

# Republika ng Pilipinas

*Lungsod Quezon* BIDS AND AWARDS COMMITTEE – GOODS AND SERVICES



Second Floor, Civic Center Building F, Quezon City Hall Complex, Elliptical Road, Quezon City Tel. No. 8988-42-42 local 8709/8712

#### BID BULLETIN NO. 06-2025 Series of 2025

Notice is hereby given to all concerned bidders for the following Projects scheduled for Public Bidding on **March 18, 2025**, viz:

### PROJECT NAME: QUEZON CITY ANTI-DRUG ABUSE COUNCIL (QCADAC) SUBSCRIPTION OF INTEGRATED DRUG ABUSE PROFILING SYSTEM DATABASE AND WEBSITE APPLICATION CLOUD HOSTING PROJECT NUMBER: QCADAC-25-SERVICES-0332

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Section VI. Schedule of Requirements	Section VI. Schedule of Requirements
Section VII. Technical Specifications	Section VII. Technical Specifications
Database Maintenance and Support	Database Maintenance and Support
<ul> <li>Conduct regular database backups, integrity checks, and restoration testing.</li> <li>Perform database optimization tasks to improve query performance and resource usage.</li> <li>Manage user roles, access levels, and security policies to protect data confidentiality.</li> <li>Monitor and resolve database-related incidents and errors.</li> </ul> Web Application Maintenance <ul> <li>Implement updates and security patches.</li> <li>Fix bugs and resolve any issues affecting the web application's functionality.</li> <li>Monitor the application's performance to detect and address potential bottlenecks.</li> <li>Conduct regular vulnerability assessments and mitigate identified risks.</li> </ul>	<ul> <li>Latest MariaDB Version is the current database engine and version, and to be supported</li> <li>AWS RDS is the cloud platform where the database is hosted</li> <li>There are 2 database servers and databases inscope</li> <li>The Database shall have a 30 days' worth of daily backup</li> <li>1-3 times a year DB restoration test shall be conducted</li> <li>Expected SLAs for database-related incidents are categorized based on severity levels. Fastest should be within the hour. The lowest severity level should be within 24 hours.</li> <li>Conduct regular database backups, integrity checks, and restoration testing.</li> <li>Perform database optimization tasks to improve query performance and resource usage.</li> </ul>
<b>Cloud Server Maintenance and Management</b>	<ul> <li>Manage user roles, access levels, and security policies to protect data confidentiality.</li> <li>Monitor and resolve database-related incidents and</li> </ul>
<ul> <li>Ensure server uptime and availability through proactive monitoring and maintenance.</li> <li>Perform system updates, security patches, and software installations.</li> </ul>	web Application Maintenance
<ul> <li>installations.</li> <li>Monitor server resource usage (CPU, memory, storage) and adjust configurations as needed.</li> <li>Manage firewall settings, security configurations, and network policies.</li> <li>Provide incident response and disaster recovery services in case of system failure or data loss.</li> </ul>	<ul> <li>The tech stack of the application to be supported, and the frameworks used are LAMP, Laravel, React, Node.js</li> <li>Two (2) application servers with load balancer; Six (6) application servers on standby/autoscaling; Two (2) database servers with redundancy and</li> </ul>



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#### 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.

## **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.

backup; 1TB of cloud storage; Cloud caching feature

- Network, Application, Database, and Workstation devices; Automated Scanning and Manual Testing, Penetration Testing are the expected scope and type of vulnerability assessments
- Vulnerability assessment should be conducted annually
- Implement updates and security patches.
- 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.

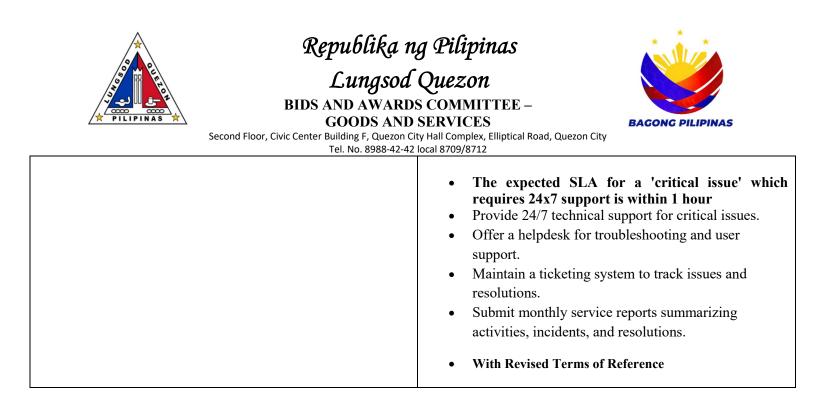
### **Cloud Server Maintenance and Management**

- Accumulated 10 server instances are in-scope
- Network, Application, Database, and Workstation devices; Automated Scanning and Manual Testing, Penetration Testing – SLAs for incident response
- 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.

### Data Security and Compliance

- Network Infrastructure Security & Data Privacy are the type of security best practices expected for data protection and security.
- Data Privacy Law, Industry standard compliances are the existing regulations and standards for data handling and privacy that are to be expected
- 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.

### Technical Support and Service Management



Please be guided accordingly.

#### By: BIDS AND AWARDS COMMITTEE – GOODS AND SERVICES

#### (SGD.) MS. MA. MARGARITA S. MEJIA, DPA Chairperson