3) years
   6. Warranty and Support – 3 years warranty
   7. Backup and Restoration (as needed)

C. Technical Requirements

1. End Users - Web Administrators & Editors
The web application requires any user to use the latest version of web browser such as Mozilla Firefox, Google Chrome, and any other major web browser that is capable of supporting HTML5. Stable internet connection is also a must with minimum download speed of 10mbps - 20mbps.

2. Web Application and Database Hosting Platform- 3 years subscription
   a) Cloud Web Services Server Architecture
   b) Two active web application servers located on different availability zone
   c) Eight auto-scaling web application servers
   d) One Database Instance with redundant backup located on different zones
   e) Files and Media storage on Cloud
   f) Content Delivery Network
   g) Application Load Balancer
   h) Web Application Firewall
   i) Cloud Monitoring System
   j) Security and Backup Management System
   k) All gathered data, source code, will be owned by the Quezon City Government.

3. Web Application Framework
It must be built with one of the top PHP frameworks (Laravel, Symphony, Codeigniter, Zend, etc.) combined with the latest frontend frameworks and libraries (React, Vue, Angular, Express, Bootstrap, etc.).

4. Software Specification / Server Application
   a) Linux Ubuntu Operating System (latest stable version)
   b) SSL Certificate
   c) Firewall software
   d) Antivirus and Antimalware software
   e) Domain Registration (.com.ph, .ph)
   f) LAMP technology (Linux, Apache, MySQL and PHP)

IV. AREA OF COVERAGE
A. Managed Services
   1. Project Management
      a) Staging and Production Environment Setup
      b) File Versioning and Repository Setup
      c) Project Management Tool Utilization
      d) Progressive Updates and Reporting
   2. Development, Deployment and Security
      a) System Development and Deployment
      b) System Security Management
      c) Performance Monitoring and Reporting
      d) Server Management
      e) Daily Database Backup
   3. Training and Manuals
      a) The system will come with a hard and soft copy of the manual and an online help feature that will include the different functions and components of the system that is allowable to be accessed by every certain type of user.
      b) The code will be fully documented per module in order to maintain consistency, ease of maintenance and proper debugging.
      c) A readme file will also be provided to describe the general logic of the system and the code.
      d) Classroom / Virtual Training
         (1) Four (4) hours training per session
         (2) Training session includes the following:
            (a) Thorough navigation throughout the public and private pages of the website.
            (b) Dashboard and User Management
            (c) Page and Content Management - introduction and best practices on managing contents from the administration panel.
            (d) Data Management - maximizing the benefits of the main modules that drive the main contents of the website (ordinances, resolutions, schedules, agenda, districts, officials, councilors, etc.)
         (3) Classroom or virtual training session - In order to ensure proper health protocols classroom or virtual training may be conducted based on the need and requirements of administrators (end-user).
         (4) Additional training hours and sessions – as the need arises, follow-up training will be provided through virtual assistance (zoom, skype or viber).
   4. Software Warranty, Maintenance and Support
      a) Support

SUPPORT SERVICE	LEAD TIME / FREQUENCY / AVAILABILITY
Telephone / Remote Support (Email / SMS / Messenger)	8/5
On-site Server Support	within 24 hours
Regular Server Check-up	Monthly
Remote Response to Logged Calls / SMS / Messenger	within 8 hours
On-site Response to Critical calls	within 8 hours

      b) Data Backup and Recovery
      c) Maintenance - Three (3) years coverage after full acceptance of the project.

5. Project Documentation Requirements The Supplier or Contractor shall deliver the following, for review and approval, if applicable:
   a) Non-Disclosure Agreement
   b) Server or Hosting Architecture
   c) User's Manual

V. PROJECT STANDARDS AND REQUIREMENTS The following are the minimum qualifications and requirements for the Contractor:

A. **Organization / Supplier / Contractor Responsibilities (see Section V.B for Number of Personnel required and qualification)**
   1. The Supplier / Contractor shall have a qualified and experienced IT team who will provide services in the development, implementation, optimization, bug fixes and maintenance of the above Web-based System.
   2. The Supplier / Contractor shall ensure that all files and programs are regularly backed up on a monthly basis.
   3. The Supplier's / Contractor's team is expected to conform to the rules, regulation, safety and health protocols of the City and the Department.
   4. The Supplier / Contractor shall ensure the absolute confidentiality of information, documents or records acquired in the course of or as an incident to this project. It shall not use or disclose to any person, firm or corporation any information hereto acquired for its benefit or to the detriment of the Local Office.
   5. The Supplier / Contractor shall ensure that the system shall abide by the Data Privacy Act of 2012 to ensure that the personal information of surrenderers is protected.

