

Terms of Reference

Application Maintenance for DOT Systems

Background

The Department of Tourism (DOT) is the national government agency charged with the responsibility to encourage, promote and develop tourism as major socio-economic activity to generate foreign currency and employment and to spread the benefits of tourism to both the private and public sector.

In order for the DOT to function based on the above, it has to have the necessary data to analyze current situations and trends, as well as, database of its systems and processes which includes its online accreditation system.

In its DOT ISSP 2007 to 2009 implementation, the DOT was able to implement eight (8) DOT Systems which was developed and maintained by an information technology service provider. Among the services provided by the IT firms is the maintenance of the said DOT Systems, including the DOT's Portal/Website. The said maintenance agreement expired in 2013.

Objectives

The main objective is to ensure the maintenance and working operations of the following:

1. DOT Accreditation On-line System
2. Portal / Website

Qualification of IT Firm

1. The IT Firm must have at least a minimum of 8 years' experience in software development.
2. The IT Firm must have at least a minimum of 8 years' experience in IT consultancy.
3. The IT Firm must have at least a minimum of 8 years' experience in handling software support or maintenance.
4. The IT Firm must have at least a minimum of 5 national government agency currently being handled and supported or have satisfactorily handled and supported.
5. The IT Firm must provide at least a minimum of 3 certificate of completion of project from national government agency.
6. The IT Firm must provide at least a minimum of 3 certificate of completion of project from private industry.

Scope of the Services

The IT firm shall assign at least 4 dedicated IT personnel and provide directly to the Department of Tourism maintenance services for the above enumerated two (2) DOT Applications which shall be in accordance with the maintenance and support obligations stated below;

1. Application Maintenance to handle Level 2 support and Level 3 support.

Application Maintenance covers the analysis, investigation and resolution of reported application defects for DOT Systems.

The IT firm shall also be doing testing and deployment of changes to address defects and approved changed requests to the production environment.

Application maintenance team may do their work offsite, or outside DOT offices, unless there is a need to report at the DOT Main Office to deliver required service.

The IT firm to be contracted shall perform the following tasks;

- a. Conduct weekly system preventive maintenance and full back-up of all system. Back up should be turned over to DOT – IT.
- b. Provision of support may be offsite, with possible on-site support for issues that cannot be resolved via phone or email.
- c. Provision of support for minor correction of source code provided that it is one of the existing features.
- d. Conduct initial analysis and investigation, and conduct resolution of reported defects
- e. Testing and deployment of changes (i.e, service request or changes to address an issue/defect) to production environment
- f. Monitor issues/problems and requests assigned to the group.
- g. Document all end-user interactions and update the status of the issue/request
- h. Provide its proposed schedule of weekly maintenance in coordination with the DOT

The IT firm may use commercially reasonable efforts to solve Errors as follows;

- a. "Errors" mean failures of the Latest Release of the system to perform in accordance with the Documentation in all material respects
- b. "Latest Release" means the latest release of the system application that has been placed into production and currently being used by DOT

2. Definition of Issue Priority, Severity and Response Time

Each Incident Report (IR) is assigned a priority and severity. The table below is designed to determine the appropriate priority and severity to assign to an IR. IRs should be raised via email and the telephone to ensure understanding of the problem by both the DOT and IT firm.

Priority Severity	Description	IT firm Response Time
Level 1	Emergency Situation with no workaround. When a production system is down and/or has a critical impact on the operation. Also applies when development is at a crucial stage and an issue prevents moving into production.	Four (4) hours
Level 2	Non-emergency situation with a workaround	Eight (8) hours
Level 3	General inquiries related to the system that need answers but are urgent and require fixing with on-site support. The request will be considered an enhancement request if it changes the behavior of the product.	Three (3) hours

3. Notification of Errors

DOT shall provide to IT firm reasonably detailed documentation and explanation, together with underlying data, to substantiate any such failures and to assist the IT firm in its efforts to investigate, diagnose and correct the failure.

4. Email, Phone/Chat Support and Contact List

During office hours, the IT firm shall provide DOT with access to "Second level support" and "Third level support". Second level support and Third level support are calls directly from DOT IT Division.

DOT external clients and/or regional offices shall only coordinate with DOT IT Division. Should the problem go beyond the first level support, DOT IT Division shall escalate the issue to the IT Firm hotline.

The IT Firm shall do its best to internally resolve the problem offsite within the operating/office hours as agreed upon based on government rules and regulations or as per instruction / requested support.

The IT Firm shall provide a workflow diagram which will outline showing the process of the escalated issue between DOT and IT Firm.

Approved Budget Cost (ABC)

The application maintenance of the system will have 8 days of IT services per month with an estimated average cost for the year at Php 1,200,000.00 or an estimated amount of Php 100,000.00 per month.