TERMS OF REFERENCE

WEBSITE MAINTENANCE, CLOUD SERVER MAINTENANCE, SUBSCRIPTION, AND SUPPORT FOR THE QUEZON CITY GENDER AND DEVELOPMENT (QC GAD) INTEGRATED MANAGEMENT INFORMATION SYSTEM

I. RATIONALE AND BRIEF BACKGROUND

This comprehensive approach to IT management encompasses three critical aspects: Web Maintenance, which focuses on sustaining the optimal functionality and security of the GAD system; Server Subscription, ensuring a reliable and scalable hosting infrastructure that adapts to evolving data and user requirements; and Server Maintenance, which guarantees uninterrupted system operation through proactive issue resolution and regular updates, safeguarding optimal health and security. Together, these elements form a robust framework for sustaining the effectiveness, efficiency, and security of the GAD system's ongoing operations.

II. PROJECT BACKGROUND AND CONTEXT

Web Maintenance:
- o Ensures the continued smooth operation and performance of the existing GAD system.
- o Addresses bugs, updates features, and implements security patches to protect sensitive data.
- o Maintains user experience and system usability, fostering continued adaptation and efficiency.
- o Additional revisions as requested by the head of the office
- o Includes quarterly reporting and KPI tracking for:
  - Number of incidents reported and resolved
  - Turnaround time (TAT) for issue resolution
  - Change request adoption rate

Server Subscription:
- o Provides reliable and scalable hosting infrastructure for the QC Gender and Development Integrated Management Information System, which includes the Children in Need of Special Protection and the Social Services Development Department
- o Accommodates the growing data storage needs and user traffic as the systems expand and reach new agencies.
- o Offers flexibility and adaptability to scale resources up or down as needed, optimizing efficiency and cost.
- o Includes monitoring and reporting on:
  - Data storage consumption
  - User traffic trends
  - Usage metrics for the accounts of the Admin, 142 barangays, 16 police stations, the Social Service Development Department (SSDD), the Schools Division Office (SDO), the QC Anti-Drug Abuse Advisory Council (QCAADAC), and the QC Protection Center (QCPC).

Server Maintenance:
- o Guarantees system uptime and availability, minimizing downtime and disruptions to critical data access and operations.
- o Proactively identifies and resolves potential server issues before they impact system performance and accessibility.
- o Ensures optimal system health and security by applying timely updates and patches to the server infrastructure.
- o Includes quarterly monitoring and reporting on:
  - System availability and uptime percentage
  - Performance KPIs (e.g., response time, server load)
  - Number of patches and security updates administered

III. PROJECT SCOPE OF WORK

The service provider must fulfill all the requirements and specifications stated below:

A. Deliverables

The project shall cover the delivery of services for planning, designing, development, testing, deployment, documentation, training, and implementation of the system which includes the following:

a. Website Maintenance – Maintenance and support for the Management Information System until December 31, 2025.

b. To ensure that the system retains full functionality and conforms to the specifications, the service provider will fix any bugs for free during the warranty period until December 31, 2025, upon issuance of the Notice to Proceed.

c. Cloud Server Subscription until December 31, 2025.

d. Cloud Server Maintenance until December 31, 2025

B. Web Hosting, Maintenance, and Support

a. Web Hosting Subscription

b. Server Maintenance

c. System Maintenance

d. Security Updates

e. Bug fixes

f. Software Updates

g. Tech support

    i. Phone

    ii. Email

    iii. Remote Access Support anytime

    iv. Consultation includes 8 hours per day, 5 days a week from Monday to Friday, 9 am to 6 pm (Excluding Holidays)

h. Personnel Assigned

    i. One (1) Account Executive

    ii. One (1) Technical Team - Software Engineer

i. 24/7 Server uptime

C. Web Hosting Specifications:

a. Web Hosting: Elastic IP (AP-Southeast 1(Singapore), dedicated server, dynamic BGP, 1 Mbit/sx 1:1PC

b. Relational Database Service (Database Engine storage, MySQL 5.7, single, general-enhanced, 2 vCPU 8GB, Ultra high I/O 40B)

c. Simple Storage Services (S3) (Storage Package 1TB, Internet Outbound Traffic 5ØGB)

d. Elastic Cloud Server 2 (XS6, General computing, T3 Large, 2vCPU 8GB, Ubuntu 20.04 server 64bit, High I/O 40GB)

