

**TENDER NO. PROC-SERVICES/CB/SYS-4314/2019 FOR HIRING
OF TECHNICAL SUPPORT SERVICES FOR ORACLE ERP
FINANCIAL SUIT**

Terms of Reference

1. OVERVIEW

Oil and Gas Development Company Limited (OGDCL) is Pakistan's leading E&P Sector Company, having operations at about 50 locations and fields in all the four provinces of the Country. The detailed information about the Company can be obtained from its website www.ogdcl.com.

Proposals are invited through Open Competitive Bidding from Bidders that can arrange technical support services from Oracle Corporation for the below mentioned licenses for a period of One (01) year that can be extended with mutual consent of both the parties.

2. SCOPE OF WORK

The intended services are required for technical support services of Oracle Licenses against the two CSI (Customer Support Identifier) Numbers:

2.1 CSI-3302634

- a. Oracle Purchasing Suite (05 Users)
- b. Oracle Financial Suite (05 Users)
- c. Oracle Order Management Suite (50,000 Order Lines)

2.2 CSI-15479932

- a. Oracle Financial Suite (60 Named Users)
- b. Oracle Inventory (60 Named Users)
- c. Oracle Purchasing (60 Named Users)
- d. Oracle E-Business suite READ ONLY (620 Named Users)
- e. Oracle internet Developer Suite (10 Named Users)
- f. Oracle internet Application Server (04 Processor)
- g. Oracle Database Support (04 Processor)

3. EFFECTIVE DATE OF CONTRACT.

The TSS Agreement will commence from 09th March 2019.

4. ORACLE TECHNICAL SUPPORT SERVICES

The successful Contractor will be required to arrange Oracle Technical Support services for supported licenses from Oracle Corporation as follows:

- i. Program updates, fixes, security alerts, and critical patch updates.
- ii. Tax, legal, and regulatory updates.
- iii. Upgrade scripts.
- iv. Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates.
- v. Assistance with service requests 24 hours per day, 7 days a week.
- vi. Access to Oracle Support (24 X 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise.

- vii. Program updates, maintenance and functionality releases, document updates, bug fix and patches.
- viii. Any other services covered in Technical Support Services.

5. BIDDING PROCEDURE.

- i. The procedure for bidding will be Single stage – two envelope procedure, containing separately technical and financial proposals.
- ii. Technical Proposals will be opened first and evaluation will be carried out by a Technical Evaluation Committee. The proposals not qualifying in technical evaluation will be rejected and financial proposal of the respective firm will be returned un-opened.

6. TECHNICAL EVALUATION.

- i. Bidders must be Oracle GOLD Partner or above.
- ii. Bidders must attach the Oracle Partner Certificate with Technical bids, otherwise rejected.
- iii. Bidder must be providing arranging above mentioned services in Pakistan for at least 05 Years.

7. FINANCIAL EVALUATION / BID FORMAT

Prices shall be quoted on the following format inclusive of all charges/cost.

Sr. #	Description	Lump Sum Cost Per year in PKR
1.	TSS as per ToR Clause # 04	

8. PAYMENT TERMS

Payment of the required support services will be made in 100% Pak Rupees annually in advance against Bank Guarantee.

(This clause will prevail instead of Master Set of Tender document (services) “ITB” Clause # 07- ‘BID PRICE’).

9. BID PRICE:

- i. The prices must be quoted in PKR.
- ii. 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.
- iii. 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 prevail instead of Master Set Tender document (services) “ITB” Clause # 06 ‘BID PRICE’).

10. AMOUNT OF BID BOND:

Bid Bond /Bid Security amounting to **PKR 984,000/-** is to be attached / provided with the technical bid. Please see Master Set of Tender Document for further details.

Note: -

The Master Set of Tender Documents (Services) uploaded on OGDCL’s website (www.ogdcl.com) is the integral part of the TOR.

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