

OIL & GAS DEVELOPMENT COMPANY LTD

**Service Level Agreement for Licenses/Support Services of
Enterprise Wi-Fi System**

Terms of Reference (TOR)

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.

1. 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.

OGDCL invites Financial & Technical bids for hiring back to back support services for HPE Aruba Managed infrastructure with Parts & labor. The Bidder must itself have authorized Service Delivery partner of manufacturer and have back to back contract with manufacturer.

2. BOQ for HW-SW Warranty

- For Sr#1-3 Back to Back Hardware Support and Warranty Required from OEM/HPE Aruba.
- For Sr#4-9 License renewal with Backend support.
- Further Onsite Local Support Required from Bidder for items Sr# 1-13. Also local H/W warrantee required from items 10-13

<u>Sr No#</u>	<u>Serial Number/ Part Number</u>	<u>Product Description</u>	<u>Support Package</u>	<u>Support Package Description</u>	<u>Support Description</u>	<u>Coverage End</u>	<u>Days Covered</u>
1			Aruba 7210 Controller HW Warranty	HU1R6AC	HPE Aruba Networks Return to HW Support	01.09.2019	31.08.2022
2	0000000009780 49722	JW743A	Aruba 7210 (RW) Controller	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022
3	0000000009780 49727	JW743A	Aruba 7210 (RW) Controller	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022
4	0000000009780 49723	JW478AAE	Aruba Cntrlr PEF 8 AP License E- LTU	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022
5	0000000009780 49724	JW481AAE	Aruba Cntrlr PEF 64 AP License E- LTU	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022
6	0000000009780 49725	JW522AAE	Aruba Cntrlr 64 AP Capacity Lic E-LTU	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022
7	0000000009780 49726	JW519AAE	Aruba Cntrlr 8 AP Capacity Lic E-LTU	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022
8	0000000009802 81029	JW547AAE	Aruba AirWave 25 Device Lic E- LTU	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022
9	0000000009802 81030	JW548AAE	Aruba AirWave 50 Device Lic E- LTU	H1L06AC	HPE Partner- Branded NBD Support SVC	01.09.2019	31.08.2022

10	OS6450-P48	Gigabit Ethernet chassis in a 1U form factor with 48 PoE 10/100/1000 Base-T ports, 2 fixed SFP+ (1G/10G*) ports and one expansion slot for optional stacking or uplink modules. Qty#1	
11	OS6450-P24	Gigabit Ethernet chassis in a 1U form factor with 24 PoE 10/100/1000 Base-T ports, 2 fixed SFP+ (1G/10G*) ports and one expansion slot for optional stacking or uplink modules. Qty#2	
12	IAP-215-RW	Aruba Instant IAP-215 Wireless Access Point, 802.11a/b/g/n/ac, 3x3:3, dual radio, integrated antennas (5 dBi on each radio). Qty#72	
13	HP DL 320e SERVER	PROCESSOR: INTEL XEON QUAD CORE 3.0 GHz RAM: 16GB, HDD:240GB SSD DUAL 10/100/1000 BASE-T - Qty#1	

3. Scope of Work

- 3.1 The service level agreement in terms of support renewal is required for the Equipment listed in section 2.0 for 03 years.
- Back to Back Hardware Support and Warranty Required from OEM/HPE Aruba for Sr#1-3 of TOR section 2.0 from starting date **01.09.2019** .
 - License renewal with Backend support for items mentioned at Sr#4-9 of TOR section 2.0 from starting date **01.09.2019**.
 - Further Onsite **Local Support** Required from Bidder for items mentioned at Sr# 1-13 of TOR section 2.0. Also **local H/W warrantee** required from items mentioned at Sr#10-13 of TOR section 2.0 from contract signing date.
- 3.2 Vendor is required to assure the availability, operational reliability, and response times for all the services as requested in this document.
- 3.3 A survey shall be performed by vendor to ensure all equipment is under good working condition. This shall be done prior to submission of Bid.
- 3.4 In terms of BIOS/Firmware support, vendor shall monitor the updates and will be responsible to inform OGDCL and deploy the solution if any new release has been made available.
- 3.5 The vendor is required to execute corrective maintenance and quarterly Preventive Maintenance and Health Check on site.
- 3.6 The vendor is required to discuss all maintenance, health check and compliance plans ahead of time with OGDCL (at least 2 weeks before) to get OGDCL consent for the same and also to meet any pre-requisites ahead of time required for the same.
- 3.7 Vendor is required to provide quarterly status reporting for all the raised incidents for follow up and escalation in case of any delays for the open incidents. Incident will be report on OGDCL prescribed forma.
- 3.8 Vendor is required to have the monthly Service Review meetings with OGDCL for the given below:
- Solution hardware issues
 - Related software/OS issues
 - Any administrative Issues
 - Security Issues.

4. Type of SLA

Customer–Base SLA: 07 days a week

5.0 PROPOSALS

The firms are required to send Technical Proposal as well as Financial Proposal for the solution in separate sealed envelopes under single stage two envelopes bidding procedure.

