

Section VII. Technical Specifications

Technical Specifications

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

ITEM NO.	SPECIFICATIONS	BIDDER'S 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 on 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 the eFOI website is available all the time for anyone who wants to requests documents and acquire public information. With cloud hosting, eFOI is provided with a cluster of servers. eFOI platform files and resources are duplicated on each server. eFOI needs this so that when one of the cloud servers is busy or has any problems, the traffic is automatically routed to another server in the cluster and this ensures that there is enough server capacity to handle up to 5-10 million page views per year. Acquisition of multiple servers will enable Business continuity for the eFOI portal in case of an unexpected downtime of one of the servers, in line with the 99% Service Uptime.</p> <p>eFOI needs this platform because of the increasing number of requests from the public, and also because of the on-boarding of government agencies which requires more space for storage of the user activities.</p> <p>Also, a web host is responsible for keeping the server up and running 24 hours a day, 7 days a week (24/7), protecting it from malicious attacks, and serving content (text, images, files) from the server to</p>	

	<p>visitors' browsers; and ensuring that there is enough capacity for the server.</p> <p>The provider must provide monthly usage reports vs. capacity and insights to effectively plan for capacity.</p> <p>Client prefers retention of existing Cloud Platform as the Cloud Hosting provider for eFOI portal for the ff. reasons: <i>(please see attachment 1, as reference)</i></p>	
2	<p>Technical Support and Maintenance <i>(1 Year of Support and Maintenance of the eFOI platform)</i></p> <p>Technical Support and Maintenance is continuous software upgrades and bug fixes while users have uninterrupted access to the site. This will allow end-users to have full access to the site with zero downtime while conducting site modifications and beta-testing.</p> <p>This also ensures eFOI is up to date and secure from different sorts of viruses and other online threats when accessed from different devices.</p> <p>The Technical Support and Maintenance service must perform a regular/monthly checkup and configuration support for the system settings to identify and fix and patching of critical bugs for eFOI to function and serve its purpose of constant document requests and approvals. The team will also be responsible for weekends/holidays tasks such as mentioned above which may not be covered by regular/contractual/casual government employees as per Labor code Art. 83 in line with the 24/7 SLA of the eFOI portal.</p> <p>The Technical Support and Maintenance team must perform security patching and observe compliance with 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 and the eFOI is aligned to accepted regulations to perform best.</p> <p>The Vendor shall provide a platform for Offsite support if Onsite support is not available.</p>	
3	Transition/migration plan	

	<p>The Provider and the client's in-house IT team will conceptualize/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 from the Provider to the in-house IT team.</p>	
4	<p>Development and Change Management (<i>Design and Development Team</i>)</p> <p>The Provider will assign Design and development resources and a project manager to focus on the project for the development of new features and enhancements to the current eFOI platform. (<i>See attached List of Modifications for the Current Features of the eFOI Portal and List of Enhancements to the eFOI Portal</i>)</p> <p>eFOI needs this team to focus on the priority features, updates and modifications of the backend processes for a better eFOI platform.</p> <p>The Provider must also ensure transparency and flexibility throughout the Development period, to ensure laymen's terms and concepts will be addressed and converted into a fully working software platform.</p> <p>Development resources assigned by the Provider, such as UI/Front-end developer, Back-end Developer and a Project Manager are needed to ensure eFOI platform will be deployed within stipulated timeline.</p>	
5	<p>eFOI portal 12 Month Timeline (<i>please see Attachment 2 for your reference</i>)</p>	

I hereby commit to comply and deliver all of the above requirements in accordance with the above-stated schedule.

Name of Company/Bidder

Signature over Printed Name of
Representative

Date

Attachment 1

Retention of Google Cloud platform to host eFOI portal

Why do eFOI portal prefers Google Cloud Platform(GCP)?

