

**TERMS OF REFERENCE (TOR)****TECHNICAL MAINTENANCE SERVICES OF THE QC-ESERVICES  
WEB PLATFORM AND CORE ONLINE SERVICES OF QUEZON CITY****I. RATIONALE AND BRIEF BACKGROUND**

The QC-eServices portal has been providing online services to QCitizens since 2021. It is a highly accessible platform that serves as the centralized entry point for all city services that are online. Currently there are over three (3) million registered users of the QC-eServices portal utilizing 25 online modules and 145 online services. As the number of users increases, the portal needs to be maintained to ensure proper and efficient service delivery. The portal also needs to be monitored to defend against cyber-attacks and other intrusions.

**II. PROJECT DESCRIPTION**

This bid is for a year of technical maintenance for the QC-eServices platform. The coverage includes upkeep to maintain current operations, as well as ensure proper access to the core functions of online payment, electronic invoices, QCitizen ID (QCID) validation and the QC-eServices platform itself. The bid includes the extension of technical support for the onboarding of third parties that QC LGU has commissioned to provide online systems that will make use of the portal.

**III. PROJECT SCOPE OF WORK**

The system will have the following components:

- a) The service provider will study all current features and modules of the portal and will document their results, also creating an inventory of all available online services.
- b) The service provider will conduct an evaluation with all existing system developers who have web applications in the QC-eServices portal to scope out their maintenance needs for the year.
- c) If requested, the service provider will submit a report of their findings from the due diligence, including a list of online systems they investigated as well as their prevailing support requirements.
- d) The service provider should not expect any support from the suppliers who previously maintained the portal.
- e) The Quezon City Information Technology and Development Department (QC ITDD) will be available as resources for comprehensive review, but they may not be tapped to conduct any actual maintenance to the portal.

Service Components:

- a) Resolution and fixes for all technical bugs of the QC-eServices portal should and when they occur;
- b) Deliver 99.99% uptime for the QC-eServices portal minus service interruption issues caused by the city's chosen online hosting provider
- c) An Incident Report with full Root Cause Analysis (RCA) for every critical and high incident will be provided to ITDD within 5 working days of the occurrence
- d) A Monthly Systems Availability Report and Incident and Problem Management Report will be provided to ITDD
- e) The service provider is also expected to provide technical maintenance for the following core services inherent to the QC-eServices platform and utilized by third-party service providers:
  - i. QCitizen ID online Registration and Application
  - ii. QCitizen ID Validation API
  - iii. Support Online Payments System (QC PayEasy) specific to:
    - 1. Electronic wallet (GCash, Maya)
    - 2. Credit Cards (Visa, Mastercard)
    - 3. Bank transfers (Pesonet Paygate)
  - iv. Support the existing system that generates the digital Orders of Payment
  - v. Interface and data sharing with the Point-of-Sale (POS) systems of the City Treasurer's Office (CTO)
  - vi. Support the system that generates the Electronic Official Receipts or Invoices (EOR/EOI)
- f) In relation to the core services of QC-eServices, QC PayEasy, QCID Validation, the service provider is expected to support the onboarding of third parties who have been authorized by QC LGU to utilize these services. This includes:
  - i. Providing API documentation to third parties detailing interfacing with the core services
  - ii. Conducting meetings with the third parties to discuss onboarding parameters and resolve interfacing issues
  - iii. Providing a test environment for third parties to use to test their interface efforts without having to use the production environment for this purpose
- g) The service provider will also provide resolution to the vulnerability assessment reports conducted by outside parties that are authorized by QC LGU. This includes those conducted by national agencies like the Department of Information and Communications Technology (DICT) or other third parties with which QC LGU engages.
- h) The service provider will also provide technical maintenance for the following existing support systems:
  - i. Cloud Interface Bridge server
  - ii. QCitizen Mobile App

**IV. AREA OF COVERAGE**

The project will cover QC-eServices and its associated web applications.

