



December 22, 2020

REQUEST FOR QUOTATION

No.: 2020-CIMS(005)-NPSVP-042

Renewal of Oracle DBA Professional Services
(Negotiated Procurement – Small Value Procurement)

Sir/Madam:

The Credit Information Corporation invites you to submit your quotation / offer for the item/s described below using the **Price Proposal Form (see Annex "A")** subject to the terms and conditions stated in the RFQ and Terms of Reference (**see Annex "B"**).

Qty	UOM	PARTICULARS	Approved Budget for the Contract
1	Lot	Oracle DBA Professional Services	PhP700,000.00

Contract Duration: 1 year
Delivery Site: 6F, Exchange Corner Bldg., 107 VA Rufino St. cor. Esteban St., Legaspi Village, Makati City

Submit your proposal, together with the following documents, duly signed by you or your duly authorized representative, not later than **December 29, 2020, 5:00 p.m.**

- PhilGEPS Certificate/Number;**
- Mayor's/Business Permit for the current year;**
- Latest Business/Income Tax Returns;**
- Curriculum Vitae/Professional Licenses;**
- Notarized Omnibus Sworn Statement (Annex C);** and
- For Authorized Representatives: **SPA (Sole Proprietorship/Partnership), Secretary's Certificate or Board Resolution (Corporation).**

Only one (1) set of documents certified to be true copies of the original shall be required.

Proposals and other documents required shall be sent electronically to phoebe.wagan@creditinfo.gov.ph. Electronically submitted proposals and documents must be submitted on or before the deadline of submission as stated in this RFQ.

Upon determination of your technical, legal and financial eligibility, the Administration Unit of the CIC shall undertake negotiation with your company based on the Technical Specifications for this project.

Signed
RODNEY ROY A. VALENCIA
Administrative Services Officer V

N.B.: The duly accomplished Proposal (Annex A), together with the other required documents, shall be submitted on or before the deadline for submission of proposal or any extension thereof. The following supporting documents may be submitted anytime during submission of offers, evaluation of offers, after issuance of Notice of Award but before payment:

1. PhilGEPS Registration Number; and
2. Mayor's/Business Permit for the Year 2020;

PhilGEPS Platinum Registration Certificate may be submitted **in lieu** of the foregoing documents.

If unable to have the Omnibus Sworn Statement notarized, an unnotarized Omnibus Sworn Statement may be submitted, subject to compliance therewith after award of contract but before payment.

PRICE PROPOSAL FORM

Date: _____

Administrative Office
Credit Information Corporation
6F, Exchange Corner Bldg., 107 VA Rufino St.
cor. Esteban St., Legaspi Village, Makati City

Madam:

Having examined the Request for Quotation No. 2020-CIMS(005)-NPSVP-042, which includes the technical specifications, the receipt of which is hereby duly acknowledged, the undersigned, offer to, in conformity with the said Request for Quotation for the sums stated hereunder:

ITEM/DESCRIPTION	Qty	UOM	TOTAL BID PRICE
Oracle DBA Professional Services	1	Lot	

Contract Duration: One (1) year

TOTAL BID PRICE IN WORDS:

We undertake, if our Proposal is accepted, to deliver the goods/services as identified in the Technical Specifications/Terms of Reference and in accordance with the delivery schedule.

Our quotation includes all taxes, duties and/or levies payable and is valid for a period of THIRTY (30) calendar days upon issuance of this document.

We understand that the CIC Technical Working Group may require from us the submission of documents that will prove our legal, financial and technical capability to undertake this project.

Until a formal Contract is prepared and executed, this Proposal, together with your written acceptance thereof and the Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this _____.

Signature of Authorized Representative

Printed Name of Authorized Representative

Capacity

Duly authorized to sign Proposal for and on behalf of: _____

**COMPLIANCE FORM
Terms of Reference
Renewal of Oracle DBA Services**

1. Overview

The Credit Information Corporation (CIC) is mandated to collect and aggregate borrower's credit data to establish the credit worthiness of borrowers. The CIS data is stored in state-of-the-art technology in the database management system.

The CIC has invested in enterprise licenses, maintenance, and encryption to maintain and secure borrower's data. Technologies such as Transparent Database Encryption, Audit Vault, and DB Firewall to secure borrower's data from disclosures and loss. While the Database Appliance reduces management complexities of a database system, further improve database security and availability.