Major players in the market are:

- Microsoft Azure
- **Google Cloud Platform**
- Amazon Web Services
- IBM Cloud

Notable companies currently hosted in the Google Cloud Services are:

- | | |
|------------------|--------------|
| - Apple | - Coca Cola |
| - Spotify | - Sony Music |
| - Planet Labs | - Ubisoft |
| - Lush cosmetics | - Home Depot |
| - Evernote | - Snapchat |
| - HSBC | - Best Buy |

*source: kinsta.com, geekflare.com

Advantages of acquiring Google Cloud platform to host eFOI portal.

1. Pricing
 - a. GCP has only one type of pricing plan, the Provider only pay monthly as per your site's usage.
 - b. Committed Use Discounts – you can purchase a specific amount of vCPUs and memory for up to a 57% discount off of regular prices if you commit usage for either 1-3 years.
2. Speed
 - a. Google leads Amazon when it comes to speed, better speed leads to a considerably improved site performance.
 - b. Google is known for providing low-latency network infrastructure
3. Live Migration
 - a. Google offers live migration of virtual machines between host machines, this allows our site.
 - b. Able to conduct live maintenance without rebooting the machine
4. Improved site performance
 - a. Faster back end process and significant decrease in load time.
 - b. Able to huge amount of concurrent users/visitors.
5. State of the Art security
 - a. Google currently employs more than 500 full-time security professionals
 - b. All data is encrypted in transit under 256-bit AES
6. Redundant Backups
 - a. Stores site's data redundantly in at least two regions.

LIST OF FUNCTIONALITIES/FEATURES FOR THE eFOI PORTAL

Annex A. List of Modifications for the Current Features of the eFOI portal

USER/CLIENTS	OBJECTIVES	SECTION	BUTTON/TAB	FEATURES
PUBLIC USER				
Public User	find government information based on sector	Home page	Sector Icons	directs users to a searchable information inventory
Public User	use the portal in user's dialects	Translate page	Translate page	translates the whole portal into the dialect of the user
Public User	find government information based on agency	Agency Dashboard	View Agencies	provides all information on the agency including its information inventory, requests for info, FOI Manual, FOI Officers, link to the official website, and average FOI processing time
Public User	search and download FOI Databases	Database	Database	provides searchable databases containing FOI Manuals, FOI Officers, Inventories, Registries, Summary Reports
Public User	find government information	Home	Search	returns searches for eFOI requests, Open Data, central offices
Public User	download government information which are available online	Information title page	Info URL	redirects users to agency's web page/file and includes "this info has been downloaded xx times"
Public User	request for government information which are not available online	Information title page	Request for this Information	redirects users to request page and includes "this info has been requested xx times"
Public User	look for updates on the FOI program	Stories	Stories	provides all press releases and other news published by FOI Philippines
Public User	view all requests	Browse Requests	All Requests	lists all requests lodged by public users
Public User	view all requests by status	Browse Requests	Successful Requests	lists all successful requests
Public User	view specific requests	Browse Requests	Individual Request Page	provides request details with conversation thread between requesting party and agency
Public User	view status of requests	Request Timeline	Individual Request Page	provides a linear graphic representation of the status of requests

LIST OF FUNCTIONALITIES/FEATURES FOR THE eFOI PORTAL

Public User	create an account	Login	Sign Up	requests users to fill out the signup form; sends a Confirmation Email to registered email address
Public User	create an account	Login	Sign Up	
Public User	log in to account	Home	Login	provides access to User Dashboard
Public User	filter list of on boarded agencies	View Agencies	Filter Agencies	returns agencies which includes the keyword
Public User	search for agencies	View Agencies	All Agencies	lists all on boarded agencies
Public User	view top requested information	Home	Home	lists top requested information
Public User	view top performing agencies	View Agencies	Top Performing Agencies	lists all top performing agencies
Public User	download references related to the FOI program	Resources	Resources	lists all memoranda and other literature on the FOI program
Public User	view statistics on the eFOI	Statistics	Requests Summary	line chart based on the following filters: agency, starting date, end date vis-a-vis requests received data downloadable in various formats
Public User	view statistics on the eFOI	Statistics	Timeliness	line chart based on the following filters: agency, starting date, end date vis-a-vis timeliness of responses data downloadable in various formats
Public User	view statistics on the eFOI	Statistics	Exceptions	bar graph based on the bases for denial of agencies data downloadable in various formats
Public User	view statistics on the eFOI	Statistics	Request Outcomes	bar graph based on statuses of FOI requests data downloadable in various formats with corresponding metadata remove test requests
Public User	view statistics on the eFOI	Statistics	Aggregated Statistics	lists total number of requests received by agencies shows timeliness of responses of agencies

