TERMS OF REFERENCE

WEBSITE MAINTENANCE, CLOUD SERVER MAINTENANCE, SUBSCRIPTION, AND SUPPORT FOR THE QUEZON CITY GENDER AND DEVELOPMENT (QC GAD) INTEGRATED MANAGEMENT INFORMATION SYSTEM

I. RATIONALE AND BRIEF BACKGROUND

This comprehensive approach to IT management encompasses three critical aspects: Web Maintenance, which focuses on sustaining the optimal functionality and security of the GAD system; Server Subscription, ensuring a reliable and scalable hosting infrastructure that adapts to evolving data and user requirements; and Server Maintenance, which guarantees uninterrupted system operation through proactive issue resolution and regular updates, safeguarding optimal health and security. Together, these elements form a robust framework for sustaining the effectiveness, efficiency, and security of the GAD system's ongoing operations.

II. PROJECT BACKGROUND AND CONTEXT

- Web Maintenance:
  - Ensures the continued smooth operation and performance of the existing GAD system.
  - Addresses bugs, updates features, and implements security patches to protect sensitive data.
  - Maintains user experience and system usability, fostering continued adaptation and efficiency.

- Server Subscription:
  - Provides reliable and scalable hosting infrastructure for the QC Gender and Development Integrated Management Information System, which includes the Children in Need of Special Protection and the Social Services Development Department
  - Accommodates the growing data storage needs and user traffic as the systems expand and reach new agencies.
  - Offers flexibility and adaptability to scale resources up or down as needed, optimizing efficiency and cost.

- Server Maintenance:
  - Guarantees uptime and availability of the systems, minimizing downtime and disruption to critical data access and operations.
  - Proactively identifies and resolves potential server issues before they impact the systems' performance and accessibility.
  - Ensures optimal system health and security by applying updates and patches to the server infrastructure.

III. **PROJECT SCOPE OF WORK**

The winning bidder/ contractor must fulfill all the requirements and specifications stated below:

A. **Deliverables**

The project shall cover the delivery of services for planning, designing, development, testing, deployment, documentation, training and implementation of the system which includes the following:

a. Website Maintenance – One (1) year Maintenance and Support to Management Information System – to ensure that the System retains all full functionality and conforms to the specifications, the service provider will fix the bugs for free during the warranty period of One (1) year from the date of awarding.

b. Cloud Server Subscription for One (1) year

c. Cloud Server Maintenance for One (1) year

d. Physical Server Maintenance for One (1) year

B. **WEB HOSTING, MAINTENANCE AND SUPPORT FOR ONE (1) YEAR**

a. Web Hosting Subscription

b. Server Maintenance

c. System Maintenance

d. Security Updates

e. Bug fixes

f. Software Updates

g. Tech support
  i. Phone
  ii. Email
  iii. Remote Access Support anytime
  iv. Consultation includes 8 hours per day, 5 days a week, 9am to 6pm (Excluding Holidays)

h. Personnel Assigned
  i. One (1) Account Executive
  ii. One (1) Technical Personnel - Software Engineer

i. 24/7 Server uptime

C. **Web Hosting Specifications:**

a. Web Hosting: Elastic IP (AP-Southeast 1(Singapore), dedicated server, dynamic BGP, 1 Mbit/sx 1:1PC

b. Relational Database Service (Database Engine storage, MySQL 5.7, single, general-enhanced, 2 vCPU 8GB, Ultra high I/O 40B)

c. Simple Storage Services (S3) (Storage Package 1TB, Internet Outbound Traffic 5GB)

d. Elastic Cloud Server 2 (XS6, General computing, T3 Large, 2vCPU 8GB, Ubuntu 20.04 server 64but, High I/O 40GB)

SOFTWARE STACK		
Item	**Technology**	**Version**
Operating System	Ubuntu Server	20.04 LTS
Database	MySQL	8.0.24
Web Server	Nginx	1.20.2
Programming Language (Backend)	PHP	7.4 / 8
Framework (Backend)	Laravel	8
Programming Language (Frontend)	HTML/CSS/JS	
Framework (Frontend)	NextJS	13