2. Scope

The project covers the maintenance of the equipment located at the Data Centers, Makati City and Cebu City. The scope of the service is as follows:

- Contract for one year
- Render and deliver in a professional manner the Highly Technical Expert Services Agreement for the maintenance of the Oracle Database.
- Ensure availability of the Oracle Database 24x7.
- Collaborate and coordinate, together with the CIC personnel as regards with the implementation of the Oracle Database.
- Conduct meetings or consultations, if necessary, with concerned offices as regards the implementation of the Oracle Database.
- Prepare and submit incident reports to the CIC ICT as maybe needed.
- Recommend the appropriate computing environment for the implementation as maybe needed
- Reporting and Performance Recommendations

3. Definition of Terms

Term	Definition
Database	A database is an organized collection of data, generally stored and accessed electronically from a computer system.
Oracle Database	Oracle Database is a multi-model database management system produced and marketed by Oracle Corporation. It is a database commonly used for running online transaction processing, data warehousing and mixed database workloads.
Database Encryption	Database encryption is the process of converting data, within a database, in plain text format into a meaningless cipher text by means of a suitable algorithm.

Database Vault	Database Vault provides powerful security controls to help protect application data from unauthorized access, and comply with privacy and regulatory requirements. Database Vault secure existing database environments transparently, eliminating costly and time consuming application changes.
Database Firewall	Database Firewall enables perimeter security controls, providing a first line of defense around Oracle and non-Oracle databases by monitoring in-bound SQL and blocking unauthorized SQL statements.
Managed Services	Managed services is the practice of outsourcing the responsibility for maintaining, and anticipating need for, a range of processes and functions in order to improve operations and cut expenses.
Service Provider	A service provider provides organizations with consulting, legal, communications, storage, real estate, processing.
Service Level Agreement (SLA)	A commitment between a service provider and a client. Particular aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user
<i>--Definitions are retrieved from Wikipedia and Oracle websites.</i>	

4. Duties and Responsibilities

4.1. Service Provider (SP)

The SP's responsibilities with respect to this project are as follows:

1. Provide an advance troubleshooting from an Oracle Database Administrator/Technical Support Engineer who will reduce downtime and lost productivity
2. Accelerates resolution with predictive monitoring, notifications, automated case creation and proactive response.
3. Collects configuration information to identify critical patches and updates
4. The Service Provider shall notify the CIC seven (7) days prior to any scheduled maintenance and other service interruption. The same shall likewise submit monthly reports to the CIC to attest compliance to the SLA.
5. Provide 24x7 technical support and technical expertise on-site, phone/call, and online (email and remote desktop support).

4.2. Credit Information Corporation

CIC's responsibilities with respect to this project are as follows:

1. Grant the SP's authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned personnel of the CIC Technical Support Department;
2. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the SP;
3. Issuance of a Certificate of Inspection and Acceptance to the SP upon successful completion of the testing certifying that the SP conforms to all requirements stipulated in this document.
4. Pursuant to General Procurement Policy Board (GPPB) Resolution No. 019-2006 dated 06 December 2006, at the end of each year, the CIC will conduct an assessment of the quality of service provided particularly the cost charged by the SP and the range of services it offers against other service providers in the area.

5. Requirements

5.1. General

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"
1. Service Provider	a) Duly notarized statement that the SP has been in business of providing Oracle Database professional services for at least ten (10) years prior to the deadline for the submission of bids. b) The SP should provide 24/7 technical support (unlimited on-site, online, phone and or email-support). b.1. No additional cost to be charged to CIC in case of overtime (or beyond business hours support), weekend, holiday, or out-of-town (Cebu DR site) maintenance and technical support b.2. Preventive/Corrective Maintenance b.3. Troubleshooting, configuration, administration,	

	<p>maintenance, capacity planning, and consultation services related to the maintained systems.</p> <p>b.4. The service provider shall respond to questions or support requests that are related to the solution covered under this agreement raised thru phone or email.</p> <p>b.5. The SP shall perform database problem diagnosis as the need arises and provide status/incident report every time a problem is reported.</p> <p>c) The SP should also provide quarterly Database Health checks and other monitoring reports.</p> <p>d) Preventive Maintenance requiring outages or shutdown must be planned by the SP by requesting a schedule of onsite visit at least five (5) working days before intended date and must be acknowledged in writing/email by CIC prior to implementation.</p> <p>e) The SP could also provide assistance in creating scripts for integration with other CIC systems. Knowledge and expertise in writing scripts to other database sources for integration like MySQL, MS SQL, MongoDB, Postgre SQL, MariaDB, etc is a plus.</p>	
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5.2. Service Level

