



Republika ng Pilipinas

Lungsod Quezon

PROCUREMENT DEPARTMENT

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TERMS OF REFERENCE

SUPPLY, DEVELOPMENT, CONFIGURATION, TESTING, AND MAINTENANCE OF THE PROCUREMENT SITE FOR THE QUEZON CITY PROCUREMENT DEPARTMENT

I. RATIONALE AND BRIEF BACKGROUND

The Quezon City Government (QCG), through its Procurement Department, is mandated to ensure the integrity, transparency, and accountability of all procurement activities, consistent with Republic Act No. 12009 (New Government Procurement Reform Act), its Implementing Rules and Regulations (IRR), and other relevant laws.

At present, procurement-related information is published through the QCG website. However, the increasing file sizes, demand for real-time updates, and requirement to maintain digital records for extended periods highlight the need for a dedicated system. To address these, the Procurement Department shall establish a procurement website with a subdomain under the *quezoncity.gov.ph* domain.

II. PROJECT BACKGROUND AND CONTEXT

The Procurement Department is the principal arm of the QCG responsible for implementing transparent and efficient procurement processes. To further institutionalize transparency, the Department plans to:

1. Improvement of existing centralized online platform for bid opportunity postings, notices of awards, and procurement reports.
2. Livestream of procurement activities such as, but not limited to, pre-bidding conferences and bid opening, ensuring real-time public participation and compliance with the mandate RA 12009.
3. Archive livestream recordings for at least five (5) years.
4. Integrate the platform seamlessly with existing QCG systems such as, but not limited to, the main QCG website through a link and/or iframe.

This initiative supports open governance principles and aligns with the Department's commitment to making procurement process accessible to all stakeholders.

III. PROJECT SCOPE OF WORK AND DELIVERABLES

SCOPE OF WORK

A. System Design and Development

This covers the overall design, architecture, and technical development of the Procurement Department website, which will serve as the central platform for publishing all procurement-related information, bid opportunities, awards, reports, and updates, in compliance with government transparency requirements.

The Supplier shall:

1. Conduct system analysis and requirements gathering with the client (Procurement Department) to ensure the platform's functionalities meet operational and legal mandates.

2. Design a user-friendly, responsive, and accessible website interface aligned with the Quezon City Government's official branding guidelines.
3. Develop the system using a secure and scalable Content Management System (CMS) that allows authorized users to easily upload, edit, and manage content.
4. The system shall support interoperability with existing internal platforms, applications, and databases of the Quezon City Government to ensure smooth exchange of operational data and workflow integration, particularly with the Quezon City eServices platform and central data warehouse.
5. Implement an interactive livestreaming feature utilizing the existing Zoom license for pre-bidding and bid opening, including embedded public participation tools such as Q&A, comment forms, and live polls.
6. The system shall undergo Vulnerability Assessment and Penetration Testing (VAPT) conducted by the Information Technology Development Department (ITDD) and/or the Department of Information and Communications Technology (DICT). All identified vulnerabilities shall be remediated by the supplier in accordance with the corrective timelines and resolution standards defined under the Service Level Agreement (SLA).
7. Ensure compliance such that all datasets, records, and archives generated, processed, or collected through the Procurement Site shall remain the exclusive property of the Quezon City Government. The supplier shall act solely as data custodian during the contract term, ensuring compliance with the Data Privacy Act of 2012 and RA 8792 (E-Commerce Act of 2000), and National Archives of the Philippines (NAP) General Circular No. 2 dated January 20, 2009, particularly on the proper management, safekeeping, and preservation of government records. This includes secure data handling, storage, and transmission in accordance with the prescribed standards for government records and archival materials.

B. Development Phases

The project shall be completed through structured development stages to ensure systematic implementation, testing, and deployment. The Contractor must adhere to the following phases:

PHASE	TASKS	ACTIONS
1	Project Initiation and Requirements Analysis	Kickoff meetings, system requirement specifications (SRS) documentation, and approval of detailed work plan and timeline.
2	System and Database Design	Design of system architecture, database schema, and integration plan with the QCG subdomain infrastructure. Submission of wireframes and UI/UX mock-ups for client approval.
3	System Development and Configuration	Actual development of the website and CMS. Configuration of posting modules, livestream integration, public participation portal, and archiving components.

PHASE	TASKS	ACTIONS
4	Testing and Quality Assurance	Conduct unit testing, integration testing, and user acceptance testing (UAT).
		Address feedback and optimize performance for speed, security, and usability.
5	Deployment and Training	Final deployment of the website to production environment under the official QCG subdomain.
		Conduct client training sessions (minimum of 7 days as required) for at least fifteen (15) personnel.
		Turn over all technical documentation, admin credentials, and source code.
6	Post-Deployment Support and Maintenance	One-year technical support, bug fixes, and security updates.
		Monthly uptime reports, data backup verification, and preventive maintenance.