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				Exceptions applied
Public User	get information on the FOI program	FAQ	FAQ page	shows all frequently-asked-questions with corresponding answers
Public User	use the standard FOI request form	FAQ	Download the FOI Request Form here	downloads the PDF file of the standard request form
Public User	read the model people's manual	FAQ	Download the Model People's FOI Manual here	downloads the PDF file of the Model People's FOI Manual
REGISTERED PUBLIC USER				
Registered Public User	request for information	My Account	Make A Request	requests users to fill out request form; sends request to target agency
Registered Public User	search for previously requested information	My Account	Search	returns searches for previous requests of account user based on keywords
Registered Public User	receive status of request	My Account	My Requests	lists requests lodged by user with tracking code, date requested, title, time lapsed, flag, and status
Registered Public User	view all followed requests	My Account	Followed Requests	lists requests followed by account user
Registered Public User	follow specific requests	Individual Request Page	Follow Request	tags requests and includes it in the "Followed Requests" dashboard
Registered Public User	print or save specific request threads (as pdf)	Individual Request Page	Print Conversation	opens print dialogue of browser
Registered Public User	share requests	Individual Request Page	Share Request	copies the URL of the request for pasting
Registered Public User	provide feedback on how the request has been facilitated	Individual Request Page	Are you happy with how we processed your requests? (5-star ratings) Qualitative feedback	submits a feedback rating to the agency
Registered Public User	provide feedback on how the request has been facilitated	Individual Request Page	Submit an appeal	submits an appeal to the FOI Champion/FOI Appeals Committee
Registered Public User	report request	Individual Request Page	Report Request	displays a pop-up box where user can input the reason for reporting; sends report to admin
FOI RECEIVING OFFICER AND DECISION MAKER				

LIST OF FUNCTIONALITIES/FEATURES FOR THE eFOI PORTAL

FOI Receiving Officer and Decision Maker				
FOI Receiving Officer and Decision Maker	create an agency account	Agency Login	Sign Up	requests users to fill out signup form; sends a Confirmation Email to registered email address
FOI Receiving Officer and Decision Maker	log in to agency account	Agency Login	Log in	log in and provide access to FRO Dashboard
FOI Receiving Officer and Decision Maker		Compliance Dashboard		shows compliance status of agency (for FOI Compliance Monitoring)
FOI Receiving Officer and Decision Maker		Compliance Dashboard	Update FOI Manual	
FOI Receiving Officer and Decision Maker	upload Agency Information Inventory	Compliance Dashboard	Information Inventory	form with Inventory fields
FOI Receiving Officer and Decision Maker	generate FOI Reports	Compliance Dashboard	FOI Reports	downloads an auto-generated FOI Report with Summary
FOI Receiving Officer and Decision Maker	upload FOI Officers	Compliance Dashboard	FOI Officers	uploads names of FOI Officers
FOI RECEIVING OFFICER				
FOI Receiving Officer	see all pending requests lodged for the agency	RO: Requests Monitoring Dashboard	Pending Requests	lists down all pending requests received by an agency
FOI Receiving Officer	search for specific request	RO: Requests Monitoring Dashboard	Search	returns searches for all pending requests based on keywords provided by the user
FOI Receiving Officer	accept the request	RO: Requests Monitoring Dashboard	Accept	lists down the DMs of the agency and generates an editable template response
FOI Receiving Officer	forward the request to a DM	RO: Assign to a Decision Maker	Assign Decision Maker	sends a message to the requesting party and forwards the request to DM
FOI Receiving Officer	deny the request	RO: Requests Monitoring Dashboard	Deny	allows user to select reason for denial and generates an editable template response
FOI Receiving Officer	send the denial message to requesting party	RO: Deny Request	Deny Request	sends a message to the requesting party

