MARINA

TERMS OF REFERENCE FOR THE

SEAFARER'S IDENTITY DOCUMENT (SID) AND SEAFARER'S RECORD BOOK (SRB) SOFTWARE AND HARDWARE SUPPORT & MAINTENANCE

I. BACKGROUND

A. Overview/Background

The Maritime Industry Authority (MARINA) was created on 01 June 1974 as an attached Agency to the Office of the President (OP) with the issuance of Presidential Decree No. 474, otherwise known as the Maritime Industry Decree of 1974, to integrate the development, promotion, and regulation of the maritime industry in the country and the creation of the Ministry (now Department) of Transportation (DOTr) by virtue of Executive Order No. 546, the MARINA was attached to the DOTr for policy and program coordination on 23 July 1979. By virtue of Republic Act No. 10635, the Maritime Industry Authority (MARINA) is established as the "Single Maritime Administration" responsible for the implementation and enforcement of the 1978 International Convention on Standards of Training, Certification, and Watchkeeping for Seafarers, as amended, and International Agreements or Covenants related thereto.

The International Labor Organization adopted ILO Seafarer's Identity Documents Convention (Revised 2003), No. 185 (ILO Convention 185, as revised 2003). The new convention introduced modern security features into the seafarer's ID to help resolve the urgent question of seafarer' being refused admission into the territory of countries visited by their ships for the purpose of shore leave, transit and transfer to join or change ships.

The Maritime Industry Authority (MARINA) is the issuing authority for a Seafarer's Identity Document and Seafarer's Record Book (SID/SRB) in compliance with the ILO Convention No. 185 (Revised 2003).

The implementation of the SID/SRB started with the supply, delivery, and installation of the required hardware and software communication and documentation, and consultancy service for the design and development of the ILO – Compliant SID/SRB. Their approval and acceptance were made on 15 August 2019 for a period of three (3) years which was expired on August 2022. Subsequently, due to budget constraints, the MARINA procured 6-month period of maintenance services on January 2023. The most recent procurement for support and maintenance was awarded by MARINA on 04 August 2023 and is valid for a period of six (6) months only due to lack of appropriation of right budgetary requirements.

The mode of procurement for this project is Direct Contracting based on BAC Resolution No. 2023-82A (Procurement of SID-SRB Software and Hardware Support & Maintenance August to January 2023) and approved APP for 2023.

II. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) for the said project is **Thirty Six Million Pesos (Php 36,000,000.00)** inclusive of VAT and other applicable government taxes, chargeable against the approved budget of MARINA for 2024.

The service provider shall provide comprehensive hardware and software maintenance services to MARINA SID-SRB System starting on February 2024 or upon a written notice signed and acknowledged between MARINA and the service provider, whichever comes later with the following coverage:

III. LEGAL FRAMEWORK REQUIREMENTS

1. **Republic Act No. 11032** - An Act Promoting Ease of Doing Business And Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485, Otherwise Known As The Anti-red Tape Act Of 2007, And For Other Purposes
2. **Republic Act 10173** – An Act Protecting Individual Personal Information in Information and Communications Systems in the Government and The Private Sector, Creating for this Purpose a National Privacy Commission, and for other Purposes;
3. **Executive Order No Republic Act No. 8792 of the Philippines Electronic Commerce Act of 2000** – An act providing for the recognition and use of electronic commercial and non-commercial transactions and documents, penalties for unlawful use thereof and for other purposes;
4. Ratification to ILO Convention 185 (Revised 2003) – Issuance of Seafarer's Identity Document (SID)
5. **Executive Order 125,** as amended – Issuance of Seafarer's Record Book (SRB).

IV. OBJECTIVES

Software and Hardware Maintenance and Support

To provide software updates, patches and fixes needed to improve functionality and keep the Seafarer's Identity Document (SID) and Seafarer's Record Book (SRB) System in working order.

A. **Software** – the software maintenance and support covers the following:
   - **Corrective Software Maintenance** – addresses the errors and faults within the software applications that could impact various parts of the software, including the design, logic, and code. These corrections

usually come from bug reports from the users.

- **Adaptive Software Maintenance** - brought on by the change to the operating system, hardware, and software dependencies.
- **Preventive Software Maintenance** - prevents the deterioration of the system to become stable and manageable.

B. Hardware - the hardware maintenance and support covers the following
- **Preventive Maintenance** – allows MARINA to a strategic action to anticipate the deterioration of the hardware
    - **Cleaning and Cooling of Physical Components** – cleaning, adjusting, lubrication, and testing of the equipment.
- **Corrective Maintenance** – repair and replacement process of any defective computer's hardware parts and restore to good working condition.

