

TERMS OF REFERENCE

Enhancement, Maintenance, and Hosting of the NEA Website

I. BACKGROUND:

In 2019, the National Electrification Administration (NEA) launched the new NEA website (www.nea.gov.ph) which fulfills several key objectives and supports the agency's mission of promoting and ensuring sustainable rural electrification in the Philippines. Here are some key objectives of the NEA website:

- **Information Dissemination:** It allows NEA to provide updates on project progress, guidelines, regulations, and other relevant information to stakeholders, including electric cooperatives, local government units, and the public.
- **Resource Access:** Providing all ECs access to essential documents, manuals, guidelines, and training materials related to rural electrification. This facilitates capacity building, knowledge sharing, and improved project implementation among electric cooperatives and other partners.
- **Communication Platform:** Allowing for inquiries, feedback, and collaboration opportunities. It may include contact forms, email addresses, and interactive features to facilitate dialogue and engagement with stakeholders, fostering transparency and accountability.
- **Transparency and Accountability:** It allows government agencies to access financial reports, procurement information, project updates, and performance metrics, ensuring public scrutiny and oversight.
- **Promotion of Electrification Efforts:** Highlight the impact of NEA's electrification efforts on rural communities, livelihoods, and economic development. Through success stories, case studies, and testimonials, NEA can highlight the benefits of electrification and garner support for future initiatives.
- **Education and Awareness:** Educating its member-consumers about the importance of rural electrification, energy conservation, and sustainable practices. It can feature educational resources, articles, infographics, and multimedia content to raise awareness and promote responsible energy consumption among stakeholders and the public.

Overall, a website serves as a crucial tool for NEA to fulfill its mandate of extending electricity access to underserved rural areas, promoting socio-economic development, and improving the quality of life for all Filipinos. It enhances communication, transparency, and collaboration with stakeholders, ultimately contributing to the success and impact of NEA's electrification initiatives.

Lately, there are attempts of outsiders to unethically penetrate the corporate website and its system. The new degree of sophistication of their hacking and our outdated web system put us on a decision that a major overhaul of the website system. Cybersecurity consideration is put into account.

II. OBJECTIVES:

In light of the recent attempted hack on the NEA website, the ITCS D steps to develop a comprehensive Multi Layer Security enhancement plan that aims to fortify the integrity and resilience of its website against cyber threats, safeguard sensitive information, maintain trust and confidence, protect sensitive information, and ensure continuous its availability among stakeholders.

This project aims to find a highly qualified website development team to develop, migrate, host, and implement a new website as a custom-made web portal and content management system for NEA for One (1) year. During the period, the selected Supplier shall ensure the following objectives and goals are pursued:

- a. design, and develop a new responsive and accessible website
- b. deliver and maintain a flexible, interactive, and engaging website with modern navigation – built upon proven and accepted website development standards, an intuitive, and easy-to-use interface
- c. deliver a robust web hosting environment with guaranteed uptime and restoration time frames
- d. keep the new website up to date with the latest software, features, and functions while overall improving user experience for visitors.
- e. ensure the full security of the website by fending off cyber-attacks, securing sensitive information, and ensuring smooth website operations thereby allowing its users, both internal and external, to access the website without incident

III. QUALIFICATIONS OF THE SUPPLIER:

To ensure the effective, efficient, and consistent performance of duties and the implementation of the goals and objectives of the NEA. The following expectations are presented:

- a. Must have a physical office located in the Philippines operating for more than a year supporting similar IT-based projects in cloud/traditional platforms.
- b. The supplier should have experience in the field of website development, cloud hosting services, web security, and handling the technical back-end.
- c. The Supplier must have completed one (1) contract that is similar to this Project
- d. Has the ability to provide Multi-layered threat protection and secure authentication between web browser and server, as well as server-to-server authentication.
- e. Has the ability to provide user training and all documents

IV. INSTRUCTIONS TO SUPPLIER

The Supplier is expected to examine all instructions in the TOR carefully and submit all the following requirements/documents. Failure to comply with any of the following requirements will result in the proposal being rejected or non-compliance.

