

## **TERMS OF REFERENCE WEBSITE MAINTENANCE AND ENHANCEMENT PROJECT**

In the Bases Conversion and Development Authority (BCDA), the use of the internet and the creation of its own website are being promoted to further commercialize and reach out to its potential market. In-turn this would attract investments, create jobs for the Filipino people and boost the Philippine economy.

With the fast transition of technology, BCDA found the need to maintain, enhance, improve and redesign the current website which aims to promote the latter. A content management system has been put in place as part of the component of the website which would assist in keeping the contents updated and relevant, thus adding more value to the website. However, there are additional requirements that will be needed in improving the website layout, content, functionality and security. The maintenance of the website shall be required to keep the website framework up-to-date and reduce the potential of hacking.

### **Objective**

This project aims to maintain, enhance, support and to a certain extent redesign portions of the current BCDA website to help the organization achieve its primary objective of marketing and at the same time target a wider array of customers both locally and abroad.

The existing website was developed with the following technical specifications:

- Content Management System (CMS)
  - Drupal 7.x
- W3C Validated HTML5 Doctype
- Browser compatible pages
  - Internet Explorer 11.0 or later
  - Firefox 3.x
  - Chrome
  - Safari
- Semantic markup
- W3C Validated Cascading Style Sheets
- Languages: HTML, CSS, PHP, MySQL, jQuery, Javascript
- Responsive Design and Layout (Mobile, Tablet, PC)

The website is published under the hosting services of Bluehost using the bcda.gov.ph domain.

## **Project Scope Description**

To implement the project, BCDA requires services for the maintenance and support of the current BCDA Website:

**I. The Approved Budget of the Contract (ABC) is Three Hundred Fifty Thousand Pesos (Php 350,000.00), inclusive of all applicable taxes and fees.**

### **II. Qualifications:**

1. Must be PhilGEPS registered.
2. Must be an IT development company with at least three (3) years business operation and has implemented a website with a content management system.
3. Must have at least one (1) implementation of a website using Drupal in the last two (2) years.
4. The key personnel that will be assigned to the project should at the very least have three (3) years of experience in developing, implementing and supporting websites with content management system, one (at the minimum) of which must be in Drupal.

### **III. General Requirements:**

Overall, the CONTRACTOR is required to:

1. Ensure proper implementation, troubleshooting and maintenance for the website and to collaborate with the BCDA team and serve as a resource for problem analysis and solution.
2. Provide more effective development and design for the functionality of the website.
3. Provide technical and creative expertise to administer, manage, and update the website as needed.

### **IV. Scope of Work**

1. Site Administration.

The CONTRACTOR shall:

- 1.1 Review the existing BCDA site and its components.
- 1.2 Recommend additional appropriate site components/sections relevant to BCDA's marketing and communication requirements, in collaboration and as directed by the Marketing Unit.
- 1.3 Recommend on how to better integrate BCDA's websites with the subsidiaries.

- 1.4 In case of a serious incident, the restoration of the website from the most recent backup needs to be assured.
- 1.5 Security – manage all aspects of website security (including recommending additional security measures) to protect information and existing content (data, project information, contact details, etc.), and prevent hacks, defacing, etc.
- 1.6 Manage, edit, update, optimize, tune and maintain the site.
- 1.7 Ensure that SEO keywords and meta tags shall be applied to all key website pages and Google Analytics are installed.

## 2. Regular Technical Site and Code Maintenance.

The CONTRACTOR shall:

- 2.1 Assure Drupal framework is secured, maintained, updated and enhanced as needed.
- 2.2 Install modules security patches and upgrades including bug fixes as needed.
- 2.3 Install, upgrade or modify existing modules on sites as approved by BCDA.
- 2.4 Enhance and maintain the database backend.
- 2.5 Troubleshoot any existing error in the website including the testing on variety of browsers and mobile devices to ensure that everything is looking and functioning correctly.
- 2.6 Backup and recovery- data backups weekly, code backups as needed.
- 2.7 Implement and maintain a module for the generation of web analytics to determine level of interactivity of visitors and analysis of their needs.
- 2.8 Implement and maintain a module to log website activities, including possible intrusions and attacks. It must include a function to alert system administrators of malfunctions and suspicious activities.

## 3. Creative Design/Layout.

The CONTRACTOR shall:

- 3.1 Coordinate with BCDA to enhance<sup>1</sup> the website as needed based on the creative design and concept, which is relevant to BCDA's marketing and communication requirements and able to generate meaningful engagement.
- 3.2 Enhance<sup>1</sup> design, layout and manipulate the web pages based on the requirement of BCDA that includes the following:
  - Home
  - About Us
  - Projects
  - News & Archives
  - CSR
  - Bids

- Careers
- Contact Us
- Downloads
- Feedback
- Investment Opportunities
- Economic Zones
- Subsidiaries
- FAQ
- Links
- Gallery

<sup>1</sup> - limited to revisions or changes that will require no or minor code changes only.

