

Oracle Database Administration Services RFP

Questions & Answers

September 2023



Orange County Employees Retirement System (OCERS)

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Question	Response
1. What is the expected workload and volume of database transactions or queries that our services will need to support?	Estimate approximately 800-1024 hours per year.
2. Can you provide details about your current service provider for Oracle database administration, including the scope of their services and any existing challenges?	<p>Quarterly and ad-hoc patching and security updates.</p> <p>Annual SSL certificate installation and configuration using Oracle Wallet.</p> <p>Reviewing logs and assisting in performance and application monitoring, maintenance and troubleshooting of Oracle DB, WebLogic, and Apache.</p>
3. Are there any specific reasons for seeking a new service provider, and are there lessons learned from your experience with the incumbent provider that should be addressed?	OCERS is required to issue an RFP to rebid for services every six years.
4. Could you please provide details of the previous project's expenditure or spend or the budget allocated for this new project	\$100K+ dollars spent for consulting hours in 2022.
5. What is the total number of Database Administrators (DBAs) deployed in the previous project, and how many DBAs are anticipated to be required for the current project to efficiently manage database administration services?	1 Database Administrator for our regular operations. If additional service is needed, we would issue an additional SOW for any special projects or additional needs.
6. Exhibit A: Scope of Services for Oracle Database Administration Services: Can you provide more details about the scale and specific requirements of OCERS Production, Test, and Development environments? Are there any unique challenges or objectives associated with each environment that we should be aware of?	OCERS has an Oracle instance for our Production, Test and Dev environment. There are weekly refreshes of the database across environments, and other automated and manual task to manage each. This includes the security update and patching.
7. Exhibit A: Could you elaborate on the security requirements and compliance standards that need to be adhered to for Oracle database administration? Are there any specific security protocols or access control measures that should be followed?	We are working to implement CIS Oracle Database 19c Benchmark 1.1.0, when and where it makes sense. Restricted access and privileged access rights management and controls.
8. Exhibit A: Can you provide information about the existing TLS/SSL certificates and their renewal schedules? Are there any specific security standards or compliance requirements related to TLS/SSL certificates that we should be aware of?	SSL Certificates renew annually and are stored in Oracle wallet.

9.	Exhibit A: What are the critical applications or services running on WebLogic and Apache servers that require administration and support? Are there any specific performance benchmarks or metrics that need to be maintained for these servers?	OCERS Pension Administration System and associated web portals.
10.	Exhibit A: Can you provide examples of the types of automation tasks required for server maintenance, backups, and log management? Are there existing automation scripts or tools in place that we need to integrate with?	We have automated through scripts, batch files to manage backups, weekly database refreshes, and other updates. We also need to monitor and manage performance, as well as other Oracle items like tablespace, etc.
11.	Exhibit A: Can you elaborate on the data security measures required to protect personal identifying information (PII) and other sensitive data? What are the specific requirements for data encryption and access control?	There will be specific requirements to be able to access OCERS network through a privileged managed system and signed NDAs, and cyber security insurance requirements.
12.	Exhibit A: What are the reporting needs, and how can we assist in designing and expanding reporting datasets? Are there specific reporting tools or platforms that should be used?	Standard DBA reports to manage performance and Oracle DB support metrics. Tablespace, CPU usage, Storage capacity, etc.
13.	Exhibit A: Can you provide examples of past performance issues with Oracle, WebLogic, Apache, or vendor applications that we may need to address? How are these issues typically identified and resolved?	Stuck threads, issues deploying to WebLogic, various issues requiring us to restart WebLogic instances. Issues reported by end users to OCERS IT operations team. If we are not able to resolve issues, we would call for support.
14.	Exhibit A: Is 24/7 support required for all environments, or is it specific to certain critical systems? What is the expected response time for on-call support, if applicable?	24/7 support required for the production environment only. All additional support would be expected during regular OCERS business hours, and certain after-hours support
15.	Exhibit A: Can you provide more details about the nature of vendor performance issues and how they have been handled in the past? Are there any specific vendors or applications of concern?	There are no current or past vendor performance issues. If there are issues, we would meet and discuss the issue and work to resolve issues. OCERS reserves the right to terminate agreement if issues cannot be remediated.
16.	Exhibit A: How do you anticipate the database growth, and what capacity planning activities are expected? Are there any specific tools or methodologies you prefer for capacity planning?	Slow continue growth over the year. We are looking to get a new Pension Administration, so the plan is to manage the existing environment as-is and focus on data conversion to a new system in the next 3-5 years. Storage can be added as needed.

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| 17. | Exhibit B: Minimum Qualifications Certification: Could you please specify whether the minimum qualifications listed in the Minimum Qualifications Certification are intended to be fulfilled by a Service Provider company as a whole or by individual DBA Consultants within the Service Provider organization? This clarification will help us ensure that our response accurately addresses the qualifications requirement. | Both preferable. At a minimum the primary DBA providing support to OCERS should be able to meet the minimum requirements. |
| 18. | Exhibit C: Proposal Cover Page and Checklist: Could you please provide the preferred format or template that you would like service providers to use when submitting their fee schedule as part of their proposal? | Electronic invoices in PDF format |