IV. PROJECT STANDARDS AND REQUIREMENTS

A. Minimum qualifications and requirements for the contractor

In addition to the activities listed under Part II of this TOR, the Service Provider is also expected to submit/ produce the following reports/ outputs/ deliverables when required by client:

1. Directly report to the Quezon City GAD Office, or its designated staff, on the plan of action and timing of the deliverables

2. Compliant to DICT Philippine Government's Cloud First policy (Latest Version).

3. Ensure that the quality of the Service Provider satisfies the following:

   a. Duly registered business in the Philippines with audited financial statements starting at least two (2) years from the date of the bidding.

   b. The BIDDER shall be a firm/company with the following experience and qualifications:

      i. Must be operational for at least five (5) years.

      ii. Must have similar developed software with Data Management System and must have maintained similar to this project within the last three (3) years product as Data Management System created before.

      iii. Must have a full-time software development team.

      iv. Must have a working prototype relative to the Gender Awareness and Development of Integrated Management Information System.

      v. The BIDDER must have successfully completed, supplied, delivered, installed, tested and commissioned a databank system for a Gender Awareness and Development Integrated Management Information System (GAD-IMIS) platform to a local government unit (LGU) or private sector.

      vi. The BIDDER should be registered to the National Privacy Commission.

      vii. The BIDDER shall ensure that the system shall abide to Data Privacy Act of 2012 and ensure that personal information is protected.

      viii. The BIDDER must provide a valid Data Universal Numbering System associated with their organization. This number should be current and up to date.

      ix. The BIDDER must have an office in the Philippines.

c. Has software deployment capability in the area of:
- i. Custom-built application software
- ii. Assign the necessary Project Team which shall be composed of the following:
  - o Project Manager: Must have demonstrable experience in handling related work engagements, with at least one (1) development project related to a Data Management System or Enterprise Resource Planning. Must have a five (5) year experience on project management and have at least successfully implemented a project.
  - o Business Analyst: Must have at least two (2) years of experience in aligning business and technical requirements to meet client needs. Must also have experience in managing and conducting user training.
  - o Developer: Must have at least two (2) years of experience in web developing. Must have demonstrable experience in developing or customizing a Data Management System. Must have been involved in similar and/or related service.
  - o UX Designer: Must have at least two (2) years of experience in designing visual and other interactive elements of software. Must also have experience in conducting user testing

B. Client/End-user Responsibilities

1. The GAD Council will coordinate with ITDD for the provision of Internet connection.
2. To request with PAISD for the web sub domain name or domain name
3. The QC GAD Integrated Management Information System (QC GAD-IMIS), also known as the "QC VAW Centralized Databank System," is an internal databank system established and managed by the QC GAD Council Office. The system was not made available to the general public, but only to duty-bearers responding to the cases of violence against women (VAW) and gender-based violence within the city. Thus, the system should not be integrated into QC E-Services for the protection and confidentiality of the sexually abused victims.

V. PROJECT DURATION

One (1) Year subscription and Maintenance upon issuance of the Notice to Proceed.

VI. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the contract (ABC) is One Million Two Hundred Thousand Pesos Only. (P1,200,000.00).

VII. BASIS OF PAYMENT

Payment Terms. Full payment upon activation and subscription of server for the project /contract.

VIII. 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. Specific penalty/ies to be imposed on the contractor.
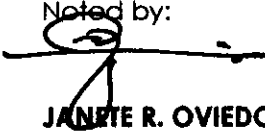
IX. CANCELLATION OR TERMINATION OF CONTRACT

Any termination of a service contract shall adhere to the guidelines outlined in RA 9184 and its revised Implementing Rules and Regulations. If the City terminates the Contract due to default, Insolvency, or any justifiable cause, it may proceed with negotiated procurement in accordance with section 53 (d) of RA 9184 and it's IRR.

Prepared by:

Angelita C. Peralta
Administrative Officer
GAD Council Office

Noted by:

JANETE R. OVIEDO
Head
GAD Council Office

Reviewed and Endorsed by:

PAUL RENE S. PADILLA
Head, QC ITDD

MICHAEL VICTOR N. ALIMURUNG
City Administrator