C. Deliverables

The Supplier shall deliver the following outputs upon completion of each project phase:

1. System Analysis and Design Documents
 - System Requirement Specifications (SRS), architecture diagrams, and design mockups.
2. Fully Functional Procurement Website
 - Operational subdomain website with CMS, posting modules, livestream and archive functionalities, and public participation portal.
3. User and Admin Manuals
 - Detailed documentation for administrators and content managers.
4. Training Sessions and Attendance Records
 - Completion of all required training days (minimum of 7 days) and submission of attendance sheets.
5. Archive Storage Configuration
 - 15 TB usable storage (RAID 10) setup and validated with backup redundancy.
6. Source Code and Access Credentials
 - Turnover of all codes, scripts, and credentials.
7. Maintenance and Support Reports
 - Monthly performance, uptime, and security reports during the one-year warranty period.

D. Archive Storage

This refers to the on-premise video and document archiving system dedicated to the long-term storage of all livestream recordings, procurement records, and posted files.

The Supplier shall:

1. Provide an on-premise enterprise-grade storage solution with a minimum usable capacity of 15 terabytes (15 TB) configured under a RAID 10 setup for redundancy and data protection.
2. Integrate the archive system with the main website CMS for automatic upload and retrieval of livestream recordings and procurement files.
3. Implement proper file indexing, tagging, and search functionalities for ease of retrieval.
4. Ensure the retention of all records for a minimum of five (5) years, consistent with government audit and transparency requirements.
5. Provide backup power (UPS) and disaster recovery mechanisms.
6. Ensure compliance with data privacy and cybersecurity standards.

E. Cloud Service Subscription

This covers cloud-based services required to support the website's operation, availability, and security, excluding domain acquisition.

The Supplier shall:

1. Utilize QCG's existing domain and coordinate with the city's main IT division for subdomain creation and DNS configuration.
2. Subscribe to a reliable web hosting environment to ensure at least 99.5% uptime, with daily incremental and weekly full backups.
3. Implement SSL certification for secure browsing (HTTPS).
4. Integrate firewall, intrusion detection, and DDoS protection features in the hosting setup.
5. Ensure the hosting solution supports scalability and compliance with government data residency and privacy standards.

IV. AREA OF COVERAGE

The project shall cover the entire Quezon City Procurement Department operations, including:

1. Posting of procurement-related documents, such as but not limited to abstracts, invitations, bidding documents, supplemental bid bulletins, notices, resolutions, purchase orders/contracts, and annual procurement reports.
2. Streaming of procurement activities.
3. Centralized repository for procurement-related documents, such as but not limited to abstracts, invitations, bidding documents, supplemental bid bulletin, notices, resolutions, and purchase order/contracts with retention period of five (5) years after contract of winner had been terminated/settled.
4. Centralized repository for annual procurement reports with retention period of three (3) years.
5. Centralized archiving of procurement activity recordings for at least five (5) years.

Any deviations or exceptions to the minimum requirements must appear in the offer.

V. **PROJECT STANDARDS AND REQUIREMENTS**

A. **Supplier**

1. Direct coordination and report to Quezon City Procurement Department's designated staff on the plan of action and timing of the deliverables. Monthly performance reports must be provided.
2. Eligibility requirements:
 - a. PhilGEPS Platinum Membership
 - b. SEC or DTI Registration
 - c. National Privacy Commission Registration
 - d. Mayor's Permit or Business Permit
 - e. BIR Registration
 - f. Audited Financial Statements
3. Experience/qualifications as a company:
 - a. Must be operational for at least five (5) years.
 - b. Must have developed similar software as the project.
 - c. Must have provided a similar product/service for a government/private agency within the last three (3) years.
 - d. Must have an office in the Philippines.
 - e. Must have a full-time software development team with a minimum of six (6) personnel.
4. Key Personnel

PERSONNEL	MINIMUM REQUIREMENTS	MINIMUM COUNT
Project Manager	College graduate of IT-related course, with recent IT training on relevant topics, and with at least five (5) years' experience on this field	1
Technical Lead	College graduate of IT-related course and with at least three (3) years' experience on this field	1
Software Developer	College graduate of IT-related course and with at least two (2) years' experience on this field	1
Quality Assurance / Testing Staff	College graduate of IT-related course and with at least one (1) years' experience on this field	1
Development, Operations, and System Administrator	College graduate of IT-related course and with at least one (1) years' experience on this field	1
Trainer / Coach	College graduate of IT-related course and with at least one (1) years' experience on this field	1

