



**October 1, 2022**

**REQUEST FOR QUOTATION**  
**No.: 2022-CIMS(004)-NPSVP-0046**

**Procurement of Database Management Professional Services**  
**(Negotiated Procurement – Small Value Procurement)**

Sir/Madam:

The Credit Information Corporation through **Credit Information Management Services** 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")**.

<b>QTY</b>	<b>UOM</b>	<b>Particulars</b>	<b>Unit Cost (in PhP)</b>	<b>Approved Budget for the Contract (ABC in PhP)</b>
<b>1</b>	<b>Lot</b>	<b>Procurement of Database Management Professional Services</b>	<b>750,000.00</b>	<b>750,000.00</b>

Contract Duration: One (1) calendar year  
 Delivery Schedule: Within fifteen (15) calendar days upon receipt of Notice to Proceed and completion of pre-work activities (e.g. implementation of a monitoring system)  
 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 **October 7, 2022, 5:00 p.m.**

1. **PhilGEPS Certificate/Number;**
2. **Mayor's/Business Permit for the current year;**
3. **Latest Income Tax Returns;**
4. **Notarized Omnibus Sworn Statement (Annex C); and**
5. 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 [procurementunit@creditinfo.gov.ph](mailto:procurementunit@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.

  
**PHOEBE ANN R. WAGAN**  
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 2022;

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**

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Date: \_\_\_\_\_

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

Sir/Madam:

Having examined the Request for Quotation No. RFQ No. 2022-CIMS(004)-NPSVP-0046, 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:

<b>QTY</b>	<b>UOM</b>	<b>Particulars</b>	<b>Unit Cost (in PhP)</b>	<b>Bid Price in PhP (Inclusive of VAT)</b>
<b>1</b>	<b>Lot</b>	<b>Procurement of Database Management Professional Services</b>		

Contract Duration: One (1) calendar year

**TOTAL BID PRICE IN WORDS:**

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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  
Technical Specifications  
Procurement of Database Management Professional Services**

**1. Overview**

The Credit Information Corporation (CIC) is a Government-Owned corporation mandated to establish a comprehensive and centralized Credit Information System (CIS) for the collection and dissemination of fair and accurate information relevant to, or arising from credit and credit-related activities of all entities participating in the financial system that may yield data on creditworthiness and payment behavior. In order to sustain this mandate the CIS must be available to provide credit information when needed by the credit industry to improve decision making and reduce credit risks. Effective and efficient management of the underpinning resources of the CIS therefore is CIC's utmost concern to ensure continuous availability and optimum performance of the system.

An enterprise-grade database management system underpins the CIS to effectively and efficiently consolidate, store, and access credit data. The CIC engages a managed service for the proactive management and support of its production database system to ensure it is always available and at optimum performance. The subscribe service likewise complements the CIC lean IT staff in incident response and service requests involving the database.

**2. Scope**

The project covers the maintenance of the database management systems located at the CIC data center in Makati City and backup database in CIC's cloud service provider (CSP). The Service Provider (SP) shall regularly monitor, assess the health and performance of the underpinning database of the CIS and provide technical assistance to IT staff on all database administration issues. The scope of the service is as follows:

- Contract for the project is for one (1) year.
- Render and deliver in a professional manner the Services Agreement for the maintenance of the enterprise database management system.
- Ensure ninety-nine percent (99%) availability of the enterprise database management system.
- Collaborate and coordinate, together with the CIC personnel as regards with the management of the enterprise database management system.
- Conduct meetings or consultations if necessary, with concerned offices as regards with the management of the enterprise database management system.
- Prepare and submit incident reports to the CIC as may be needed.
- Recommend the appropriate computing environment for the managed system as maybe needed.
- Reporting and performance recommendations.

### 3. Definitions of Terms

Term	Definition
Database	A database is an organized collection of data, generally stored and accessed electronically from a computer system.
Database Encryption	Database encryption is the process of converting plain text data into a 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 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. Responsibilities of the CIC

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

- Grant the Service Provider'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.
- Secure the necessary access pass and building permit required by the facility administrator and assume responsibility for the safe custody and use of the equipment installed by the Service Provider.
- Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the Vendor.
- Issuance of a Certificate of Inspection and Acceptance to the Service Provider upon successful completion of the agreed activities certifying

that the Service Provider conforms to all requirements stipulated in this document.