SOFTWARE STACK		
Item	**Technology**	**Version**
Operating System	Ubuntu Server	20.04 LTS
Database	MySQL	8.0.24
Web Server	Nginx	1.20.2
Programming Language (Backend)	PHP	7.4 / 8
Framework (Backend)	Laravel	8
Programming Language (Frontend)	HTML/CSS/JS	
Framework (Frontend)	NextJS	13

SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS

- The system uptime commitment is 99.9% per month, ensuring minimal downtime.
- Downtime exceeding the agreed limit will result in service credits or penalties, depending on the severity of the failure.
- Scheduled maintenance windows will be communicated in advance to stakeholders.
- Unscheduled downtime incidents will be resolved within a Recovery Time Objective (RTO) of 12 hours to minimize service disruptions.
- The Recovery Point Objective (RPO) is defined with a downtime recovery point set at midnight daily, ensuring data integrity.

GUARANTEED RESPONSE TIMES

- When the Client raises a support issue with Lightweight Solutions, Lightweight Solutions promises to respond in a timely manner.

RESPONSE TIMES

- The response time measures how long it takes the supplier to respond to a support request raised via the parties' chosen mode of communication.
- Lightweight Solutions is deemed to have responded when it has replied to the client's initial request. This may be in the form of an email or telephone call, to either provide a solution or to request further information.
- Guaranteed response times depend on the priority of the item(s) affected and the severity of the issue. They are shown in this table:

Issue Severity					
		Fatal	Severe	Medium	Minor
Item Priority	1	15 minutes	20 minutes	30 minutes	60 minutes
	2	30 minutes	30 minutes	45 minutes	60 minutes
	3	60 minutes	60 minutes	75 minutes	90 minutes

Response times are measured from the moment the client submits a support request via the supplier's support system.

Response times apply on the following schedule:

- Regular Concerns: Monday-Saturday, 9:00am-6:00pm

- Fatal and Severe Concerns: Monday-Saturday, 9:00am-10:00pm

- Fatal and Severe Concerns (Sundays and Holidays): 9:00am-6:00pm

For holidays and Sundays, only concerns that fall under Fatal and Severe categories shall be accommodated. A designated mobile app shall be provided by the supplier for raising Fatal and Severe concerns.

It is the responsibility of the client to ensure that the app is not misused. The supplier re- serves the right to institute penalties on the misuse of the app.

SEVERITY LEVELS

The severity levels shown in the tables above are defined as follows:

- Fatal: Complete degradation — all registered users and critical functions affected. Item or service completely unavailable.
- Severe: Significant degradation — at least 80% of registered users or critical functions affected.
- Medium: Limited degradation — limited number of registered users or functions affected. Business processes can continue.
- Minor: Small degradation — few registered users or one user affected. Business processes can continue.

RESOLUTION TIMES

Lightweight Solutions will always endeavor to resolve problems as swiftly as possible. It recognizes that the client's systems are key to its business and that any downtime can cost money. However, Lightweight Solutions is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.
For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server. But if a server fails due to disk error or a hardware fault (also classed as a fatal issue) it may take much longer to get back up and running.

Resolution times will always vary for fixes that are beyond the control of Lightweight Solutions. This may, or may not, include fixes from third-party service providers.

In all cases, Lightweight Solutions will make its best efforts to resolve problems as quickly as possible. It will also provide frequent progress reports to the client.