5. Must provide product demonstration and testing before final acceptance.
6. Training must accommodate at least fifteen (15) trainees authorized by the Procurement Department and cover usage and maintenance guidelines such as, but not limited to:
 - a. System usage
 - b. Dashboard reporting
 - c. Content updating
 - d. Basic and complex troubleshooting

7. The Supplier must provide user manuals, technical documents, project documentation, and maintenance guide.
8. After-sales maintenance and support
 - a. 24/7 support
 - b. Patching
 - c. Monitoring
 - d. Software bugs and fixes
 - e. Performance issues
 - f. Hardware malfunctions except for those caused by user negligence

B. Project

1. Must adhere to the regulatory standards and laws such as, but not limited to:
 - a. Department of Information and Communications Technology (DICT) guidelines
 - b. Web Content Accessibility Guidelines (WCAG 2.0)
 - c. Data Privacy Act of 2012 / Republic Act No. 10173
 - d. Electronic Commerce Act of 2000 / Republic Act No. 8792
 - e. Intellectual Property Code / Republic Act No. 8293
 - f. Joint Circular No. 1-2010
 - g. NAP General Circular No. 1 (January 20, 2009)
 - h. Vulnerable Assessment Resolution conducted by authorized agencies.
2. Performance must have a 99.5% minimum uptime, adaptive streaming for varying internet speeds.
3. Must be cloud-based with a Cloud Service Subscription with a minimum server specification of:
 - a. Memory: 32 GB
 - b. CPU: Quad-core
 - c. GPU: 8 GPU cores
 - d. Storage: 1 TB Solid State Drive (SSD) Input/Output Operations per Second (IOPS)The storage, database, and server must be scalable as required by the client for one (1) year.
4. Security must include:
 - a. Secure Sockets Layer (SSL) encryption
 - b. Intrusion detection
 - c. Firewall
 - d. Distributed Denial-of-Service (DDoS) protection
 - e. Republic Act No. 10173
5. Service Level Agreement (SLA)
 - a. The Supplier shall provide and maintain a Service Level Agreement (SLA) covering system uptime, support responsiveness, and resolution timelines throughout the warranty and maintenance period.
 - b. The SLA shall ensure a minimum system uptime of 99.5 %, calculated on a monthly basis, excluding approved maintenance windows not exceeding four (4) hours per month.
 - c. Support and resolution commitments shall include, at a minimum:

Severity Level	Description	Response Time	Resolution Time
Critical	System outage or function affecting public access (e.g., site down, livestream failure)	≤ 1 hour	≤ 4 hours
High	Major function impaired but workarounds available (e.g., upload failure, CMS access issue)	≤ 2 hours	≤ 8 hours
Medium	Minor issue, cosmetic bug, or non-critical performance degradation	≤ 4 hours	≤ 2 working days
Low	Advisory, enhancement request, or user feedback	≤ 1 working days	≤ 5 working days

6. Key features:

- a. Public livestreaming
 - Must include Content Delivery Network (CDN) for video livestreaming and archive.
- b. Public participation
- c. High-quality document publishing

7. On-premise Video Archive Storage:

- a. Usable capacity:
 - 15 TB usable space after RAID overhead
 - Must be scalable as the client requires for one (1) year without full system replacement.
 - Expansion should allow for adding disks or shelves without downtime.
- b. Storage drives:
 - Enterprise-grade HDDs, 7200 RPM, NAS/datacenter-rated
 - Minimum 6TB per drive; no consumer-grade disks.
- c. RAID and Data Protection
 - RAID 10 or RAID 6/Z2 equivalent
 - Must provide hot-swappable drives, automated rebuild and monitoring, and battery/flash-backed cache for protection against sudden power loss.
- d. System Performance:
 - Optimized for large media/video files.
 - Minimum 1GB/s sustained throughput.
 - SSD cache (NVMe/SATA) for metadata and indexing.
- e. Hardware requirements
 - Server-grade chassis with hot-swappable bays.
 - Redundant power supplies (minimum 2).
 - 32 GB ECC RAM minimum
 - 8-core Inter Xeon Silver / AMD EPYC CPU minimum
- f. Networking
 - Minimum dual 10GbE network ports, configured for bonding or failover.
 - Must support SMB/NFS/iSCSI protocols.