## 5. Requirements

### 5.1. General

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
5.1.1 <b>Experience</b>	The SP must submit a duly notarized statement that the SP has been in business of providing database management professional services for at least ten (10) years prior to the deadline for the submission of bids.		
5.1.2 <b>Service Delivery Manager</b>	The SP must assign a Service Delivery Manager (SDM) to CIC to ensure all requirements of this project are successfully delivered to CIC. He/She will be the single point of contact overseeing delivery of the contracted services. He/She shall have at least two (2) year service delivery or project management experience in handling similar project implementation. (provide curriculum vitae and related certifications). He/She must be a permanent employee of the SP for at least two (2) years. (Provide Cert. of Employment, updated curriculum vitae & related certifications if any).		
5.1.3 <b>Technical support/Engineers</b>	The SP must be permanent employees of the Service Provider for at least two (2) years. (Provide Cert. of Employment, updated curriculum vitae & related certifications).		

### 5.2. Database Monitoring and Health Checks

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
5.2.1 <b>Daily Activities</b>	The SP should monitor and perform the following system health checks of the CIS database on a daily basis: 1. Monitor database status 2. Monitor database listener status		



	<ul style="list-style-type: none"> <li>3. Monitor alert log for errors</li> <li>4. Monitor blocking sessions</li> <li>5. Monitor disk space</li> <li>6. Check or monitor execution of scheduled jobs</li> <li>7. Monitor wait events and database performance</li> <li>8. Report on the outcome of the above daily activities</li> </ul>		
<b>5.2.2 Weekly Activities</b>	<p>The SP should monitor and perform the following system health checks of the CIS database on a weekly basis:</p> <ul style="list-style-type: none"> <li>1. Monitor database growth</li> <li>2. Check unused indexes</li> <li>3. Check or monitor execution of scheduled jobs</li> <li>4. Check stale database optimizer statics</li> <li>5. Check indexes needing rebuild</li> <li>6. Check backup completion status</li> <li>7. Report on the outcome of the above Weekly activities</li> </ul>		
<b>5.2.3 Monthly Activities</b>	<p>The SP should monitor and perform the following system health checks of the CIS database on a monthly basis:</p> <ul style="list-style-type: none"> <li>1. Monitor database growth</li> <li>2. Trend analysis of database objects</li> <li>3. Review of incidents incurred in the past month</li> <li>4. Check or monitor execution of scheduled jobs</li> <li>5. Monitor/checking of DB audit vault and firewall</li> <li>6. Monthly report on the outcome of the above activities</li> <li>7. Monthly service delivery review</li> </ul>		
<b>5.2.4. Quarterly Activities</b>	<p>The SP should monitor and perform the following system health checks of the CIS database on a quarterly basis:</p> <ul style="list-style-type: none"> <li>1. Software updates and security patch deployment</li> <li>2. Database users access review</li> <li>3. Health assessment of the underlying hardware</li> <li>4. Backup/DR testing</li> <li>5. Report on the outcome of the above activities consolidated with the current monthly report</li> </ul>		
<b>5.2.5. Planned preventive maintenance</b>	<p>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 the intended date and</p>		

	must be acknowledged in writing/email by CIC prior to implementation.		
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### 5.3. Service Level

