## REQUEST FOR PROPOSALS:
## PEOPLESOFT SYSTEMS & DATABASE ADMINISTRATOR

## A. Introduction

The Public Health Institute (PHI) is a global leader in public health. PHI is dedicated to promoting health, well-being and quality of life for people around the world through innovative solutions and collaborative partnerships. Through this Request for Proposals (RFP), PHI seeks bidders to provide the services and specifications as outlined below.

## B. Proposal Format

In order for PHI to conduct the most efficient proposal evaluation, bidders are required to include the following information in their proposals as described below:

1. **Corporate Overview** – A description of the bidder and a list of references
2. **Price Proposal** – A description of the bidder's price schedule (hourly/monthly/yearly/discounts)
3. **Contact Information** – A statement of main point of contact for negotiations

## C. Submission of Proposals & Closing Time

Please submit proposals to:          **Duc Le**
                                                       Email: duc.le@phi.org

Proposals are due by:                **Friday, January, 25, 2019**
                                                       5:00pm – Pacific Standard Time

## D. Solicitation Guidelines

**1. Agreement**
PHI intends to issue a Time (rate) and Expense (applicable/allowable expenses) agreement to the successful bidder from this procurement process. The agreement will outline approved billing rates for each type of service provided and the terms and conditions applicable to the work performed.

**2. Discretion**
PHI may, at its sole discretion and after the evaluation process, choose not to issue any agreement as a result of this process. PHI may also, at its sole discretion, choose to issue as many or as few agreements as deemed necessary to meet PHI's business needs.

**3. Offers/Quotations**
Prices must be inclusive of all costs, including taxes and fees, in US Dollars. Quotes prices should remain valid for thirty (30) calendar days from proposal submission.

**4. Proposal Costs**
There is no reimbursement for costs associated with preparing or submission of proposals in response to this RFP or costs associated with possible award negotiation.

5. **Proposal Evaluation**

PHI will select the bidders whose offer will provide the most favorable mix of corporate credentials and cost, thereby ensuring overall best value procurement.

The following evaluation criteria will be utilized to evaluate the proposals by an internal evaluation team from PHI:

- Technical Capacities - 60%
- Cost Competitiveness - 35%
- Diversity and Inclusion Initiative – up to 5%

## E. Required Services / Specifications

**Overview**

PHI seeks a bidder who can provide the services of a part-time (10 hours/week) Senior PeopleSoft Systems & Database Administrator to administer, maintain and support PHI's production and non-production PeopleSoft Environments. The individual sourced through the bidder will be primarily responsible for overall systems design, architecture, and scalability of all servers, storage, and applications related to the various PeopleSoft systems and databases. The individual will be sourced, employed, and paid through the bidder, but provide services directly to and at the direction of PHI.

1. **Service Type(s): Contractor – Consulting Services**

2. **Specification(s):**

**SUMMARY:**

Under general supervision of PHI, this position will administer, maintain, and support the Public Health Institute's production and non-production PeopleSoft Environments. The position is primarily responsible for overall systems design, architecture, and scalability of all servers, storage, and applications related to the various PeopleSoft systems and databases. For all duties outlined within this scope, the position reports to PHI's Director of PeopleSoft Systems, serves as a technical lead at PHI on related matters, and provides critical support escalation contact for all PeopleSoft instances in production and non-production environments. In addition, this position also manages Microsoft SQL server database administration as production DBA. This position will also support production servers in a data center environment running enterprise applications and databases.

**Essential functions include, but not limited to:**
- Implement and maintain all systems, servers, and storage for all PeopleSoft environments, maintaining web, application, and database tiers in high availability.
- Install, maintain and troubleshoot all database environments and serves as primary SQL server database administrator for PeopleSoft systems
- Lead technical efforts in Infrastructure and systems integrity, performance, security, scalability, optimization, and troubleshooting.