The supplier shall provide the following upon resolving a forwarded concern:

- Resolution performed (categorized whether temporary or permanent fix)
- Root Cause Analysis
- Recommendation (if applicable)

ESCALATION MATRIX

Escalation matrix visualizes the escalation channel for forwarded concerns in relation to the issue severity and item priority.

		Issue Severity			
		Minor	Medium	Severe	Fatal
Item Priority	1	Email (TSG)	Email & Call (TSG)	Call (Shift in Charge)	Call (Manager)
	2	Email (TSG)	Email (TSG)	Email & Call (TSG)	Call (Shift in Charge)
	3	Email (TSG)	Email (TSG)	Email & Call (TSG)	Call (Shift in Charge)

IV. PROJECT STANDARDS AND REQUIREMENTS

A. Minimum qualifications and requirements for the contractor

In addition to the activities listed under Part III of this TOR, the Service Provider is also expected to submit/ produce the following reports/ outputs/ deliverables when required by the client:

1. Directly report to the Quezon City GAD Office, or its designated staff, on the plan of action and timing of the deliverables
2. Compliant to DICT Philippine Government's Cloud First Policy (Latest Version)
3. Ensure that the quality of the Service Provider satisfies the following:
   a. Duly registered business in the Philippines with audited financial statements starting at least two (2) years from the date of the bidding.

   b. The SERVICE PROVIDER shall be a firm/company with the following experience and qualifications:
      i. Must be operational for at least five (5) years.
      ii. Must have similar developed software with a Data Management System and must have maintained similar to this project within the last three (3) years
      iii. Must have a working prototype relative to the Gender Awareness and Development of an Integrated Management Information System.
      iv. The SERVICE PROVIDER should be registered with the National Privacy Commission.

v. The SERVICE PROVIDER shall ensure that the system shall abide by the Data Privacy Act of 2012 and ensure that personal information is protected.

vi. The SERVICE PROVIDER must provide a valid Data Universal Numbering System associated with their organization. This number should be current and up to date.

vii. The SERVICE PROVIDER must have an office in the Philippines.

c. Has software deployment capability in the area of:

i. Custom-built application software

ii. Assign the necessary Project Team which shall be composed of the following:

o Project Manager: Must have demonstrable experience in handling related work engagements, with at least one (1) development project related to a Data Management System or Enterprise Resource Planning. Must have five (5) years of experience in project management and have at least successfully implemented a project.

o Business Analyst: Must have at least two (2) years of experience in aligning business and technical requirements to meet client needs. Must also have experience in managing and conducting user training.

o Developer: Must have at least two (2) years of experience in web development. Must have demonstrable experience in developing or customizing a Data Management System. Must have been involved in similar and/or related service.

o UX Designer: Must have at least two (2) years of experience in designing visual and other interactive elements of software. Must also have experience in conducting user testing

B. Client/End-user Responsibilities

1. The GAD Council will coordinate with ITDD for the provision of an Internet connection.

2. To request from PAISD the web subdomain name or domain name

V. PROJECT DURATION

Until December 31, 2025, upon issuance of the Notice to Proceed.

VI. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the contract (ABC) is Seven Hundred Thousand Pesos Only (P700,000.00).

VII. BASIS OF PAYMENT

Full payment upon activation and subscription of server for the project/contract.

VIII. PENALTIES FOR BREACH OF CONTRACT

Failure to deliver the services according to the standards and requirements set by the City shall constitute an offense and shall subject the Contractor to penalties and/or liquidated damages pursuant to RA 9184 and its revised Implementing Rules and Regulations. Specific penalty/ies to be imposed on the contractor.

IX. CANCELLATION OR TERMINATION OF CONTRACT

Any termination of a service contract shall adhere to the guidelines outlined in RA 9184 and its revised Implementing Rules and Regulations. If the City terminates the Contract due to default, insolvency, or any justifiable cause, it may proceed with negotiated procurement in accordance with section 53 (d) of RA 9184 and its IRR.

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