LIST OF FUNCTIONALITIES/FEATURES FOR THE eFOI PORTAL

FOI Receiving Officer	see specific request	Individual Request Page	Request Title	shows the specific request, with the requesting party's message and contact information
FOI Receiving Officer	print the conversation	Individual Request Page	Print Conversation	pop up message of printing settings
FOI Receiving Officer	view all requests lodged for the agency	RO: Requests Monitoring Dashboard	All	lists down all requests received by an agency with corresponding status
FOI Receiving Officer	input a standard request	RO: Requests Monitoring Dashboard	Add a Manual Request	generates the request form for RO to fill out on behalf of the requesting party
FOI Receiving Officer	attach files to the standard request	Manual Request	Attach Files	uploads files as attachment to the request
FOI Receiving Officer	view all requests lodged for the agency	Browse Requests	Browse Requests	categorizes requests depending on status, shows agency's mandate, provides link to official page of agency
FOI Receiving Officer	search for specific request	Browse Requests	Filter Requests	returns searches for all requests based on keywords provided by the user
FOI Receiving Officer	view all requests lodged for the agency	Browse Requests	All Requests	lists down all requests lodged for the agency
FOI Receiving Officer	view manual requests lodged	Manual Requests	Manual Requests	lists down all manually lodged requests
FOI Receiving Officer	search for specific manual request	Manual Requests	Search	returns searches for all manual requests based on keywords provided by the user
FOI DECISION MAKER				
FOI Decision Maker	view all accepted requests sent to the user	Assigned To Me	Assigned To Me	lists down all requests accepted FRO and assigned to the user
FOI Decision Maker	view all accepted requests sent to the user	Assigned To Me	Search	returns searches for all requests based on keywords provided by the user
FOI Decision Maker	forward the request to another DM	DM: Forward Request	Forward	forwards the request to another DM, sends a message to the requesting party
FOI Decision Maker	reply to the requesting party	DM: Reply to Request	Reply	replies to the request with a generated template depending on the status
FOI Decision Maker	attach files to the response to the requesting party	DM: Reply to Request	Attach Files	attaches files to the request

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FOI COMPLIANCE MONITORING DIVISION (CMD)				
FOI CMD	add new users	All tabs	Add New User	registers new users and sends an activation link to them
FOI CMD	send new link to previously registered users who have not activated their accounts	User Management	Send Invitation Link	sends new activation link to users
FOI CMD	view all registered users	User Management	User Management	lists down all registered users to the portal
FOI CMD	view reports sent to the admin	Reports	Reports	lists down all received reports
FOI CMD	receive notification on requests approaching deadline and red flags	Monitor Requests	Monitor Requests	searchable database of requests approaching the deadline and red flags
FOI CMD	acknowledge submission of FOI reports from agencies	Compliance Dashboard		

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Annex B

List of Enhancements to the eFOI portal (www.foi.gov.ph)

- Improved statistics with metadata and legends
 - Agency dashboards containing aggregate statistics, timeliness stats, and agency compliance
 - export functionality for all statistics
 - viz on demographics, purpose, sector
- National Information Infrastructure:
 - database of Agency Inventories
 - database of all FOI Registries
 - uploading facility of Inventories and Registries
- with SQL, sorting, filtering, exporting functions
- FOI Mobile Application
- show only the initial of first name and complete last name of requesting parties
- internal messaging system:
 - FRO <> FDM
 - FRO/FDM <> PCOO
- analytics for quantifying request costs

Attachment 2



eFOI portal v2.0 12-Month timeline

By: CCDD/IT team