- Perform capacity planning, Performance monitoring and tuning of systems.
- Identify and participate in the implementation of hardware, operating system and software enhancements for improving the reliability, performance and availability of the systems.
- Proactively monitor and manage batch jobs. Responsible and accountable for all system backups, processes for PeopleSoft systems.
- Identify, design, prepare, recommend and adapt best practices for PeopleSoft system stability, security and optimal performance.
- Design and implement Disaster Recovery (DR) site for Infrastructure systems related to PeopleSoft adhering to PHI's recovery point and time objectives.
- Plan and manage the installation of application patches, tax updates and releases on development, test, quality assurance and production systems
- Configure monitoring tools to evaluate the performance of systems
- Be available on an on-call basis for recovery and application problems
- Trains and mentors junior system admin and IT operations staff and/or helpdesk personnel to run system maintenance and IT operations tasks
- Provide technical administration and migration support for various PeopleSoft environments
- Enforce application change control and migration strategy policies are followed
- Management of application servers, proxy servers, middleware and web servers for PeopleSoft environments.

**QUALIFICATIONS -** To perform this job successfully, the individual proposed by the bidder must be able to perform each essential duty satisfactorily.  The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Individual should have a minimum of 10+ years of PeopleSoft Systems Administration implementation and support experience, with at least 3 years of implementing and/or supporting 9.x versions. (PeopleSoft administration on Windows/SQL platform preferred)
- 3 years of Microsoft SQL server database administration as production DBA either supporting PeopleSoft applications or other enterprise applications
- 5 years of systems and database administration experience supporting production servers in a data center environment running enterprise applications and databases. Systems administration experience in Windows server 2008 or higher preferred.
- Strong Knowledge in SQL server 2012 or higher backups and restores (both system level and database), replication methods,  high availability, and troubleshooting production issues
- Install, administer, troubleshoot Tuxedo, Web logic, PeopleSoft Application & Process Scheduler on windows servers
- Install and maintain PeopleSoft PUM servers.
- Application of Oracle security patches in PeopleSoft Environments/Servers.
- Application of Microsoft SQL Server patches in clustered and non-clustered environment.

- Moderate knowledge in Microsoft Active Directory and related topology.
- Experience working with PeopleSoft Portal or PeopleSoft Interactive Hub and setting up Single Sign-on integrating with Microsoft active directory
- Strong experience with PeopleSoft security, roles and auditing of user accounts
- Strong understanding of Clustered & high availability environments and Virtualization environments (Microsoft Hyper-V preferred, others ok as well)
- Performance tuning in an operational or Production environment; OS, middleware (web/app server), database (SQL)
- Experience in Scripting and automation of tasks in server environments
- Working experience with PeopleSoft Financials, Human Capital Management, ELM modules People Tools 8.4x or higher, Application Engine, Portal, Security administration, Application Designer, Integration Broker, Application messaging, Prior experience in upgrades and implementation projects is a plus
- Familiarity and work experience with fundamentals of project management, time and budget scheduling and resource allocation; formal change management procedures
- Troubleshooting and problem solving experience in PeopleSoft production environment
- Must be willing to work outside regular business hours as required by implementation of special projects, support and emergencies

**EDUCATION -** Bachelor's degree in Computer Science, Software Engineering, or a related field or 4 years of equivalent experience.

3. **Location(s)**
   - The individual proposed by the bidder must undertake the tasks outlined above at the PHI Central Headquarters located at 555 12th Street, 10th floor in Oakland, California
   - PHI will consider an individual proposed by a bidder to provide remote support

4. **Diversity and Inclusion Initiative**

PHI is dedicated to promoting diversity in its procurement of goods and services. Pursuant to PHI's commitment to diversity, PHI encourages bidders that are certified as any of the following businesses:

- WOSB: Women-Owned Small Business
- SDVO: Service-Disabled Veteran-Owned Business
- HUBZone: Historically Underutilized Business Zone
- SDB: Small Disadvantaged Business
- 8(a)BD: African American, Asian Pacific American, Hispanic American, Native American, Subcontinent Asian American