

Section VII. Technical Specifications

Technical Specifications

Item No.	Minimum Technical Specifications	Statement of Compliance
1	<p>Platform Hosting (eFOI Platform Cloud Hosting)</p> <p>Web hosting is an online service that enables the eFOI to be published to the internet for users anywhere to see and use. eFOI needs to sign up for a hosting service, which means that the platform basically rents space on a server on which it can store all the files and data necessary for the website to work properly.</p> <p>Instead of a physical server for a computer, we will use Cloud hosting which is currently the most reliable solution on the market, so that eFOI website is available all the time for anyone who wants to request documents and acquire public information. With cloud hosting, eFOI will be provided with a cluster of servers. eFOI platform files and resources are duplicated on each server. This is important to ensure the smooth functions of the portal, by allowing the traffic to be automatically routed to another server in the cluster. This further guarantees that there is enough server capacity to handle up to 5-10 million page views per year. In line with the 99.52% service uptime, the acquisition of multiple servers will enable business continuity for the eFOI portal in case of an unexpected downtime of one of the servers</p> <p>There is a need for this online platform due to the increasing number of requests from the public, and other activities such as the on-boarding of government agencies which would require more storage capacity for user activities.</p> <p>Moreover, a web host is responsible for keeping the server up and running 24/7, protecting it from malicious attacks, and serving content (text, images, files) from the server to visitors' browsers. Additionally it will guarantee that there is enough capacity for the server.</p> <p>The Service Provider must submit monthly usage reports vs. capacity and insights to effectively plan for capacity.</p>	

	<p>Actual hosting cost with Google Cloud capped at \$800 per month subject to equivalent Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening;</p> <p>This will also include Google Play Store/App Store registration fee (approximately \$25 subject to equivalent Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening).</p>	
2	<p>Technical Support and Maintenance:</p> <p>a) One (1) year of Support and Maintenance services for the eFOI portal and eFOI Mobile Application</p> <p>Technical Support and Maintenance services must include continuous software upgrades and bug fixes while users have uninterrupted access to the site.</p> <p>This will allow end-users to have full access to the site with 0.48% downtime while conducting site modifications and beta-testing.</p> <p>This will also ensure that the eFOI portal and mobile application is up to date and secured from different sorts of viruses and other online threats when accessed from different devices.</p> <p>The Technical Support and Maintenance services must perform a regular/monthly checkup and configuration support for the system settings to patch, identify and fix critical bugs for eFOI portal and mobile application to function and serve its purpose of constant document requests and approvals.</p> <p>The Technical Support and Maintenance services must perform security patching and compliance to security and/or regulatory advisories/requirements as they are made available to ensure the security of data that users input and acquire from the platform. This will also ensure that the eFOI portal and mobile application is aligned with accepted regulations.</p> <p>Vendor to provide a platform for Offsite Support, if Onsite is not available.</p>	

	<p>b) Transition/Migration Management Plan</p> <p>The Provider will conceptualize and facilitate a Transition/Migration Plan following the standard IT migration procedure:</p> <ol style="list-style-type: none"> 1. Scope and Planning 2. Pre-launch preparation 3. Pre-launch testing 4. Launch day support 5. Post-launch review and support 6. Performance review <p>This must be conducted with full transparency and flexibility in constant coordination with the in-house IT team and back up development team of DICT. Actual cost for the Migration plan is capped \$390 or less depending on the resources consumed after migration.</p> <p>The Service Provider shall prepare an overall documentation and turn-over the source code of the eFOI mobile application to the PCOO after the end of the contract.</p> <p>The FOI IT team shall, as well, seek assistance from DICT Cybersecurity Team for the issuance of certificate of security for both web and mobile applications (eFOI portal and eFOI mobile application) and the Service Provider shall comply with the assessment provided by the DICT Cybersecurity Team prior to the roll-out.</p>	
3	<p>Design Enhancement and Development <i>(Design and Development Team)</i></p> <p>The Provider will assign Design and Development Resources Team and a Project Manager to focus on the project for the development of new features and enhancements to the current web eFOI platform and mobile application.</p> <p>This team is expected to focus on the priority features, updates, enhancements and modifications to the frontend and backend processes for a better eFOI platform.</p> <p>New features include:</p> <ul style="list-style-type: none"> • Sign up and login (e.g. Face verification feature) • Splash screen (launch screen) • Navigation dashboard • Agency dashboard • Cross-platform compatibility 	

	<ul style="list-style-type: none"> • Image galleries • Messaging system • Social media feeds and features • Social media integration • eFOI portal API integration • Push notifications • Analytics systems for backend (admin) • Feedback mechanism/Rating system, etc. <p>The Provider must also ensure transparency and flexibility throughout the development period, to ensure that concerns will be addressed and raw concepts and ideas will be converted into a fully working software platform.</p> <p>Further, there is a requirement to assign development resources, such as UI/UX Designer, Full Stack Web and Mobile Developers and a Project Manager to guarantee that the eFOI platform will be deployed within the stipulated timeline. (Kindly refer to Annex "A")</p>	
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	Terms of Payment	Statement of Compliance
	Billing after the 1st month: 50% of TCP (subject for approval by end-user)	
	Billing after the 4th month: 50% of TCP (subject for approval by end-user)	