



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	
FROM	TO
<p>Section VI. Schedule of Requirements Section VII. Technical Specifications</p> <p><b>Database Maintenance and Support</b></p> <ul style="list-style-type: none"><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> <p><b>Web Application Maintenance</b></p> <ul style="list-style-type: none"><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> <p><b>Cloud Server Maintenance and Management</b></p> <ul style="list-style-type: none"><li>Ensure server uptime and availability through proactive monitoring and maintenance.</li><li>Perform system updates, security patches, and software 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>	<p>Section VI. Schedule of Requirements Section VII. Technical Specifications</p> <p><b>Database Maintenance and Support</b></p> <ul style="list-style-type: none"><li><b>Latest MariaDB Version is the current database engine and version, and to be supported</b></li><li><b>AWS RDS is the cloud platform where the database is hosted</b></li><li><b>There are 2 database servers and databases in-scope</b></li><li><b>The Database shall have a 30 days’ worth of daily backup</b></li><li><b>1-3 times a year DB restoration test shall be conducted</b></li><li><b>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.</b></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><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> <p><b>Web Application Maintenance</b></p> <ul style="list-style-type: none"><li><b>The tech stack of the application to be supported, and the frameworks used are LAMP, Laravel, React, Node.js</b></li><li><b>Two (2) application servers with load balancer; Six (6) application servers on standby/autoscaling; Two (2) database servers with redundancy and</b></li></ul>



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<p><b>Data Security and Compliance</b></p> <ul style="list-style-type: none"><li>• Implement best practices for data protection and system security.</li><li>• Comply with relevant regulations and standards for data handling and privacy.</li><li>• Conduct periodic security audits.</li><li>• Ensure data encryption in transit and at rest.</li></ul> <p><b>Technical Support and Service Management</b></p> <ul style="list-style-type: none"><li>• Provide 24/7 technical support for critical issues.</li><li>• Offer a helpdesk for troubleshooting and user support.</li><li>• Maintain a ticketing system to track issues and resolutions.</li><li>• Submit monthly service reports summarizing activities, incidents, and resolutions.</li></ul>	<p><b>backup; 1TB of cloud storage; Cloud caching feature</b></p> <ul style="list-style-type: none"><li>• <b>Network, Application, Database, and Workstation devices; Automated Scanning and Manual Testing, Penetration Testing are the expected scope and type of vulnerability assessments</b></li><li>• <b>Vulnerability assessment should be conducted annually</b></li><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> <p><b>Cloud Server Maintenance and Management</b></p> <ul style="list-style-type: none"><li>• <b>Accumulated 10 server instances are in-scope</b></li><li>• <b>Network, Application, Database, and Workstation devices; Automated Scanning and Manual Testing, Penetration Testing – SLAs for incident response</b></li><li>• Ensure server uptime and availability through proactive monitoring and maintenance.</li><li>• Perform system updates, security patches, and software 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> <p><b>Data Security and Compliance</b></p> <ul style="list-style-type: none"><li>• <b>Network Infrastructure Security &amp; Data Privacy are the type of security best practices expected for data protection and security.</b></li><li>• <b>Data Privacy Law, Industry standard compliances are the existing regulations and standards for data handling and privacy that are to be expected</b></li><li>• Implement best practices for data protection and system security.</li><li>• Comply with relevant regulations and standards for data handling and privacy.</li><li>• Conduct periodic security audits.</li><li>• Ensure data encryption in transit and at rest.</li></ul> <p><b>Technical Support and Service Management</b></p>
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	<ul style="list-style-type: none"><li>• <b>The expected SLA for a 'critical issue' which requires 24x7 support is within 1 hour</b></li><li>• Provide 24/7 technical support for critical issues.</li><li>• Offer a helpdesk for troubleshooting and user support.</li><li>• Maintain a ticketing system to track issues and resolutions.</li><li>• Submit monthly service reports summarizing activities, incidents, and resolutions.</li><li>• <b>With Revised Terms of Reference</b></li></ul>
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Please be guided accordingly.

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

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