- g. Backup and recovery
 - Supplier must provide backup to a secondary on-site or off-site storage location in coordination with the Quezon City Information Technology Development Department (ITDD)
 - Support for snapshot-based recovery and versioning.
 - h. File System / Operating System
 - Use of robust, modern file system with integrity checks, scrubbing, self-healing, snapshots, and easy recovery options.
 - Management through a web-based dashboard.
 - i. Warranty & SLA
 - Minimum warranty of five (5) years.
 - SLA: Next business day replacement for failed drives/components.
 - Must provide training and documentation on monitoring, backup, and recovery.
8. Must have a mobile-responsive design and cross-browser compatibility.
 9. Must be compatible with existing QCG Main Website (*quezoncity.gov.ph*)
 10. Must have daily automated database backups.
 11. Must have a Content Management System (CMS) for administrative tools for site maintenance and content updates.

C. Client/End-user

The client will coordinate with the Public Affairs and Information Services Division (PAISD) for the subdomain.

VI. PROJECT DURATION

The entire work of software development and testing should be completed within one hundred eighty (180) calendar days from the date of issuance of Notice to Proceed (NTP). Submission of requirements shall be conducted through face-to-face meeting, including demonstration of the product, with the client. The supplier must provide at least one (1) year of maintenance and support.

Delivery Schedule

MILESTONES	DELIVERY PERIOD
Project Implementation Plan - Scope of Work - Timelines - Layout/Design	Within seven (7) calendar days from the issuance of NTP
Document Publishing Module	Within one hundred twenty (120) calendar days from issuance of NTP
Livestreaming Module	
Public Participation & CMS Modules	
Archive Enablement & System Integration	Within one hundred eighty (180) calendar days from issuance of NTP
Product Demonstration	One (1) day from the issuance of the Certificate of Acceptance
Training	Seven (7) days after Certificate of Acceptance
Project Support (Maintenance/Warranty)	One (1) year from date of Acceptance

VII. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the contract (ABC) is **FIVE MILLION PESOS AND 00/100 ONLY (Php 5,000,000.00)**, inclusive of all applicable taxes, duties, and fees. Bids exceeding this amount shall be automatically disqualified.

VIII. BASIS OF PAYMENT

Payments shall be made on a milestone basis, subject to submission and approval of deliverables:

MILESTONE	DESCRIPTION	PERCENTAGE
1	Approval of system design and architecture	10%
2	Completion of delivery and commissioning of Livestreaming Module	10%
3	Completion of delivery and commissioning of the Public Participation Module	10%
4	Completion of delivery and commissioning of the Content Management System (CMS) Module	10%
5	Completion of delivery and commissioning of the Video Archiving Module	15%
6	Completion of delivery and commissioning of the System Integration & Security (see Section VI Part B Item No. 4)	15%
7	Complete turnover, training, and final acceptance of the system	20%
8	Three (3) months of satisfactory maintenance and support	10%
TOTAL		100%

To support the progressive billing, the Supplier must consistently submit progress reports.

IX. OWNERSHIP AND INTELLECTUAL PROPERTY

Turnover

All source codes, designs, databases, system documentation, and related materials developed or purchased under this project shall be the exclusive property of the Quezon City Procurement Department, and the Supplier shall have no rights of reproduction, use, or resale without prior written consent from the QCG. To ensure sustainability and maintainability, the turnover upon project completion must include the full system, comprising the source code and all development assets, technical and user documentation, the database schema and data dictionary, the system architecture and infrastructure diagram, and the installation and deployment guide.

All system assets shall be transferrable to the Client's designated cloud platform upon contract completion or non-renewal. The solution must comply with the principle of **no vendor lock-in**, ensuring the Client's full ownership, control, and flexibility to migrate or enhance the system without dependence on proprietary technologies.

Non-disclosure Agreement (NDA)

The Supplier and its personnel shall maintain strict confidentiality over all information and materials accessed or generated under this contract and shall not disclose or use them for purposes outside the contract without prior written consent from the Client. This obligation shall remain in force during and after the contract period.

X. OTHER PROVISIONS

The Supplier shall coordinate with the PAISD for integration and system security, and all deliverables shall undergo acceptance testing prior to turnover.


XI. PENALTIES FOR BREACH OF CONTRACT

Failure to comply with the TOR and project timelines shall subject the Supplier to penalties as follows, including liquidated damages at one-tenth (1/10) of one percent (1%) of the cost of the unperformed portion for every day of delay, immediate termination of the contract if delays exceed thirty (30) calendar days beyond the prescribed schedule, and blacklisting in accordance with the Government Procurement Policy Board (GPPB) guidelines.

XII. CANCELLATION OR TERMINATION OF CONTRACT

The contract may be terminated by the Quezon City Procurement Department in cases of violation of contract terms and conditions, failure to deliver services as specified in the TOR, engagement in fraudulent practices or misrepresentation, or for the convenience of the government, upon thirty (30) days written notice, in accordance with the provisions of Republic Act No. 12009 and its Implementing Rules and Regulations (IRR), together with all applicable GPPB guidelines governing contract implementation and termination.


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