- Company Portfolio
- Business Registration
- Tax Identification Number (TIN)
- Company Website
- PhilGEPS Registration

- List of one (1) completed contract that is similar to this project
- Statement of Compliance (please see attached form)
- Customer Support Hotline
- The Supplier is required to provide complete Team Profiles (Curriculum Vitae, which includes work experience, and education) of identified personnel deemed as qualified for each role.
 - Project Manager
 - Website Lead Developer
 - Cloud Hosting Manager

V. THE EXISTING BASIC STRUCTURE OF THE NEA WEBSITE

a. Website menus

- Home
- Menu
- About Us
- Our Services
- Electric Cooperatives
- Issuances
- News & Events
- Publication
- Contact Us
- Transparency Seal
- Corporate Governance Scorecard (Disclosure)

b. Website technical specifications:

1. Existing Hosting Technical Specifications:

WEB HOSTING PLATFORM	REQUIREMENTS
Disk Space	Unlimited
Bandwidth	Unlimited
Websites Allowed	Unlimited
Sub-domains allowed	Unlimited
MYSQL Database	Unlimited
E-mail accounts	50
cPanel Latest Version	Yes
99.9-100% Uptime Guarantee	Yes

2. The Existing Website Technical Specifications:

- Content Management System (CMS)
 - Joomla! 3.10.11
 - PHP: 7.4.33
 - Apache: 2.4.54
 - MySQL: 5.7.23-23
- W3C Validated HTML5 Doctype

- Browser-compatible pages
 - Microsoft Edge
 - Firefox 3.x
 - Chrome
 - Safari
- Semantic markup
- W3C Validated Cascading Style Sheets
- Languages: PHP, MySQL, JavaScript, and CSS Development
- Responsive Design and Layout (Mobile, Tablet, PC)

VI. SCOPE OF WORK

The successful Supplier will be required to provide services as set out below:

- Migrate, design and develop new website with custom-made functions and features.
- Provide a robust web hosting environment with guaranteed uptime, defined restoration timeframes, and comprehensive cybersecurity measures, including hosting the current NEA website while development is ongoing.
- Provide 24/7 technical/help desk support with guaranteed response and resolution times - service requests, bug fixes, and security incidents resolved within the day and 1-hour response including service outages, performance issues, website defacement, hacking, or other outages.
- Conduct system updates to ensure that the website, content management system, and any plugins are up-to-date.
- Conduct website optimization to ensure the website ranks well in search engines.
- Conduct daily website backups to safeguard website content in the event of a system crash.
- Ensure Uptime Guarantee - The website shall have a guaranteed uptime of 99.9% per annum and be backed by a service level agreement.
- Develop a content management system integrated with the website, which includes, but is not limited to the following capabilities:
 - Content creation, scheduling, expiration, and editing.
 - Content preview – content publishers must have the ability to preview changes before publishing on the site.
 - Analytics – website metrics, counts on visits and activity, search engine optimization; determine site traffic areas and where on the site to publish new content, etc.
 - CMS activity reporting – detailing all login history, changes, and activities taking place on the website through content administrators
 - Homepage heat mapping – to collect information about every action taken on the current site to review functionality and behavior. The heat mapping shall include where people have clicked, scrolled, and hovered on the page.
 - Design and templates - page building and layout environment where NEA can select or drag and drop from a palette of page elements to change page designs, etc.
 - Roles, users, and workflow - permission-based security levels, define workflows through an easy-to-use and intuitive administrative interface, etc.
 - Provide the following knowledge management and news posting capabilities:
 - Author, review, and publish knowledge.
 - Intuitive search that provides highly relevant results including how-to, FAQs, and other documents.
 - Ability to set up knowledge articles.
 - Ability to post press releases, events, job vacancies, RFPs, etc.
 - Deliver Social media integration.

- Provide responsive site design creation with one layout that fluidly changes depending on the size of the screen
- Provide a hybrid model of AI chatbot or conversational chatbot for FAQ
- Broken link review
- Dynamic menu structure – a dynamic menu structure, with the ability to easily add, edit, move, and delete menu items in multiple structural areas of the site.
- Website design, coding, and content ownership – ownership of the website design, coding where applicable, and all content shall be transferred to the NEA upon Delivery