**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 supported 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. Service providers must have Platinum status in PHILGEPS
- b. The service provider must be a duly registered corporation with SEC/DTI filing
- c. The service provider must be filed with SEC/DTI as an IT company with the purpose of software development and the supply of IT-related goods and services
- d. The service provider must be duly registered under the National Privacy Commission
- e. The service provider shall guarantee that the system shall abide by the DATA PRIVACY ACT OF 2012.

**iii. Manpower**

- a. The service provider must have their own headcount of software developers.
- b. The service provider must have their own support staff to conduct support tasks for the project such as system administrators and quality assurance testers.
- c. Staff complement:
  - i. One (1) Overall Program Manager – college graduate (preferably IT-related courses) and with at least five (5) years experience on this field
  - ii. One (1) Senior Web Development Project Manager – college graduate (preferably IT-related courses) and with at least two (2) years experience on this field
  - iii. One (1) Google Cloud Platform Server Administrator – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
  - iv. One (1) Web Security Engineer – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field
  - v. One (1) Quality Assurance and Testing Staff – college graduate (preferably IT-related courses) and with at least one (1) year experience on this field

**VI. SUPPORT**

- a. For the duration of the subscription agreement, the provider will maintain the system including the resolution of software issues of the system.
- 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
  - iii. Expected turnaround times:
    - 1. For lines down situations / critical incidents, resolution within eight (8) hours of confirmed and acknowledged reporting
    - 2. For individual support queries, response and/or resolution within twenty-four (24) hours of confirmed and acknowledged reporting

**VII. DELIVERY SCHEDULE**

The subscription service agreement will commence within thirty (30) days upon the issuance of the Notice to Proceed (NTP).

**VIII. PROJECT DURATION**

The project duration shall be until December 31, 2025.

**IX. APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for this Contract (ABC) amounts to Twenty-Five Million Pesos only [Php 25,000,000 ].

**COST DERIVATION**

|   |  |
|---|--|
| Maintenance Cost                                  |  |
| • QC-eServices core platform                      |  |
| • QCID Validation API                             |  |
| • Online Payments                                 |  |
| • Order of Payment Generator                      |  |
| • Interface and Data Sharing with CTO POS systems |  |
| • Electronic Invoices                             |  |
| • Cloud Services Bridge Server                    |  |
| • QCitizen Mobile App                             |  |
| Documentation, Code Turnover, End User Support    |  |
| <b>TOTAL</b>                                      |  |

**VI. SUPPORT**

- a. For the duration of the subscription agreement, the provider will maintain the system including the resolution of software issues of the system.
- 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
  - iii. Expected turnaround times:
    - 1. For lines down situations / critical incidents, resolution within eight (8) hours of confirmed and acknowledged reporting
    - 2. For individual support queries, response and/or resolution within twenty-four (24) hours of confirmed and acknowledged reporting

**VII. DELIVERY SCHEDULE**

The subscription service agreement will commence within thirty (30) days upon the issuance of the Notice to Proceed (NTP).

**VIII. PROJECT DURATION**

The project duration shall be until December 31, 2025.

**IX. APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for this Contract (ABC) amounts to Twenty-Five Million Pesos only [Php 25,000,000 ].

**COST DERIVATION**

|   |               |
|---|---------------|
| Maintenance Cost                                  |               |
| • QC-eServices core platform                      | 7,100,000.00  |
| • QCID Validation API                             | 1,500,000.00  |
| • Online Payments                                 | 7,200,000.00  |
| • Order of Payment Generator                      | 1,700,000.00  |
| • Interface and Data Sharing with CTO POS systems | 2,250,000.00  |
| • Electronic Invoices                             | 2,520,000.00  |
| • Cloud Services Bridge Server                    | 1,300,000.00  |
| • QCitizen Mobile App                             | 1,100,000.00  |
| Documentation, Code Turnover, End User Support    | 330,000.00    |
| TOTAL   | 25,000,000.00 |

**X. BASIS OF PAYMENT**

Upon activation of the subscription maintenance agreement, the supplier may bill for the full bid amount of the contract.

**XI. 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.

**XII. 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.

Prepared by:

  
**JUANCHO C. DEL MUNDO**  
Information Technology Officer III

Submitted by:

  
**MARY ANN G. CRUZ**  
OIC, QC ITDD