TERMS OF REFERENCE

QUEZON CITY ANTI DRUG ABUSE COUNCIL (QCADAC) RENEWAL OF DATABASE & WEB APPLICATION AND CLOUD SERVER MAINTENANCE FOR 1 YEAR

I.   BACKGROUND

The Quezon City Anti-Drug Abuse Council (QCADAC) requires ongoing support to ensure that its database, web application, and cloud server infrastructure remain operational, secure, and efficient. This TOR specifies the requirements and responsibilities for renewing the service contract for database, web application, and cloud server maintenance to support the Council's efforts in data management, system optimization, and security.

II.   OBJECTIVES

- Ensuring the availability, reliability, and security of the database and web applications.
- Providing continuous cloud server monitoring, maintenance, and optimization.
- Implementing necessary updates, enhancements, and incident response.
- Minimizing downtime and improving system performance.

III.   SCOPE OF WORK

The service provider shall perform the following tasks to ensure the proper maintenance and operation of the database, web application, and cloud server infrastructure:

3.1.   Database Maintenance and Support

- Conduct regular database backups, integrity checks, and restoration testing.
- Perform database optimization tasks to improve query performance and resource usage.
- Manage user roles, access levels, and security policies to protect data confidentiality.
- Monitor and resolve database-related incidents and errors.

3.2.   Web Application Maintenance and Development

- Implement updates, security patches, and software enhancements.
- Fix bugs and resolve any issues affecting the web application's functionality.
- Monitor the application's performance to detect and address potential bottlenecks.
- Conduct regular vulnerability assessments and mitigate identified risks.

3.3.   Cloud Server Maintenance and Management

- Ensure server uptime and availability through proactive monitoring and maintenance.
- Perform system updates, security patches, and software installations.
- Monitor server resource usage (CPU, memory, storage) and adjust configurations as needed.
- Manage firewall settings, security configurations, and network policies.

- Provide incident response and disaster recovery services in case of system failure or data loss.

3.4. Data Security and Compliance

- Implement best practices for data protection and system security.
- Comply with relevant regulations and standards for data handling and privacy.
- Conduct periodic security audits.
- Ensure data encryption in transit and at rest.

3.5. Technical Support and Service Management

- Provide 24/7 technical support for critical issues.
- Offer a helpdesk for troubleshooting and user support.
- Maintain a ticketing system to track issues and resolutions.
- Submit monthly service reports summarizing activities, incidents, and resolutions.

IV. SERVICE DURATION AND RENEWAL OPTIONS

The contract will have a duration of one (1) year, starting from the date of signing, with an option to renew based on satisfactory performance and agreement by both parties.

V. QUALIFICATION REQUIREMENTS

The selected service provider must meet the following qualifications:

- At least **5 years** of experience in maintaining similar systems, including database, web application, and cloud server infrastructure.
- A proven track record in delivering high-quality maintenance and support services.
- Certified professionals in cloud computing, database administration, and web development.

VI. CONFIDENTIALITY

The service provider is required to maintain the confidentiality of all QCADAC data. No information is to be disclosed or shared without written consent from QCADAC. Breach of confidentiality will be subject to contract termination.

Prepared by:

ALFREDO M. FORONDA
Executive Director

Noted by:

HON. GIAN G. SOTTO
City Vice Mayor