VII. PROJECT SCOPE AND DELIVERABLES

DESIGN AND DEVELOPMENT OF NEA WEBSITE	
Website Design and Development Scope	<ul style="list-style-type: none"> • Design studies (co-design w/ NEA) • Design and Layout • Site Map • Site Assembly • Content Management System (CMS) • Responsive Design and Layout (Mobile, Tablet, PC, etc.) • Bootstrap Responsive Framework • Testing and Debugging • Release Candidate <p>Require approval before deployment:</p> <ul style="list-style-type: none"> • Web Hosting service, Backup Servers, and Web Security • Framework, Sitemap, Wireframes, and Functional Specifications • Live Testing & Parallel Run • Deployment and File Migration to Live Testing
	<ul style="list-style-type: none"> • Must be developed using current web technologies including but not limited to WordPress, MVC Framework, LARAVEL, REACT.JS, .NET Framework, HTML5, CSS3, and MS SQL server for the database and co-develop with NEA IT personnel • Migrate the existing content/pages and functionalities of the NEA website to the new website • Must be compliant with the new DOST-ICTO (GWT) Government Website Template Guideline • Must comply with the web content accessibility guidelines • Must apply Responsive web design (RWD) technology for optimal viewing-easy reading and navigation-access a wide range of devices (from mobile services to desktop computer monitors) • Must have a hybrid model of AI chatbot or conversational chatbot for FAQ • Must have a Search engine: all content of the website must be indexed and searchable and the returning result must highlight the keywords and remove duplicated results, advanced search capability must be available to create a better searching mechanism.
Site Sections	<ul style="list-style-type: none"> • May align with the existing design but is also subject to change during the creation of new designs and layouts.

Plugins and addon Installation and Configuration	<ul style="list-style-type: none"> • Page Builder • Backup • Search Engine Optimization • User Activity Log • Comprehensive Security • Form Builder • Website Optimization • Privacy / Cookie Consent • Dashboard Management Component • Role Management • Chat Box • Accessibility
Post-implementation support	<p>Provision of warranty and operations and maintenance support for six (6) months after the launch of the website. Including but not limited to:</p> <ul style="list-style-type: none"> • Assure that the website is secured, maintained, updated, and enhanced as needed. Data backups weekly, code backups as needed. • Regular checking of websites for issues and mistakes and keeping them updated; • On-site or online assistance on inquiries from the department; • Bug fixing, problem reporting, and correction of broken scripts; • Offering consultation service or documentation for any prospective projects or improvements.
User Acceptance Test	<p>Run the following test:</p> <ul style="list-style-type: none"> • Functionality and Features Testing • Regressions Testing • Cross-Compatibility Testing • Web Security Testing • Performance Testing
Knowledge Transfer of Technology and Training for ITCSD Personnel & End-Users	<p>Conduct a month of hands-on training on the following:</p> <p>c. Content management The content management training will cover basic website management such as uploading content, editing web pages, navigating pages, and accessing the dashboard among others.</p> <p>d. Technical backend The technical backend will cover the Technical aspects of the website management such as website hosting, existing server specs, overview on how to configure the server to 'publish' the website, backup and restoration, advanced options in Security, troubleshooting guide (Error codes) and Installation of Plugins</p>
Terminal Report	<p>Submission of a comprehensive terminal report including insights, analysis, recommendations, and evaluations of the project.</p>

Confidentiality	<ul style="list-style-type: none"> • All materials, processes, data, proprietary information, and other related information that come into the possession or knowledge of Vendor Services in connection with the contract shall be kept confidential. Upon completion or termination of the contract, all such materials and information shall be turned over to NEA.
Intellectual Property	<ul style="list-style-type: none"> • Ownership of the website design, coding, and all content produced during the project shall be transferred to NEA upon completion as identified in the TOR.
Service Level Agreement	<ul style="list-style-type: none"> • The service provider shall adhere to the SLA as outlined in the TOR, ensuring proper maintenance, troubleshooting, and support for the website. This includes providing 24/7 support for critical issues and timely response to service requests.
Warranty and Maintenance	<ul style="list-style-type: none"> • The Vendor shall provide a six (6) month warranty period after the website launch, during which they will ensure the website is secured, maintained, updated, and enhanced as needed. Regular checks for issues, bug fixes, and technical support shall be provided.
Technical Guidelines	<ul style="list-style-type: none"> • Content Management System (CMS) • Browser Compatible pages (Microsoft Edge, Google Chrome, Firefox, Safari) • Semantic Markup • Languages: HTML, CSS, PHP, MySQL, jQuery
Technical and Services Requirement	<p>Technical and Services Requirement:</p> <ul style="list-style-type: none"> - Proxy Server must be in line with the existing firewall configuration - DNS Server configuration - Knowledge Transfer/Training - Unlimited Troubleshooting Service via REMOTE/CALL/EMAIL - 8x5 Technical Support, regular work hours Within Metro Manila - Unlimited Email and Phone Support Mondays- Fridays, 9 AM to 6 PM with a dedicated engineer - 2 hrs response time upon receipt of trouble call - One (1) day Refresher Course for IT PERSONNEL - Premium Quarterly (4) 8x5 on-site visits

