

## **Terms of Reference (TOR)**

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**HIRING OF RENEWAL OF LICENSE FOR SUPPORT SERVICES/UPGRADE OF ENDPOINT SECURITY FOR BUSINESS ADVANCE AGAINST TENDER ENQUIRY NO. PROC-SERVICES/CB/SYSTEM-4291-A/2019.**

*Note: Bidders are requested to read this document carefully and provide complete information required in this TOR. All information required in the Technical Evaluation Criteria must be provided. OGDCL reserves the right to reject Proposals with in-complete or partial information.*

## 1.0 OVERVIEW

Oil and Gas Development Company Ltd (OGDCL) is Pakistan's leading E&P sector company, having operations at above 50 locations and fields in all the four provinces. The detailed information about the Company can be obtained from its website [www.ogdcl.com](http://www.ogdcl.com).

OGDCL invites Financial & Technical bids for renewal of license for 02 years of Kaspersky Endpoint Security for Business-Advance (KL4867IAWDR for 2000 end point)

## 2.0 REQUIREMENTS/SCOP OF WORK

Following standard services will be available along with license subscription

Key Features	Standard
Access to support knowledgebase	24/7
Technical support via email	Business Hours
Technical support via phone	Business Hours
Technical support via remote session	Business Hours
Per month support cases	02
Software downloads, updates and maintenance	Yes
Onsite support availability	05 Business Days / Year – At OGDCL HO Islamabad
Basic incident handling	yes

## 3.0 PROPOSALS

The firms are required to send Technical Proposal as well as Financial Proposal for the solution in separate sealed envelopes.

### 3.0 Technical Proposal

Technical Proposal should be submitted covering the following details;

- 3.1.1 Brief company profile with years of service
- 3.1.2 Technical expertise available (complete list of technical manpower to be provided indicating position, qualification and experience)
- 3.1.3 List of installations (only mid-size and large organizations) where the solution is deployed
- 3.1.4 List of support offices available throughout the country
- 3.1.5 Firm's relationship with respective OEM (bids from only qualified re-sellers from OEM will be accepted, a certificate must be provided)

### 4.2 Financial Proposal

Financial Proposals should consist of relevant costs in PKR for services mention in scope of work.

### 4.3 Payment Terms

The payment will be made in PKR after activation of license.

#### **4.4 Financial Bid Format**

Financial bid should include the price as per following format inclusive of all taxes except ICT/PST

#### **FINANCIAL BID FORMAT**

Sr. No	Description	Unit Cost in PKR	Qty	Total Cost in PKR
1	Renewal of license, technical support services and upgrade subscription of Kaspersky Endpoint Security for Business-Advance for two years		2000	

**Note:** The firms have to mention unit rate, OGDCL have rights to increase/decrease the quantity of license at the time of order placement.

#### **5. Bid Bond**

Bid Bond /Bid Security amounting to PKR 88,000/- is to be attached / provided with the technical bid. Please see Master Set of Tender Document for further details.

#### **6. BID PRICE:**

- Bid price shall be inclusive of all taxes, duties, levies, charges etc., except Provincial Sales Tax (PST)/ Islamabad Capital Territory Sales Tax (ICT)in Pakistan. The prices should be quoted in PKR otherwise the bid will be rejected.
- The prices quoted by the successful bidder (contractor) for required services shall remain firm and final throughout contract period. The price charged by the successful bidder (contractor) for required services shall not vary from the prices quoted by the service company.

**(This clause will be prevail instead of Master Tender document “ITB” clause # 06 ‘BID PRICE).**

#### **7. Contract Duration:**

The initial term of this Contract shall be (Two) 2 years from the date of signing of contract unless earlier terminated under the provisions hereof. Any extension in the term of Contract will be subject to mutual consent of both the parties. **(As per Contract Clause Section #02).**

**TECHNICAL EVALUATION CRITERIA**

***NOTE: Bidders are advised to carefully read the Evaluation Criteria and provide complete information in each category in their Technical Proposal. In-complete or partial information will not be weighed up.***

Description	Allocated Score	Criteria
Firm's years of relevant services	20	5 Marks for each year of experience in relevant area. Min 10 points essential
Size of the Company in terms of technical manpower (a list of technical manpower with expertise including position, qualification & experience to be provided)	20	4 Points for each IT security expert. Min 8 points essential
Similar Services projects carried out.	40	5 points for each project(at least 100 user licenses) Min 30 points essential.
Support Offices within the Country (Bidder Must have a Support Office in Islamabad)	20	10 points each for every support office
Grand Total	100	
Qualifying Score	70	(70 %).

**Note:**

The Master Set of Tender Documents (Services) uploaded on OGDCL's website ([www.ogdcl.com](http://www.ogdcl.com)) is the integral part of the TOR.

**Bidders are requested to read TOR & Master Set to Tender Documents (Services) and provide complete information / documents including tender annexures with the bid.**