V. ELIGIBILITY REQUIREMENTS

1. To qualify, bidders may be anyone (1) of the following:

    1.1. Duly licensed Filipino citizen/sole proprietorship.
    1.2. Partnership duly organized under the laws of the Philippines, and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines.
    1.3. Corporation duly organized under the laws of the Philippines, and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines.
    1.4. Cooperatives duly organized under the laws of the Philippines;
    1.5. Persons/entities forming themselves into a Joint Venture (JV), i.e., a group of two (2) or more persons/entities that intend to be jointly and severally responsible or liable for a particular contract. Provided, however, that Filipino ownership or interest of the JV shall be at least sixty percent (60%); and
    1.6 For Goods, valid joint venture agreement, (JVA), in case the joint venture is already in existence. In the absence of a JVA, duty notarized statements from all the potential joint venture partners should be included in the proposal, stating that they will enter into and abide by the provisions of the JVA in the event that the proposal is successful.
    Each partner of the joint venture shall submit their respective PhilGEPS Certificates of Registration in accordance with Section 8.5.2 of the 2016 Revised IRR of RA 9184. The submission of technical and financial eligibility documents by any of the joint venture partners constitute compliance. Provided, that the partner responsible to submit the NFCC shall likewise submit the Statement of all of its ongoing contracts and Audited Financial Statements.

3. Other Significant Qualifications

   3.1. The service provider must have implemented a previous support project certified by ILO as whitelisted under the International Labor Organization's (ILO) revised Seafarers' Identity Documents (SID) Convention, 2003 (ILO Convention No. 185).

   3.2 As part of bid submission, bidders must submit the following:

   3.1.1 Notarized Technical Support Certification by the Core Software & Hardware Provider of the current SID-SRB system

   3.1.2 Certificate of Exclusive Distributorship from Core Software Provider of the current SID-SRB system

   3.1.3 Certificate of Exclusive Distributorship from various critical hardware providers of the current SID-SRB system modules namely: Biometric Servers, Storages & Other Front-end & Back-end Machines (ABIS, INVESTIGATION, and ADMIN), ID and Booklet Personalization & Inventory Machines (PERSO & Inventory), Quality & Issuance (QC & ISSUANCE), (SID Printer with Chip Reader /Fargo), (SRB Printer /Surys).

   3.1.4 Certification of Certified Technicians issued by the critical non-commercial HW manufacturers on the ABIS, PERSO & Inventory system of the current SID-SRB project

   3.1.3 Certificate of any international management system such as ISO 9001, ISO 37001 or equivalent

VI. SCOPE OF WORK

A. Software Application System

1. The bidder shall provide Maintenance and Support to All MARINA SID/SRB processing Centers in the following:

   A. Software
   - Software Licenses Renewal Subscription for Front End and Back End Systems
   - Data Capture Module
   - Staging Module
   - Workflow and front-End Communication Module
   - Automated Biometrics Information Systems (ABIS)
   - Personalization Module
   - Inventory
   - Quality Control Module
   - Investigation Module
   - Issuance Module
   - Oracle Database Support
   - Helpdesk Module

FRONT END SYSTEM

Items	Description	Specifications	Qty
Front End Work Stations			
1	Workstations Operating System	Windows 8	122
2	Anti-Virus for Workstations	Kaspersky	122
	Renewal on or Before: 1/15/2024		
3	Front – End Communication Software	NEC Software Application	14
VPN – Virtual Private Network Client			
1	VPN Client	Fortinet VPN Client	136
	Renewal on or Before: 03/05/2024		
NEC SPID Face, Capture and QC, Signature and Document Scanning			
1	SPID For Enrollment, Issuance, Investigation Workstations	NEC SPID	65

BACK END SYSTEM

Items	Description	Specifications	Qty
Operating System			
1	OS – Server (Windows)	Microsoft Windows Server 2016 / Standard Edition, Per 2 Core Licenses	78
2	OS – Server (Linux)	Red Hat Enterprise Linux RHEL 7.5	2
Database System			
1	Oracle 12c Standard Edition	Oracle 12c Standard Edition SE2, Release 2	2
Anti-Virus			
1	Anti-Virus Licenses for Servers	Kaspersky Endpoint Security for Business – Select (Client Language)	15
	Renewal on or Before: 6/17/2024		
Centralized Backup			
1	Net backup Server – Standard	Veritas 14 Client Licenses Net Backup Server – Standard	1
NEC BMS Server Software License			
1	BMS Server Software License for 1,000,000 records	NEC Face Matching Controller for 2 servers	1
Face Matching			
1	NEC Face Matching Units Software License (2 Way)	NEC Search Engines for 2 x Xeon 8 Cores Server	1
Back End Server SW			
1	Personalization System	FMC In-house Personalization System	1
2	Inventory $ QA System	FMC In-house Personalization System	1
3	Helpdesk Module	Zendesk	1