#### 4. Contents Management.

The CONTRACTOR shall:

- 4.1 Implement a module to control unauthorized downloading of contents and images.
- 4.2 Enhance CMS interface to enable administrators to add users and set access controls for the system.

#### 5. Website Development.

A total of 160 man-hours are allocated for development work for the enhancement<sup>2</sup> of the website. BCDA may use the said man-hours throughout the year to request for revisions and/or enhancements to the website until the 160 hours are used up.

Enhancement requests shall be estimated by the CONTRACTOR and will only proceed with the development upon concurrence or approval of BCDA.

<sup>2</sup> - revisions or changes that will require major code changes

### **V. Term and Effectivity**

The engagement of this maintenance and enhancement project shall be for a period of one (1) year as reckoned from the date of receipt of the Notice to Proceed issued by the BCDA.

The CONTRACTOR shall be engaged to render services contracted to the Information and Communications Technology Department and shall report directly to the head of the department or his duly authorized representative.

## VI. Terms of Payment

In consideration of the website maintenance services, BCDA agrees to pay the total amount of the project cost inclusive of all applicable taxes and fees.

The consideration shall be paid under the following condition:

A monthly fee, inclusive of all applicable taxes and fees, shall be paid upon issuance of a monthly billing statement. The billing statement shall be composed of a set monthly fee for maintenance and support services and the equivalent charges for any development man-hours used from the 160 man-hours allotted<sup>3</sup>.

<sup>3</sup> - bid amount should detail the set monthly fee and cost of 160 man-hours, see example below:

<b>Unit Cost</b>	<b>Number of Units</b>	<b>Total Cost</b>
25,000.00	12 months	300,000.00
312.50	160 man-hours	50,000.00
	<b>Total Bid</b>	<b>350,000.00</b>

## SERVICE LEVEL

1. Upon identification of the website issue or errors, the BCDA shall notify the CONTRACTOR by sending an email. The email shall provide CONTRACTOR with a problem report and enough information to reproduce the error. The CONTRACTOR shall use its reasonable efforts to respond to problem reports at the earliest possible time.
2. For every issue or errors submitted, the minimum resolution time is 4 hours and maximum of 48 hours. Severity of issues and target response times are shown below.

Severity	Condition	Response Time	Resolution Time	Frequency of Updates
1	Website is down or does not function at all; system unavailable, inaccessible and/or has data integrity issues with no workaround available, resulting in total disruption of work or critical business impact.	2 hours	4 hours	Every business day
2	A component of the website is not performing, creating a significant operational impact; major functionality is impacted or significant performance degradation is experienced; issue is persistent and affects many users and/or major functionality; no reasonable workaround available.	4 hours	8 hours	Every 2 business days
3	A component of the website is not performing as documented; there are unexpected results; problems can be circumvented; there is moderate or minor operational impact; system performance issue or bug affecting some but not all users; short-term workaround is available.	24 hours	24 hours	Every 3 business days
4	Questions pertain to usage questions or clarification of documentation; inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation, configuration, upgrades, or	48 hours	48 hours	Every 5 business day

	performance; bug affecting a small number of users; acceptable workaround available.			
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3. Start of resolution time on Weekdays/Business days (Monday to Friday) are between 7:00AM to 6:00PM.
4. During weekends (Saturday and Sunday) and Holidays, resolution time will start on the next business day/weekday and can be done off site or remotely except if Severity is 1 or 2, in which case resolution time will start during the same day the issue is reported.
5. Severity 1 – 6:00 PM cut-off time
6. Severity 2 – 2:00 PM cut-off time (anything beyond this time will be resolved the next business day)
7. Severity 3 and 4 – 6:00 PM cut-off time (resolution on the next business day)
8. BCDA will be credited with the following, should CONTRACTOR fail to meet the service level:

Severity	Credit
1	0.75 man-hour
2	0.5 man-hour
3 or 4	0.25 man-hour

9. Credits will be added to the website development man-hour balance and can be utilized by BCDA until after one month after the expiration of the contract.
10. Requests for modifications and/or enhancements will be sent by BCDA to the CONTRACTOR via email. The email shall contain the details of the requested modifications and/or enhancements and the date/time said requests needs to be implemented. BCDA and CONTRACTOR will discuss and agree on the final delivery date/time of the request including service level and credits upon failure to adhere to the service level.