WEB HOSTING TECHNICAL SPECIFICATION

A. Web Hosting, Backup Servers, and Web Security

	<ol style="list-style-type: none">1. Web Server<ul style="list-style-type: none">• Linux OS• 6 CPU• 16GB RAM• 300GB Storage• 8TB Transfer• SSH access with root privileges• Three backup slots are executed and rotated automatically: a daily backup, a 2-7 day old backup, and an 8-14 day old backup. (image backup)2. Secure Socket Layer<ul style="list-style-type: none">• Provides secure authentication between web browser and server, as well as server-to-server authentication• Signature algorithm strength is SHA-256 (minimum)• 2048-bit future-proof SSL/TLS Certificates, higher bits supported• Issuance speed is one to three days• Universal compatibility with all browsers and devices• Secures both www.domain.com and domain.com (without the www)• Secure site seal• Unlimited server licensing promotion• Unlimited re-issuance of certificate• Underwritten liability program of \$1,250,000.00• With level 1,2,3 8x5 Local Support3. Web Server Endpoint Security<ul style="list-style-type: none">• - Kaspersky Hybrid Cloud Security Enterprise for Server4. Security Operation Center<ul style="list-style-type: none">• Security Configuration Assessment• Vulnerability Detection• File Integrity Monitoring• Malware Detection• MITRE ATT&CK FRAMEWORK5. Cloud Firewall Protection6. DDOS Protection7. Private Networking<ul style="list-style-type: none">• One (1) Year Subscription• Local Support and Configuration• Security• Storage• Transfer
--	--

B. Reverse Proxy and Multi-Layer Security for Web Server

	<ol style="list-style-type: none">1. Reverse Proxy Server<ul style="list-style-type: none">• Linux OS• 4 CPU
--	---

- 8GB RAM
- 160GB Storage
- Reverse Proxy - SSL Offload / Caching
- Compression and other Web Security with Management
- Performance Improvement
- Security
- SSL termination/Off-load
- High performance: Can handle a large number of
- simultaneous connections and can process requests
- quickly, making it a good choice for high-traffic websites
- and applications.
 - Three backup slots are executed and rotated
- automatically: a daily backup, a 2-7 day old backup, and an
- 8-14 day old backup. (image backup)

2. Secure Socket Layer

- Provides secure authentication between web browser and
- server, as well as server to server authentication
- Signature algorithm strength is SHA-256 (minimum)
- 2048-bit future proof SSL/TLS Certificates, higher bits
- supported
- Issuance speed is one to three days
- Universal compatibility with all browsers and devices
- Secures both www.domain.com and domain.com (without
- the www)
- Secure site seal
- Unlimited server licensing promotion
- Unlimited re-issuance of certificate
- Underwritten liability program of \$1,250,000.00
- With level 1,2,3 8x5 Local Support

3. Web Server Endpoint Security

- Kaspersky Hybrid Cloud Security Enterprise for Server

4. Security Operation Center

- Security Configuration Assessment
- Vulnerability Detection
- File Integrity Monitoring
- Malware Detection
- MITRE ATT&CK FRAMEWORK

5. Cloud Firewall Protection

6. DDOS Protection

7. Private Networking

8. One (1) Year Subscription

- 24/7 Local Support and Configuration
- Security
- Storage
- Transfer

VIII. INSPECTION AND TESTS

The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Project specifications at no extra cost to the Procuring Entity in accordance with the Generic Procurement Manual. In addition to tests in the Section VII (PROJECT SCOPE AND DELIVERABLES) shall specify what inspections and/or tests the Procuring Entity requires, and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

All reasonable facilities and assistance for the inspection and testing of Goods, including access and data, shall be provided by the Supplier to the authorized inspectors at no charge to the Procuring Entity.

IX. PROJECT DURATION AND BUDGET ALLOCATION

- The duration of the project shall be 120 days upon the receipt of Purchased Order (PO);
- The Approved Budget of the Contract (ABC) is **Nine Hundred Eighty-Five Thousand Pesos (Php 985,000.00)** inclusive of all applicable taxes and will be sourced from the NEA 2024 Corporate Operating Budget (COB)

X. CONFIDENTIALITY CLAUSE

All materials conceptualized, designed, and produced, including all photos, illustrations, and write-ups, shall be owned by NEA with full and exclusive rights to future use thereof both in the Philippines and internationally.

The Supplier shall hold and maintain confidential all materials, processes, data, proprietary information, and other related information which shall come into its possession, or knowledge in connection with the Contract or its performance, and not to make use thereof other than for the purpose of the Contract.

After the completion or termination of the Contract, all materials, processes, data, proprietary information, and other related data and information provided to the selected supplier and which have been derived in relation to and as a consequence of the implementation of the Contract, shall be immediately turned-over to NEA without need of demand

The selected supplier undertakes that it shall make appropriate instructions to its employees, agents, and supplier/service providers who need to have access to such materials, processes, data, proprietary information, and other related data and information to strictly observe the confidentiality of the said information.