B. Hardware – Maintenance of existing Front-End and Back-End Hardware

FRONT END

Items	Description	Specifications	Qty
WORKSTATIONS			
1	Data Capture Module Workstation w/ 2 Monitors	HP ProDesk 400 G4 Microtower w/2 HP V194 18.5" Monitor	45
2	Perso & Inventory Workstation	HP ProDesk 400 G4 Microtower w/1 HP V194 18.5" Monitor	21
3	Quality Control Workstation	HP ProDesk 400 G4 Microtower w/1 HP V194 18.5" Monitor	19
4	Issuance Workstation	HP ProDesk 400 G4 Microtower w/1 HP V194 18.5" Monitor	19
5	Coms/Front-End Workstation	HP ProDesk 400 G4 Microtower w/1 HP V194 18.5" Monitor	14
6	Stand-Alone Kiosk Workstation	HP ProDesk 400 G4 Microtower w/1 HP V194 18.5" Monitor	16
DIGITAL CAMERAS			
1	Data Capture Module Digital Camera w/ Accessories	Canon EOS 3000D	45
DOCUMENT SCANNER			
1	Data Capture Module - Document Scanner	Epson Workforce DS-520	45
SIGNATURE PAD			
1	Data Capture Module - Signature Pad	Wacom STU-430 Signature Tablet	45
2	Issuance - Signature Pad	Wacom STU-430 Signature Tablet	19
BARCODE READER			
1	Perso & Inventory - Barcode Reader	Honeywell 1300G-2USB	21
MRZ READER			
1	Quality Control – MRZ Reader	ARH Combo Smart MRZ Reader	19
2	Stand-Alone Kiok – MRZ Reader	ARH Combo Smart MRZ Reader	16
UNINTERRUPTIBLE POWER SUPPLY (UPS)			
1	Data Capture Module – UPS for Workstation	APC Back-UPS 625	45
2	Perso & Inventory – UPS for Workstation	APC Back-UPS 625	21
3	Perso & Inventory – UPS for SID & SRB Printer	APC Back-UPS BX-1100 LI/MS	21
4	Quality Control – UPS for Workstation	APC Back-UPS 625	19
5	Issuance – UPS for Workstation	APC Back-UPS 625	19
6	Comms/Front-End – UPS for Workstation	APC Back-UPS 625	14
AUTOMATIC VOLTAGE REGULATOR			
1	Perso & Inventory – SRB Laminator	Iontek SR-1	21
SID PRINTER WITH CHIP READER			
1	Perso & Inventory – SID Printer with Chip Reader	Fargo DTC5500 LMX, Dual Side Printer with Build-in Omnikey 5421 Chip Encoder	21
SRB PRINTER			
1	Perso & Inventory – SRB Printer	Surys HiPrint P2000	21
SRB LAMINATOR			
1	Perso & Inventory – SRB Laminator	Surys HiLam R2000	21
NETWORK SWITCHES			
1	Network Switch – Central Office	NEC QX – S1008GT-2G / 24 Port 1 Gbps Network Switch	1
2	Network Switch – Regional / Satellite Office	NEC QX – S1008GT-2G / 8 Port 1 Gbps Network Switch	15
3	KMV – NEC N8143-106F 17 inch LCD US	83-keys keyboard optical mouse 8-port switch	1