B. **Manpower**
   The Project Contractor shall provide Professional Services
   1. **PROJECT MANAGER (1)** - main contact person and spearheads the development of the project.
      a) Qualifications:
         (1) **Experience in Project Management:** Five (5) years of proven experience in managing web development or design projects to ensure familiarity with the complexities of different projects.
         (2) **Technical Knowledge:** Basic proficiency in web technologies and design tools to understand the technical aspects and communicate effectively with the team.
         (3) **Communication Skills:** Excellent verbal and written communication skills to facilitate clear communication with clients, stakeholders, and team members.
         (4) **Leadership Skills:** Strong leadership abilities to guide and motivate a cross-functional team, ensuring collaboration and maintaining morale.
         (5) **Planning and Scheduling Expertise:** The ability to create detailed project plans, schedules, and timelines, ensuring projects are completed on time and within budget.

   2. **SYSTEM ANALYST (1)** - identifies and develops functionalities and modules of the system by using design techniques and implementation.
      a) Qualifications:
         (1) **Analytical Skills:** Ability to analyze business requirements and user needs to create detailed specifications for web development projects.
         (2) **Technical Proficiency:** In-depth knowledge of web technologies (HTML, CSS, JavaScript, databases, server-side languages) and software development methodologies.
         (3) **Communication Skills:** Excellent verbal and written communication skills to effectively gather requirements from stakeholders and communicate technical information to non-technical team members.

          (4)   **Detail-Oriented:** Ability to create precise and comprehensive documentation, including system specifications and use cases.

          (5)   **Business Acumen:** Understanding of business operations and objectives to align technical solutions with organizational goals.

3. **SOFTWARE ENGINEERS (3)** - applies software engineering techniques and knowledge in system design, development, testing and deployment.
   a) Qualifications:
      (1) **Proficiency in Web Technologies:** Expertise in HTML, CSS, JavaScript, and modern web development frameworks (e.g., React, Angular, Vue.js).
      (2) **Backend Development Skills:** Strong knowledge of server-side languages and frameworks (e.g., Node.js, Python, Ruby on Rails, PHP) and database management (SQL and NoSQL).
      (3) **Problem-Solving Ability:** Excellent problem-solving skills to debug issues, optimize performance, and implement effective solutions.
      (4) **Version Control Experience:** Proficiency in using version control systems like Git for code collaboration and management.
      (5) **Understanding of UI/UX Principles:** Awareness of user interface and user experience design principles to create intuitive and responsive web applications.

4. **DATABASE ADMINISTRATOR (1)** - designs and creates structure of the database systems of the project.
   a) Qualifications:
      (1) **Database Management:** Expertise in database management systems (DBMS) like MySQL, PostgreSQL, MongoDB, or Oracle.
      (2) **Performance Optimization:** Ability to optimize database performance through indexing, query optimization, and efficient schema design.
      (3) **Security and Data Protection:** Strong knowledge of database security practices, including encryption, access controls, and regular security audits.
      (4) **Backup and Recovery:** Proficiency in setting up and managing database backup and recovery processes to ensure data integrity and availability.
      (5) **SQL Proficiency:** Advanced skills in writing and optimizing SQL queries for data retrieval, manipulation, and reporting.

5. **SYSTEMS ADMINISTRATOR (2)** - for the setup and configuration of the system that includes server security and backup.
   a) Qualifications:
      (1) **Server Management:** Expertise in managing and maintaining web servers, including Apache, Nginx, and IIS.
      (2) **Network Configuration:** Proficiency in configuring and managing network infrastructure, including firewalls, routers, and switches.
      (3) **System Security:** Strong knowledge of system security practices, including firewall configuration, intrusion detection, and regular security updates.
      (4) **Troubleshooting and Support:** Excellent problem-solving skills to diagnose and resolve hardware, software, and network issues promptly.
      (5) **Automation and Scripting:** Proficiency in scripting languages (e.g., Bash, PowerShell, Python) to automate routine tasks and streamline system management.

