



REPUBLIC OF THE PHILIPPINES  
**PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE**  
*Tanggapang Pampanguluhan sa Operasyong Pangkomunikasyon*  
Malacañang, Manila

**SUPPLEMENTAL / BID BULLETIN NO. 2**

***Procurement of Information Technology (IT) Service Provider  
for the Electronic Freedom of Information (eFOI) Portal  
(Contract No. 2019-PCOO-I-007)  
31 October 2019***

In compliance with **Sec. 22.5.2** of the **2016 Revised Implementing Rules and Regulations on Republic Act No. 9184 (IRR)**, this Supplemental / Bid Bulletin is issued upon the initiative of the Presidential Communications Operations Office to inform interested suppliers and the general public of the following modifications to the Bidding Documents of the captioned procurement project:

Reference	Amendments
Date and Time of the Deadline for the Submission and Receipt of Bids	The deadline for the submission and receipt of bids shall be on <b>11 November 2019, 9:00 A.M.</b>
Date, Time, and Place for the Opening of Bids	The Bids and Awards Committee shall conduct the opening of bids on <b>11 November 2019, 10:00 A.M.</b> , at the <b>4th Floor Conference Room, New Executive Building, Malacañang, Manila.</b>
Section VI. Schedule of Requirements	The Schedule of Requirements of this procurement project is <b>superseded</b> by the attached <b>Annex "A."</b>
Section VII. Technical Specifications	The Technical Specifications of this procurement project is <b>superseded</b> by the attached <b>Annex "B."</b>

**Reminder Re: "No Contact Rule"**

In addition, interested suppliers are reminded that, **pursuant to Sec. 32.1 of said IRR**, members of the Bids and Awards Committee, its staff and personnel, Secretariat, and Technical Working Group, as well as Observers, are prohibited from making or accepting any communication with any bidder regarding the evaluation of their bids until the issuance of the Notice of Award. However, said Committee, through its Secretariat, may ask in writing the bidders for clarifications regarding their respective bids, if any. All responses to requests for clarification shall be in writing.

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**Integral Part of the Bidding Documents**

This Supplemental / Bid Bulletin shall constitute an integral part of the Bidding Documents for the captioned procurement project.

*For further information, interested suppliers are advised to send written queries to the address provided below:*

**Atty. ANNA FARINAH B. MINDALANO**  
*Head - Bids and Awards Committee Secretariat  
Presidential Communications Operations Office  
Basement Level, New Executive Building  
Malacañang Complex, Manila  
Telefax No. (+632) 735-6170  
E-mail: [pcoo.bac@gmail.com](mailto:pcoo.bac@gmail.com)  
Website: <https://pcoo.gov.ph>*

**(( ON LEAVE ))**

**USec. MARVIN R. GATPAYAT**  
*Chairperson  
Bids and Awards Committee I*

**(( ORIGINAL SIGNED ))**

**ASec. OMAR V. ROMERO**  
*Vice-Chairperson  
Bids and Awards Committee I*

The Schedule of Requirements and  
Technical Specifications are in conformity  
with the requirements of the end-user unit:

**(( ORIGINAL SIGNED ))**

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*End-User Representative*

## ***Section VI. Schedule of Requirements***

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

<b>Item Number</b>	<b>Description</b>	<b>Quantity</b>	<b>Total</b>	<b>Delivered, Weeks/Months</b>
<b>1</b>	<b>IT Service Provider for the eFOI Portal</b>			
	Analysis and review of eFOI requirements for end-users and admins	1	1	One (1) month from receipt of NTP
	Front-end web development based on the updated mockup for U/I	1	1	Two (2) months from receipt of NTP
	Integration of new design to back-end processes	1	1	Three (3) months from receipt of NTP
	Integration of new design to back-end processes (coding sprint)	1	1	Four (4) months from receipt of NTP
	Integration of new design to back-end processes (2nd coding sprint)	1	1	Five (5) months from receipt of NTP
	Documentation and testing of the project (local server) live beta-testing	1	1	Six (6) months from receipt of NTP
	eFOI portal beta v.2.0 deployment on the web	1	1	Seven (7) months from receipt of NTP
	Gathering of feedback from client/end-users for bugs and flaws; portal online	1	1	Eight (8) months from receipt of NTP
	Addressing of reported bugs and fixes; portal online	1	1	Nine (9) months from receipt of NTP
	Continuation of QA and refinement, phase bugs and flaws addressed	1	1	Ten (10) months from receipt of NTP
	Official launch of eFOI portal v2.1; 24/7 support and maintenance	1	1	Eleven (11) months from receipt of NTP
	Full turnover of access and source codes to FOI IT team	1	1	Twelve (12) months from receipt of NTP



