

TERMS OF REFERENCE

Enhancement, maintenance, and hosting of Quezon City website: Comprehensive supply, installation, testing, and commissioning

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 its constituents.

II. Project Description

This project aims to enhance the capabilities of the existing Quezon City website by renewing the hosting, maintaining security, performance, and data protection services, enhancing PWD accessibility features, installing a feedback button or widget to collect user experience feedback, and enabling web push notifications.

III. Project Scope of Work

- a. Ensure the website is SSL-protected and accessible using the latest versions of Chrome, Firefox, Edge, and Safari.
- b. Ensure mobile responsiveness and compatibility with smartphones and tablets.
- c. Implement authenticated and authorized API communications for integration with other QC systems.
- d. Maintain and update website plugins to the latest versions.
- e. Conduct weekly vulnerability and penetration tests to ensure security.
- f. The maintenance contract will be for one (1) year, subject to renewal thereafter.
- g. Debug and fix existing errors and bugs.
- h. Transfer hosting from the existing service provider to the new vendor without additional costs to the City.
- i. Allocate a minimum of 16 GB memory, 4 virtual CPUs, and 250 GB storage for the website, with additional servers and load balancer provided as needed.
- j. Enable daily backups of the code and database.
- k. Register the subdomain with the DNS service provider.
- l. Implement industry-standard measures to protect user data and prevent unauthorized access.
- m. Install a firewall for secure cloud connections.
- n. Ensure compliance with applicable data privacy laws.
- o. Ensure the City owns and controls all source code and data generated by the system.
- p. Update the chatbot to improve engagement and handle Frequently Asked Questions (FAQs) in both English and Tagalog.
- q. Ensure the chatbot can manage conversational and menu-based queries.
- r. Deploy and maintain the chatbot on the City's Facebook channel.
- s. Maintain the text-to-speech feature for smoother operation.
- t. Test website against the Web Content Accessibility Guidelines (WCAG) to ensure the content provides a good experience for users with disabilities.
- u. Install a feedback button or widget to collect user experience and website design feedback.
- v. Structure the collected feedback data and extract actionable insights.

- w. Enable browser push notifications or actionable messages to be sent to visitors' devices directly from the website.
- x. The Quezon City Government will retain ownership and control of the website, including all source code and data.

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. The bidder must have Platinum status in PHILGEPS.
2. The bidder 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 or abide by the DICT Philippines government's Cloud First Policy.

B. Organization

1. The service provider must have their regular employee pool of software developers for the project:
 - a) One (1) SW Development Manager
 - b) Two (2) Project Managers
 - c) Eight (8) Software Developers or System Administrators
2. The service provider must have its own regular pool of employees 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 four (4) users from PAISD/ ITDD after project completion but before turnover.

1. System usage and operations
2. Maintenance
3. 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 Contract (ABC)**
The Approved Budget for the Contract is 3,500,000.00

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 Clty to seek other remedies as may be allowed by law.

The Service Provide 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:

1. Software component shall have one (1) year warranty upon completion
2. User manual and installer shall be provided for software components
3. 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 terminates the contract due to default insolvency, or for cause, it may enter negotiated procurement pursuant to RA 9184 and its IRR.