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance														
5.3.1. <b>Change Requests (CR)</b>	Change requests must be acknowledged by the SP within twelve (12) hours upon receipt, Mondays to Fridays, 8:00-5:00 PM.																
5.3.2 <b>Service Desk</b>	The SP shall provide 24x7 service desk facility to receive and monitor issues or service requests from CIC. The SP shall provide a minimum of 8x5 technical support for the contracted service. Service Desk must include communication mediums such as but not limited to telephone, chat, email, live screen sharing and the likes.																
5.3.3 <b>Incident/Service request management</b>	<p>The SP must satisfy the following incident response requirements for this contract:</p> <table border="1"> <thead> <tr> <th>Incident Severity Level</th> <th>Criteria</th> <th>Response Time</th> <th>Resolution Time</th> </tr> </thead> <tbody> <tr> <td>P1-Critical</td> <td>An issue (critical) within the managed system which impedes the CIC to perform vital business operations.</td> <td rowspan="3">Within thirty (30) minutes</td> <td>Two (2) hours upon acknowledgement of incident</td> </tr> <tr> <td>P2-Major</td> <td>An issue (major) within the managed system which causes limitations or restrictions in the use of important functionality of the managed system, but does not impede the CIC to perform vital business operations.</td> <td>Four (4) hours upon acknowledgement of incident</td> </tr> <tr> <td>P3-Minor</td> <td>An issue (minor) within the managed system which causes inconvenience to the CIC in performing day to day business operations, but does cause limitations or restrictions in the use of important</td> <td>Seventy-two (72) hours upon acknowledgement of incident</td> </tr> </tbody> </table>	Incident Severity Level	Criteria	Response Time	Resolution Time	P1-Critical	An issue (critical) within the managed system which impedes the CIC to perform vital business operations.	Within thirty (30) minutes	Two (2) hours upon acknowledgement of incident	P2-Major	An issue (major) within the managed system which causes limitations or restrictions in the use of important functionality of the managed system, but does not impede the CIC to perform vital business operations.	Four (4) hours upon acknowledgement of incident	P3-Minor	An issue (minor) within the managed system which causes inconvenience to the CIC in performing day to day business operations, but does cause limitations or restrictions in the use of important	Seventy-two (72) hours upon acknowledgement of incident		
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		functionality of the managed system.				
	P4-Service request/Informational	A service request/request for information within the managed system which has little or no effect on the CIC's business operations.		Seven (7) calendar days upon acknowledgement of the request/incident		
<p>"Response time" is defined herein as the time interval between the filing of an issue and the acknowledgement of the SP. While "resolution time" is defined herein as the duration from the time the SP starts to address the issue up to the time it is resolved.</p>						

## 6. Schedule of Delivery

The Service Provider shall commence implementation of the database management services within fifteen 15 calendar days upon receipt of the Notice to Proceed and completion of pre-work activities (e.g. implementation of a monitoring system)

## 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".
3. Payments shall be subject to the "Warranty" provisions in the form of retention money in an amount equivalent to at least one percent (1%) of the Contract Price required in Section 62 of R.A. 9184 and its IRR.

## 8. Contract Termination

Both parties have the option or terminate the contract acceptable to both parties based on the Philippine Government Procurement Reform Act and its Implementing Rules and Regulations, GPPB Guidelines or its issuances, and other Philippine laws as applicable.

Pursuant to Annex I of the 2016 Revised Implementing Rules and Regulations, as of 15 July 2022, of the Republic Act No. 9184, the CIC reserves the right to terminate the Procurement of Database Management Professional Services on the following grounds:

- a. Termination by Default:
  1. Pursuant to Section 68 of the 2016 Revised IRR, when outside of force majeure, the SP fails to deliver or perform any or all of the contract

deliverables within the period specified in the contract, or within any extension thereof granted by the CIC pursuant to a request made by the SP prior to the delay, and such failure amounts to at least ten percent (10%) of the contract price;

2. Pursuant to Section 68 of the 2016 Revised IRR, the SP, as a result of the force majeure, is unable to deliver or perform any or all of the contract deliverables, amounting to at least ten percent (10%) of the contract price, for a period of not less than sixty (60) calendar days after receipt of notice from the CIC stating that the circumstances of force majeure is deemed to have ceased; or
3. The SP fails to perform any other obligation under the contract.

- b. Termination for Convenience, in whole or in part. If the CIC has determined the existence of conditions that make the contract implementation economically, financially or technically impractical and/or unnecessary, such as, but not limited to, fortuitous event/s or changes in law and national government policies.
- c. Termination for Insolvency. If the SP is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction.
- d. Termination for Unlawful Acts. In case it is determined prima facie that the SP engaged, before or during the implementation of the contract, in unlawful deeds and behaviors relative to contract acquisition and implementation.

### **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**

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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 or authorized representative 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, or authorized representative of *[Name of Bidder]*, I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the *[Name of the Procuring Entity]*, as shown in the attached duly notarized Special Power of Attorney;

*[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 to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the *[Name of the Procuring Entity]*, as shown in the attached *[state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable);]*;

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, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;
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:]* The owner or sole proprietor is 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 responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
- 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 \_\_\_\_\_, 2022 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.