BACK END

Items	Description	Specifications	Qty
SERVERS			
1	Servers - Database	NEC Express5800 / R12h-1M Xeon Silver 4110 Processor 1 x 8 Core 2 x 32GB (64GB) DDR4-2666 REG Memory 2 x 600GB 2.5 Inch Hot Plug SAS HDD RAID1 2 x 800W Platinum Hot Plug Power Supply FC: Fiber Channel Controller (2 CH) Emulex	2
2	Servers Biometric Matching System (BMS)	NEC Express5800 / R120h-1M Xeon Silver 4114 Processor 2 x 10 – Cores 2 x 32GB (64GB) DDR4-2666 REG Memory 2 x 600GB 2.5 Inch Hot Plug SAS HDD RAID1 2 x 800W Platinum Hot Plug Power Supply	2
3	Servers – Virtualization Host	NEC Express5800 / R120h-1M Xeon Silver 4114 Processor 2 x 10 – Cores 2 x 32GB (64GB) DDR4-2666 REG Memory 6 x 600GB 2.5 Inch Hot Plug SAS HDD RAID1/RAID10 2 x 800W Platinum Hot Plug Power Supply	2
4	Servers – Backup	NEC Express5800 / R120h-1M Xeon Silver 4114 Processor 2 x 8 – Cores 2 x 32GB (64GB) DDR4-2666 REG Memory 6 x 300GB 2.5 Inch 15K Hot Plug SAS HDD RAID1 2 x 800W Platinum Hot Plug Power Supply FC: Fiber Channel Controller (2 CH) Emulex	1
Disk Storage			
1	NEC M310 Disk Array Controller and Enclosure	14X600GB SAS Disk Drives 12X2TB NLSAS Disk Drives 4X8GB Fiber Channel	1
Network Switch			
1	NEC QX-S5248GT-4X	48 Port 1 Gbps Network Switch	1
Network Security / Firewall			
1	Fortinet Unified Threat Management Appliance	Forigate Fg-80E with 200 VPN Clients 14 x GE RJ45 Ports (including 1 DMZ) – Demilitarized Zone)	1
Tape Library			
1	Backup System	DELL – EMC ML3 2 x ML3 LTO6 FG-HH Tape Drive	2

2. Other Responsibilities:
   a. The service provider shall submit the **UPDATED SOURCE Code** stored in the flash drive of the SID/SRB System one (1) month prior to the end of the contract specifically on the Transactional Report SRB and SID Renewal.
3. Hardware Maintenance Support for 12-month Period Contract
   a. The service provider shall provide the following services within the contract period:
      i. Remedial Maintenance Services
         1. The cleaning, adjusting, lubrication, testing of the equipment, and replacement of any defective part to

ensure that any defect in the equipment is remedied and the equipment is restored to good working condition.
2. Frequency of Remedial Maintenance : as needed

   ii. <u>Comprehensive Hardware Support</u>
      1. Maintenance service covers all hardware and equipment only as needed.

   iii. <u>Annual Preventive Maintenance Services</u>
      1. The cleaning, adjusting, lubrication and testing of the equipment to determine that is in good working condition.
      2. The schedule of the preventive maintenance service is as follows:
      (MARINA Central Office – June, MRO I & II – July, MRO IV – July, MRO V – July, MRO VI – August, MRO VII – August, MRO VIII – August, MRO IX – September, MRO X – September, MRO XI – September, MRO XIII – September)
      3. The SID/SRB Preventive Maintenance Form (Annex A) must be completed and signed by MISS personnel/officers, and NEC/FMC personnel for checking and monitoring.
      4. Designated MISS IT Technical staff shall accompany NEC/FMC personnel during the conduct of the scheduled preventive service at the MARINA Regional Offices.

4. Software Application Support Services for 12-month Period Contract
  a. The service provider shall provide Maintenance and Support services to all MARINA SID/SRB processing centers in the following:
     i. Renewal of Licenses of the Software for Front-End and Back-End
     ii. Data Capture Module
     iii. Staging Module
     iv. Workflow & Front-end Communication Module
     v. Automated Biometrics Information System (ABIS)
     vi. Personalization Module
     vii. Inventory Module
     viii. Quality Control Module
     ix. Investigation Module
     x. Issuance Module
     xi. Limited to Database Administrative Support
     xii. Helpdesk Module
  b. Provide Level 1 (L1) & Level 2 (L2) technical support for the hardware and services list provided in Scope of Work/Technical Specifications via email, messaging, and phone. The service provider will assign a technical support engineer, available for eight (8) hours a day for five (5) days a week Mondays to Fridays (excluding Public and Non-Working Holidays) to assist in the analysis of the Application Software and perform troubleshooting in the event an issue is raised by MARINA.

c. Escalate issues to Level 3 (L3) support
d. Provide bug fixes, patches, and necessary upgrades for and within the same application functionality, version, and operating environment.
e. Conduct testing of releases and patches before delivery to MARINA.
f. Deployment of the fixes and patches to the MARINA environment.
g. Testing of fixes and patches with MARINA.
h. Deployment of licenses in case additional licenses are procured.
i. Provide annual health checks on Application Software and assess its current status.
j. Provide technical guidance on optimization procedures and tune-up and error re-processing when necessary.
k. Provide assistance on testing of the new environment (e.g. OS upgrade, Server migration, testing of new devices within the warranty, maintenance period).
l. Software Release Tracking and Deployments. Timely updates on Software release version tracking when bug fixes need to be applied.
m. Monitor the system capacity and performance to ensure that the system is running smoothly and in optimal condition.