The obligation of the Supplier under this Article shall remain in effect even after the termination of this Contract.

XI. APPLICABLE LAW, TERMINATION AND REMEDIES

- a. The agreement shall be governed and construed in accordance with the laws of the Philippines
- b. Segment(s) or phase(s) of the project not implemented for whatever reason shall be revised/modified by the contractor/selected supplier at no cost on the part of NEA to translate said segment(s) or phase(s) for future implementation;
- c. The selected web design and development shall be subject to the assessment of the NEA as to the effectiveness of any phase of the campaign launched;
- d. The supplier shall submit regular reports detailing work progress, issues, and concerns, and recommend the next steps concerning the project as part of the deliverables;
- e. The NEA reserves the right to change, suspend, or discontinue temporarily or permanently the contract at any time should the NEA deem the supplier incapable of the project, subject to the termination guidelines issued by the Government, Procurement Policy Board (GPPB).

- f. The service provider agrees that in the event of any breach or threatened breach, NEA may obtain, in addition to any legal remedies that may be available, such equitable relief as may be necessary to protect the NEA against any such breach and threatened breach.
- g. The supplier agreed to the imposition of liquidated damages (LD) based on Section 68 of RA 9184 and its IRR state that liquidated damages are imposed when a supplier, contractor, or consultant fails to deliver goods or complete a project within the specified contract time or when required performance standards are not met.

SERVICE LEVEL AGREEMENT

Agreement Overview

This document describes the Service Level Agreement (SLA) applied to manage the maintenance and hosting of the National Electrification Administration (NEA) Website. This document outlines the services and responsibilities of the Supplier as stated by the Terms of Reference (TOR).

The purpose of the SLA is to establish a two-way understanding between the Bases Conversion and Development Authority and the Supplier in regards to the maintenance and hosting of the NEA Website. The document lays out the practices regarding web support that the Supplier will follow.

Roles and Responsibilities

The Supplier shall provide cloud hosting, development, maintenance, and enhancement of the NEA Website, and all other services covered under the TOR. The Supplier should ensure proper implementation, troubleshooting, and maintenance support for the website and can collaborate with the NEA team and serve as a resource for problem analysis and solution.

The NEA shall supervise the implementation of the design and content of the NEA website and will provide the information and footage to the Supplier. The NEA will have final approval on the implemented changes.

Coverage, Response Times, and Complaint Resolution

I. Coverage

1. The working days for the Supplier are from Mondays to Fridays and the daily business hours are 8:00 A.M. to 05:00 P.M. This will be considered official business hours. As stated in the TOR, the Supplier shall be available for contact beyond daily business hours for time-sensitive issues.
2. Each website concern or request from NEA will count as one request. In case of simultaneous requests, NEA will determine which request to classify as urgent.
3. As stated in the TOR, website matters under the full jurisdiction of the Supplier such as cybersecurity and hosting shall be fully monitored and handled by the Supplier. The Supplier shall immediately inform NEA of any issues encountered.

II. Response Times and Complaint Resolution

The Supplier shall be available for contact by any means necessary and shall immediately respond to NEA within fifteen (15) minutes during official business hours (8:00 AM to 5:00 PM) and within thirty (30) minutes during off-hours upon receipt of the request. The Supplier however shall be available 24/7 for time-sensitive issues (i.e. website hacking, etc.) and should respond within an hour from the time of the alert.

The NEA will use the following guidelines to determine the level of response in prioritizing web support requests, with the goal of beginning to work on the problem within the target timeframe.

Category	Description	Estimated Time of Resolution
Basic Content Management Services	Addition, removal, and revision of existing NEA website content.	2-3 hours
Technical Content Management Services Implementation of website	programs, applications, widgets, functions, additional web pages, and other software as requested by NEA.	2-3 days
Hosting Concerns	Inquiries on the issues of website hosting	15 mins to 1hour
Time-sensitive issues	Service outage, performance issue, website defacement, or other outages.	1-2 hours

Actual response times may be shorter or longer, depending on the volume of requests being handled. The Supplier shall provide an estimated time of resolution on the concerns and requests of NEA and should be able to deliver within the provided time frame.

Should the Supplier fail to complete the Services within the stipulated time, the NEA shall deduct the Supplier's payment an amount equal to one-tenth of one percent (1/10 of 1%) of the total quarterly payment minus the value of the completed portions of the contract certified by NEA for each calendar day of delay until the Services are completed.