NATIONAL HOME MORTGAGE FINANCE CORPORATION

TERMS OF REFERENCE

COMPREHENSIVE PREVENTIVE MAINTENANCE AND SUPPORT OF ORACLE DATABASE APPLIANCE (ODA)

1. BACKGROUND

The National Home Mortgage Finance Corporation (NHMFC) was created on December 21, 1977 by Presidential Decree No. 1267, it was mandated to increase the availability of affordable housing loans to finance the Filipino homebuyer's acquisition of housing units through the development and operation of a secondary market for home mortgages. As the major government home mortgage institution, the NHMFC is mandated to operate a viable home mortgage market by purchasing mortgages originated by both private and public institutions that are within government-approved guidelines.

NHMFC acquired last July 24, 2015 one (1) unit of Oracle Database Appliance (ODA) and installed in Imus Disaster Recovery site at 2nd Floor LDB Building, Aguinaldo Hi-Way, Imus City, Cavite. On August 11, 2016 another ODA was purchased and installed at Makati-Head Office Data Center. Both ODAs are running in Red Hat Enterprise Linux (RHEL) operating system with a database of Oracle 12C.

All the databases and application systems of the Corporation except for MicroSoft Great Plains (GP) and Document Content Management System (DCMS) are installed and are running on the above appliance located in Makati City. The second ODA is installed as a redundant appliance for Disaster Recovery Site (DRS) located in Imus Satellite Office in Cavite.

2. OBJECTIVE

The primary objective of the project is to engage the services of a Service Provider to render a comprehensive preventive maintenance and support services for the oracle database appliance (ODA) and other auxiliary components of the ODA installed in Makati Head Office Data Center located at 3rd Floor Filomena Building, 104 Amorsolo Street, Legaspi Village, Makati City, and in Disaster Recovery Site located at 2nd Floor and at LDB Building, Aguinaldo Highway, Tanzang Luma II, Imus City, Cavite.

3. SCOPE OF SERVICE

3.1) The Service Provider shall provide maintenance, support services, and/or replacement of defective components on the following oracle database appliances and their auxiliary components with a duration of one (1) year

Server Model	Quantity
Oracle Database Appliance X5-2	2
Oracle Server X5-2L	2
Sun Rack II 1242E	2

3.2) The Service Provider shall render the following services during the term of engagement:

3.2.1. 24 x 7 help desk support services which includes telephone and email support depending on the severity of the problem, such as:

a) At least thirty (30) minutes response time through telephone from receipt of report; and
b) Should the problem cannot be resolved through telephone, on-site Engineer must be provided within four (4) hours.

3.2.2. On-site support for the hardware system/components includes the following:

a) File system/storage administration and/or troubleshooting;
b) Process performance management and performance tuning;
c) System capacity and security review on a quarterly basis;
d) Problems identification, troubleshooting and/or resolution;
e) Resolution of any server operation issues and/or system problems including client access;
f) Systems Administration Assistance;
g) Systems initialization, shutdown, boot, and reboot, if needed;
h) Administration and maintenance of user accounts and/or group accounts;
i) System and/or device configuration and/or troubleshooting;
j) Network services administration and/or troubleshooting;
k) Hardware and operating system setup, configuration, and/or re-configuration;
l) Checkup of power supplies, connection to UPS systems;

m)   Security setup in compliance to best practice in security hardening;

n)   Update of system configuration, naming, network and power connection inventory and diagrams;

o)   Assist NHMFC in the conduct of fail/switch-over of systems between Head Office Data Center and Imus Back-up Recovery Site and;

p)   Work hand-in-hand with telecommunications provider.

3.2.3.   Minimum of twenty (20) man-days on-site support for database systems which includes the following:

a)   Installation, re-installation, migration, and upgrade;
b)   Clustering implementation;
c)   Health checks and monitoring;
d)   Patch analysis and application;
e)   Security assessment;
f)   Backup / recovery review and implementation;
g)   Recovery and replication implementation;
h)   Database and application performance assessments and tuning;
i)   Emergency database recovery;
j)   Database performance tuning, and;
k)   On-site problem investigation and resolution.

3.2.4.   The Service Provider must provide at least two (2) man-days technical support, in addition to item 3.2.3, during the planning/preparation for the failover/switchover of the systems from Amorsolo to Imus DataCenters, and back.

3.2.5.   The Service Provider must provide corrective maintenance activities including version upgrade and proactive enhancement of the existing setup, when necessary.

3.3. The Service Provider must perform regular preventive maintenance and provide a report on a quarterly basis.

4.   Qualifications of the Service Provider:

4.1   The service provider must be an authorized partner or reseller of oracle products and authorized to do maintenance services on said products.

4.2. The Service Provider must be in the IT industry providing servers and/or maintenance services for at least ten (10) years.

4.3. The Service Provider must have previous successfully completed enterprise projects in Oracle Database administration, installation, and support services.

4.4. The Service Provider must provide staff with at least five (5) years work experience with the following qualifications:

a) X-Series Server Certified: Installation, troubleshooting, repair and maintenance of the Server.

b) Oracle Certified Professional Database Administrator: Creation of Database, troubleshooting, and performance tuning.

c) CISCO Certified: Installation of network connection to the switches/routers, troubleshooting of network connection between Makati-Head Office Servers and Imus-Recovery Site, and connection from the servers to switches/routers.

4.5 The Service Provider must provide staff for with at least two (2) years work experience in the following:

a) ITIL Certification: IT Service Management
b) The Open Group Architecture Framework: Enterprise IT Architecture
c) Project Management Professional or PRINCE2 Certification: Enterprise IT Project Management

The Service Provider must provide documentation and/or certifications to show proof of compliance to items 4.1 to 4.5.

5. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the one (1) year contract is Six Million Eight Hundred Thousand Pesos (Php 6,800,000.00) inclusive of all applicable taxes to be taken from approved Corporate Operating Budget (COB) for CY 2020.

6. PAYMENT SCHEDULE

Payment will be done 30 days after receipt of Notice to Proceed and after receipt of Sales Invoice with complete documentary requirements in accordance with COA regulations. To ensure compliance with the engagement, a hold out amount equivalent to 10% of the contract value shall be deducted and shall be released at the end of the contract period.

7. DURATION OF THE ENGAGEMENT

The duration of the engagement will be one (1) year reckoned from receipt of Notice to Proceed.

8. EVALUATION OF BID PROPOSAL

Evaluation of the proposal shall be in accordance with approved criteria found in Annex II. The passing rate is 80%.

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BIDS AND AWARDS COMMITTEE

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