## Technical Specifications

Item	Specification	Statement of Compliance
		<p>Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of <b>ITB</b> Clause 3.1(a)(ii) and/or <b>GCC</b> Clause 2.1(a)(ii).</p>
1	<p><b>IT Service Provider for the eFOI Portal</b></p> <p><u>Platform Hosting</u> (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.</p>	

	<p>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 <b>most reliable</b> solution on the market, so that the eFOI website is available all the time for anyone who wants to request documents and acquire public information. With <b>cloud hosting</b>, 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</p>	
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<p>week (24/7), protecting it from malicious attacks, and serving content (text, images, files) from the server to 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><b><u>The following security protocols/layers should also be provided:</u></b></p> <ol style="list-style-type: none"> <li>1. <b><u>SSL (Secure Socket Layer) with 256bit encryption</u></b></li> <li>2. <b><u>Cloud Security for DDoS attacks</u></b></li> <li>3. <b><u>Two-factor authentication</u></b></li> <li>4. <b><u>MRTG report</u></b></li> </ol> <p>The service provider may maintain OR transfer from the current cloud hosting of the eFOI provided that it ensures there will be no downtime.</p> <p><b><u>Technical Support and Maintenance</u></b>  <i>(1 Year of Support and Maintenance of the eFOI Platform)</i></p> <p>Technical Support and Maintenance means 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</p>	
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<p>conducting the 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 identify and fix 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/holiday 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 inquire 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> <p><u>Transition/Migration Plan</u></p>	
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	<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"> <li>1. Scope and planning;</li> <li>2. Pre-launch preparation;</li> <li>3. Pre-launch testing;</li> <li>4. Launch day support;</li> <li>5. Post-launch review and support;</li> <li>6. Performance review.</li> </ol> <p>This must be conducted with full transparency and flexibility from the Provider to the in-house IT team.</p> <p><u>Development and Change Management</u> (<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 back-end processes for a better eFOI platform.</p> <p>The Provider must also ensure transparency and flexibility</p>	
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	<p>throughout the Development period, to ensure layman'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> <p><u>eFOI Portal 12 Month Timeline</u>  <i>(See attached eFOI Portal 12 Month Timeline and Schedule of Requirements.)</i></p>	
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I hereby commit to comply and deliver all of the above requirements in accordance with the above-stated schedule.

_____	_____	_____
<i>Name of Company/Bidder</i>	<i>Signature over Printed Name of Representative</i>	<i>Date</i>

## 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
<b>PUBLIC USER</b>				
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
Public User	view statistics on the eFOI	Statistics	Timeliness	data downloadable in various formats line chart based on the following filters: agency, starting date, end date vis-a-vis timeliness of responses
Public User	view statistics on the eFOI	Statistics	Exceptions	data downloadable in various formats bar graph based on the bases for denial of agencies
Public User	view statistics on the eFOI	Statistics	Request Outcomes	data downloadable in various formats bar graph based on statuses of FOI requests data downloadable in various formats with corresponding metadata
Public User	view statistics on the eFOI	Statistics	Aggregated Statistics	remove test requests lists total number of requests received by agencies shows timeliness of responses of agencies

## LIST OF FUNCTIONALITIES/FEATURES FOR THE eFOI PORTAL

Public User	get information on the FOI program	FAQ	FAQ page	Exceptions applied 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
<b>REGISTERED PUBLIC USER</b>				
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)	submits a feedback rating to the agency
<b>FOI CHAMPION/FOI APPEALS COMMITTEE</b>				
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 REQUESTS, COMMENTS AND DISCUSSION BOARD

## LIST OF FUNCTIONALITIES/FEATURES FOR THE e-FI 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
<b>FOI DECISION MAKER</b>				
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



# LIST OF FUNCTIONALITIES/FEATURES FOR THE eFOI PORTAL

## 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		

## LIST OF FUNCTIONALITIES/FEATURES FOR THE eFOI PORTAL

### Annex B

#### *List of Enhancements to the eFOI portal ([www.foi.gov.ph](http://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 12-Month Timeline