5. Operation and Technical Support for 12-month Period Contract
    a. 8 x 5 Technical support Onsite in the MARINA Central Office – personnel (Monday to Friday, excluding National/Public and Special Non-Working Holidays) for the hardware and services listed
    b. Corrective Maintenance Response time: within four (4) hours upon receipt of the problem report using the current system's Helpdesk Ticketing platform for the Central Office, and within one (1) week for MARINA Regional Offices, provided that back-up units are available onsite.
    c. Reporting and safekeeping of service records
    d. Incident Management and Reporting
        i. Close monitoring of tickets and/or service requests
        ii. Daily updates on tickets/incident status
        iii. Proper turnover of incidents and pending activities
        iv. Knowledge-based management

VII. GENERAL TERMS

1. To assist the service provider in complying with its obligations under this contract, MARINA shall:
    1.1 Allow access for the service provider's employees and/or representatives to its premises upon request, subject to the existing security arrangements including provisions for adequate working space and other facilities, as necessary.
    1.2 Assist in conducting an acceptance test based on mutually agreed test procedures and parameters by both parties which shall commence on the next working day immediately following the advice of complete installation submitted to MARINA.

1.3   Ensure that the service provider's personnel are provided with all information, computer-related facilities, services, supplies, consumables, or associated items reasonably required to comply with its obligations under this contract.

1.4   Provide on request, a suitably trained or informed person(s) to accompany the service provider's personnel and to advise the access or on any other matter within MARINA's knowledge or control.

1.5   Make available and be represented in all activities related to the maintenance task.

1.6   Provide all internet connectivity and its relevant maintenance.

2.   The service provider shall provide technical evaluation, basic troubleshooting assessment, and provide recommendations within 24-48 hours arising from any instances beyond the scope of this contract including but not limited to the software application system, database, etc. After which, the service provider shall submit a course of action on a time and material basis.

3.   The service provider shall not be responsible for any other dependencies or other activities outside the scope of this contract:

3.1   All materials, consumables, computer items, or computer supplies necessary for the operation of the equipment.

3.2   Maintenance services for equipment, machines, devices, and/or software not listed in the hardware list in Scope of Work/Technical Specifications.

3.3   Electrical work external to any equipment or machine.

3.4   Furnishings, accessories, or attachments to the equipment, as well as the painting or refinishing of the equipment, or performing services connected to the addition or removal of accessories or attachments from the equipment

3.5   Feature changes, upgrading or downgrading the equipment.

3.6   Support to sites not specifically noted in this document.

3.7   Any software application development/upgrades, enhancements beyond the project coverage as stated in this TOR.

3.8   Support for devices listed in Scope of Work/Technical Specifications whose defect or problems/issues are caused by external factors (i.e., power surge and/or fluctuations, poor data center cooling facility, mishandling by MARINA personnel, etc.)

3.9   Re-creation of data destroyed for whatever reason, unless directly occasioned by the fault or negligence of the service provider.

3.10 Re-construction of destroyed and/or corrupted data or database due to the corrupted data source, improper shutdown of the server, electrical supply interruptions causing database to crash, virus-induced data corruption, and any other data errors unless directly caused by the service provider's Application Software or service provider's personnel.

3.11 Virus in the service provider's Application Software and the recovery of the service provider's Application Software to normal operation, provided that the Anti-virus software is not provided by the service provider. In such an instance, customer needs to scan their system before and after services are rendered. The status of their system must be confirmed in the presence of the service provider's staff.

3.12 Support for any incidents arising from the usage of third-party software or report writers, including but not limited to, Lotus, Excel, Microsoft SQL, or such software/component not provided by the service provider.

3.13 Correction of errors or defects caused by the operation of the service provider's Application Software in a manner other than specified by the service provider.

3.14 Correction of errors or defects caused by the use of computer programs and applications not licensed by or provided by the service provider.

3.15 All internet connectivity and its maintenance.

VIII. DELIVERY, WARRANTY & PAYMENT

The 12-month maintenance contract shall commence from the date of issuance of the Notice to Proceed (NTP). Payment shall be made on a monthly basis subject to the submission of the billing statement and other supporting documents by the bidder and the issuance of a certificate of satisfactory service by MARINA.
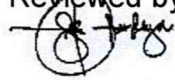
Prepared by:

JOSEPH VICTOR S. GENERATO PhD
Management Information Systems Service
Chief-ITD

LINA Y. MAQUERA
Management Information Systems Service
OIC-Director

Recommending Approval:

ARSENIO F. LINGAD, II
Director II/End-User
Manpower Development Service

Reviewed by:

JOHN GUARDAYA
Head, TWG-IT

Atty. SHARON D. ALEDO
Chairperson, BAC

Approved by:

Atty. HERNANI N. FABIA
Administrator