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"
Change Requests (CR)	CR must be acknowledged by the SP within four (4) hours upon receipt, Mondays to Fridays, 8:00-5:00 PM.	
Incident Response	a) Incident Response/support tickets relayed through email, phone, or other forms of electronic/instant messaging must be acknowledged by the Service Provider within one (1) hour upon receipt, and	

	b) Resolve issues within four (4) hours upon acknowledgement.	
Service Report	<p>a) The SP must provide service reports for each onsite support service performed and shall be verified and acknowledged by CIC authorized personnel.</p> <p>b) The SP shall submit a detailed problem resolution report for every service requested within 24 hours. It shall include details of actions taken in resolving the problem duly acknowledged by the authorized CIC personnel.</p>	

6. Schedule of Delivery

The Service Provider shall commence implementation of the database services within 30 calendar days (lead time for delivery for non-stock items) upon receipt of the Notice to Proceed.

7. Terms of Payment

Payment shall be made on the following:

1. Payment shall be made on a quarterly basis subject to submission of billing statement and other supporting documents and reports by the SP, subject to the issuance of certificate of satisfactory service by CIC.
2. The start of billing shall be based on the date of issuance of "Certificate of Acceptance".

STATEMENT OF COMPLIANCE

Dated this _____.

Signature of Authorized Representative

Printed Name of Authorized Representative

Capacity

Duly authorized to sign Compliance for and on behalf of: _____

Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, *[Name of Affiant]*, of legal age, *[Civil Status]*, *[Nationality]*, and residing at *[Address of Affiant]*, after having been duly sworn in accordance with law, do hereby depose and state that:

1. **Select one, delete the other:**

If a sole proprietorship: I am the sole proprietor of *[Name of Bidder]* with office address at *[address of Bidder]*;

If a partnership, corporation, cooperative, or joint venture: I am the duly authorized and designated representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

2. **Select one, delete the other:**

If a sole proprietorship: As the owner and sole proprietor of *[Name of Bidder]*, I have full power and authority to do, execute and perform any and all acts necessary to represent it in the bidding for *[Name of the Project]* of the *[Name of the Procuring Entity]*;

If a partnership, corporation, cooperative, or joint venture: I am granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the *[Name of Bidder]* in the bidding as shown in the attached *[state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate issued by the corporation or the members of the joint venture)]*;

3. *[Name of Bidder]* is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board;

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. *[Name of Bidder]* is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *Select one, delete the rest:*

If a sole proprietorship: I am not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a partnership or cooperative: None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a corporation or joint venture: None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards;

8. *[Name of Bidder]* is aware of and has undertaken the following responsibilities as a Bidder:

a) Carefully examine all of the Bidding Documents;

b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;

c) Made an estimate of the facilities available and needed for the contract to be bid, if any; and

d) Inquire or secure Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.

9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity; and

10. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through

misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

11. *[Name of Bidder]* hereby assigns the following contact number/s and e-mail address/es as the official telephone/fax number and contact reference of the company where the CIC BAC and CIC notices may be transmitted.

Telephone No/s.: _____
Fax No/s.: _____
E-mail Add/s.: _____

It is understood that notices/s transmitted in the above-stated telephone/fax numbers and/or e-mail address/es are deemed received as of its transmittal and the reckoning period for the reglementary periods stated in the bidding documents and the revised Implementing Rules and Regulations of Republic Act No. 9184 shall commence from receipt thereof.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of _____, 2017 at _____, Philippines.

Bidder's Representative/Authorized
Signatory

SUBSCRIBED AND SWORN to before me this ___ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ___ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Doc. No. ____
Page No. ____
Book No. ____
Series of ____.

Note:

"Sec. 12. Competent Evidence of Identity – The phrase "competent evidence of identity" refers to the identification of an individual based on:

At least one current identification document issued by an official agency bearing the photograph and signature of the individual, such as but not limited to, passport, driver's license, Professional Regulations Commission ID, National Bureau of Investigation clearance, police clearance, postal ID, voter's ID, Barangay certification, Government Service and Insurance System (GSIS) e-card, Social Security System (SSS) card, Philhealth card, senior citizen card, Overseas Workers Welfare Administration (OWWA) ID, OFW ID, seaman's book, alien certificate of registration/immigrant certificate of registration, government office ID, certification from the National Council for the Welfare of Disabled Persons (NCWDP), Department of Social Welfare and Development (DSWD) certification;

The Board Resolution or Secretary's Certificate referring to the said Board Resolution designating the bidder's authorized representative and signatory need not specifically indicate the particular project where such authority is given provided that the said authority covers activities by CIC.