

Section VII. Technical Specifications

Bidders must state “**Comply**” in the column “**Statement of Compliance**” against each of the individual parameters of each “Specifications.”

Platform Hosting, maintenance, Technical Support, Design Enhancement & Development of the Electronic Freedom of Information (FOI) Web and Mobile Applications (Early Procurement) [Procurement/Contract No. 2023-PCO-EPA- 011]																												
<p>II. Objective and Scope of Work</p> <p>The primary objective of this project is to ensure the continuous and secure operation of the Electronic FOI Web and Mobile Applications. The selected provider will be responsible for:</p> <ul style="list-style-type: none"> ● Platform Hosting: Providing robust hosting infrastructure with high availability and scalability to accommodate increasing user loads. ● Maintenance: Regularly maintaining and updating the applications to ensure optimal performance, security, and compatibility with the latest technologies. ● Technical Support: Offering 24/7 technical support to address any issues, incidents, or user inquiries promptly. ● Development: Enhancing and expanding the applications as per FOI-PMO's requirements, including the development of new features and improvements. ● System Integration: Integration of at least 1 AI powered application to the current functionalities of the portal 																												
<p>III. Stages/Milestones of Development of the Electronic FOI Web and Mobile Applications per month</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">Month</th> <th>Action Items and Deliverables</th> </tr> </thead> <tbody> <tr> <td>Month 1</td> <td>1. Kick-off meeting with the selected provider</td> </tr> <tr> <td></td> <td>2. Detailed project plan and timeline</td> </tr> <tr> <td>Month 2</td> <td>3. Review and finalize hosting infrastructure</td> </tr> <tr> <td></td> <td>4. Initial system maintenance and updates</td> </tr> <tr> <td>Month 3</td> <td>5. Implementation of 24/7 technical support</td> </tr> <tr> <td></td> <td>6. Begin work on minor application enhancements</td> </tr> <tr> <td>Month 4</td> <td>7. Review progress and performance evaluation</td> </tr> <tr> <td></td> <td>8. User training and documentation updates</td> </tr> <tr> <td>Month 5</td> <td>9. Assessment of cybersecurity measures</td> </tr> <tr> <td></td> <td>10. Deployment of security enhancements</td> </tr> <tr> <td>Month 6</td> <td>11. Continued development of new features</td> </tr> <tr> <td></td> <td>12. Ongoing maintenance and incident resolution</td> </tr> </tbody> </table>		Month	Action Items and Deliverables	Month 1	1. Kick-off meeting with the selected provider		2. Detailed project plan and timeline	Month 2	3. Review and finalize hosting infrastructure		4. Initial system maintenance and updates	Month 3	5. Implementation of 24/7 technical support		6. Begin work on minor application enhancements	Month 4	7. Review progress and performance evaluation		8. User training and documentation updates	Month 5	9. Assessment of cybersecurity measures		10. Deployment of security enhancements	Month 6	11. Continued development of new features		12. Ongoing maintenance and incident resolution	
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Month 7	13. Review of project status and performance	
	14. Evaluation of hosting infrastructure for scalability	
Month 8	15. User feedback analysis and improvements	
	16. Security audit and remediation	
Month 9	17. Further application development and feature additions	
	18. Ongoing technical support and issue resolution	
Month 10	19. Review of user satisfaction and system performance	
	20. Documentation updates and user training	
Month 11	21. Evaluation of compliance with cybersecurity standards	
	22. Deployment of additional security measures	
Month 12	23. Year-end performance review and planning for the next year	
	24. Budget and cost analysis for the upcoming year	
IV. Project Team		
The project team will consist of the following key roles:		
<ul style="list-style-type: none"> ● Project Manager: Assigned by the selected provider, responsible for overall project management and communication. ● Development Team: Comprising developers, designers, and quality assurance specialists to work on application enhancements and updates. ● Technical Support Team: Available 24/7 for immediate issue resolution and user support. 		
V. Requirements		
The selected provider should meet the following requirements:		
<ul style="list-style-type: none"> ● Proven experience in hosting and maintaining government websites and mobile applications. ● Expertise in web and mobile application development, particularly using secure and modern technologies. ● A track record of providing reliable technical support and quick incident resolution. ● Compliance with cybersecurity standards and best practices. ● A non-disclosure agreement shall be accomplished by the supplier before entering the contract with the End-User 		

Conforme:

Full Name and Signature of Bidder/Authorized Rep :

Designation :

Name of Company :