6. **QUALITY ASSURANCE OFFICER (2)** - responsible for monitoring, inspecting and proposing measures to correct and improve the project in order to meet established quality standards.
   a) Qualifications:

(1) **Testing Expertise:** Proficiency in creating and executing test plans, test cases, and automated tests to ensure website functionality and performance.
(2) **Bug Identification and Reporting:** Strong skills in identifying, documenting, and reporting bugs and issues clearly and accurately to the development team.
(3) **Knowledge of Testing Tools:** Experience with testing tools and frameworks, such as Selenium, JIRA, or TestRail, for managing and automating test processes.
(4) **Understanding of Web Technologies:** Familiarity with web technologies (HTML, CSS, JavaScript) and their impact on user experience to effectively test and evaluate website performance.
(5) **Attention to Detail:** Meticulous attention to detail to ensure that all aspects of the website are thoroughly tested and meet quality standards.

C. Training

The training (classroom and virtual training) will involve portal run-through and familiarity with the system's features. Training manual or user guide will be provided.

PERSONNEL TO BE TRAINED:
1. **Tricycle Franchising Board Department - 1**
2. **Office of the Vice Mayor - 10**
3. **City Secretary's Office - 2**
4. **ITDD - 2**
5. **City Council Staffs - 38**
6. **City Treasurer's Office - 2**
7. **QC E-Services Staff - 2**
   Total: 57 Personnel

VI. PROJECT DURATION

Project Duration is for a period of **thirty (30)** calendar days upon the issuance of Notice to Proceed (NTP). Cloud Hosting Subscription and Maintenance is a period of three (3) years from the date of project completion and launching or website and system.

Contractor and End-User are committed to work together to be able to finish the project on or before its timeline schedule from awarding of the project. Contractor and the End-User shall work collectively to complete the website and system in a commercially reasonable manner and timeline. The End-User understands that submissions or supply documents including but not limited to references, files, sample reports including payment and instruction for all system modules contracted for must be within the planned schedule unless otherwise noted and agreed by both Parties.

Coordination of both Parties is expected to be on a regular basis during the Planning, Conceptualization, Design, Development, Quality Assurance and up to the Project Turn-over. End-User is expected to provide as much instruction, direction, review and approval of the system during all the Phases of the Project Development.

In case of delay of delivery (except those delay resulting from acts beyond the control of contractor, including, but not limited to, force majeure, strikes, riot, acts of war, epidemics, fire etc.), Php1,000.00 per day will be levied and collected as penalty from the contractor.

VII. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the PROPOSED DESIGN AND DEVELOPMENT OF QUEZON CITY COUNCIL WEBSITE with USER's PORTAL AND DATA MIGRATION, inclusive of taxes, such as, but not limited to value added levies and duties is P10,000,000.00 only. Any and all taxes, charges, imposts and other legal exactions due or that may become due under this contract shall be for the account of the Supplier / Contractor. The implementing agency shall withhold applicable withholding taxes, if any, from its payments to the Contractor in accordance with the requirements of the law.

No Price Adjustment
The Project Cost shall be fixed and there shall be no price adjustment applicable to the duration of the contract except when the operations costs are increased by more than 10% as a result of any extraordinary circumstances as determined by the National Economic Development Authority (NEDA). Pursuant to the provisions of RA 9184 and its IRR on contract price escalation, all contract price escalation shall be approved by the Government Procurement Policy Board (GPPB).

VIII. BASIS OF PAYMENT – Full payment upon delivery and installation

IX. PENALTIES FOR BREACH OF CONTRACT
Failure to deliver the services according to the standards and requirements set by the City shall constitute an offense and shall subject the Contractor to penalties and/or liquidated damages pursuant to RA 9184 and its revised Implementing Rules and Regulations.

X. CANCELLATION OF TERMINATION OF CONTRACT
The guideline contained in RA 9184 and its Revised Implementing Rules and Regulations (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 a cause, it may enter into negotiated procurement pursuant to Section 53 (d) of RA 9184 and its Implementation Rules and Regulations (IRR).

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