6. MANDATORY REQUIREMENT FOR BIDDER

- Bidder must be Tier 1 / Tier 2 Partner of HPE Aruba for the product mentioned at Sr# 2.0 and must have at least 3 Projects of the similar nature. (Provide evidence) otherwise bid will be rejected
- Bidders Experience less than Five years will be rejected
- Bidders Last two-year average Turnover of the Company is less than 100 (One hundred Million PAK Rupees) will be rejected.
- Experience of allocated Technical manpower for this service less than two years will be rejected.
- The vendor must have a centralized 24/7 Service Desk facility to log calls for servicing with a dedicated resource for OGDCL Calls.
- Bidder must have Support Services facilities in Islamabad.
- Affidavit on judicial Stamp paper to the effect that firm has not been blacklisted by any Government/Semi Government/autonomous body or Company

7.0 TECHNICAL PROPOSAL

Technical Proposal should be submitted covering the following details;

- 7.1 Brief company profile with years of service experience of the same product.
- 7.2 Technical expertise available for this support (complete list of technical manpower to be provided indicating position, qualification, certification and experience)
- 7.3 Vendor is required to provide service as per given below matrix to maintain various service levels requirements of OGDCL

SLA		Severity	Time in minutes
Response Time	Business Hours	Severe	45
		Serious	60
		Minor	120
	Outside Business	Severe	60
		Serious	120
		Minor	240
Severity Severe		Business is stopped or the Solution main functionality is ceased and users cannot make any progress in their work.	
Severity Serious		Business is restricted but users can carry out work with significant difficulty or delay. The problem affects at least 30 % of the service. Potentially business might stop.	
Severity Minor		Business is not affected and the problem is of minor nature. A minor priority refers to any non- service affecting faults. Minor problems have a negligible impact upon end-user features or functions and routine queries regarding system functionality.	

- 7.4 List of clients where bidder has provided the same nature of services for Hardware mentioned at 2.0

8.0 FINANCIAL PROPOSAL

Financial Proposals should consist of relevant costs for TSS for all quoted items mentioned at Section# 2 of TOR. Use Annexure A-2 for financial bid proposal.

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
Company Experience History Number of years of Experience of the Company (In Hard support)	20	X >= 5 years and X <= 07 years 10 Marks X > 07 years and X <=12 15 Marks X > 12 years 20 Marks Note X= Company Experience
Allocated Resource Allocated Technical manpower for this service (a list of technical manpower with expertise including position, qualification, related certification & experience (Resume to be provided))	30	X >= 2 years and <= 4 years 15 Marks X > 4 years and <= 6 years 20 Marks X > 6 years and <= 8 years 25 Marks X > 8 years 30 Marks Note X = Related verifiable experience on equipment mentioned at Section 2.0 of TOR or Similar nature equipment
Support Services Contracts executed (Vendor should provide at least 3 POs/SLA, containing support services of Aruba HPE Wifi Hardware)	25	Each PO/SLA will have 5 Marks
Company Financial Strength In terms of last two years average Turnover (enclosed Audited report)	25	X >= 100 and <=300 million Rs. 15 Marks X >= 300 and <=500 million Rs. 20 Marks X > 500 million Rs. 25 Marks Note: X= Last two years average Turnover in PAK rupees
Grand Total	100	
Over all Qualifying Score	70	

Note :- Bid will be rejected, if Bidder will not obtain 50 (Fifty) percent qualifying Marks in each category and 70 (Seventy) Percent Marks overall.

FINANCIAL BID FORMAT

Bidders are required to provide costs for services as per scope mention in 3.0 on following format. A copy of this page must be enclosed in Technical Proposal without cost figures.

Sr. No.	Description	Price in PKR (Per Year)
1	Cost of Back to Back Hardware Support and Warranty Required from OEM/HPE Aurba for item number 1-3 of TOR section 2.0 from starting date 01.09.2019 .	
2	Cost of License renewal with backend support of Aruba/HP for Serial number 4-9 of TOR section 2.0 from starting date 01.09.2019	
3	Cost of Onsite Local Support Required from Bidder for items mentioned ar Sir# 1-13 of TOR section 2.0. Also local H/W warrantee required for items 10-13 of TOR section 2.0 from contract signing date.	
4	Total Price of item 1 to 3	
5	Total Cost for Three (03) Years – (Sr. 04X3)	

NOTE: (Please read carefully).

PAYMENT TERMS:

- a) 3 years Payment of items mentioned at Sr.1 and 2 of above financial bid format will be made after activation of support/licenses of contract period at OEM/Aruba
 - b) Annually payment will be made for items mentioned at Sr.3 of financial bid format.
- (This clause will be prevailing instead of Master Tender document "ITB" clause # 07 'PAYMENT').**

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 prevailing instead of Master Tender document "ITB" clause # 06 'BID PRICE').

Financial Evaluation Criteria:

Contract will be awarded on the lump sum cost basis.

Contract Duration:

The initial term of this SLA Contract shall be Three (03) years initially 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).**

Bid Bond:

Bid Bond /Bid Security amounting to PKR 80,000/- is to be attached / provided with the technical bid. Please see Master Set of Tender Document for further details

Important: The Master Set of Tender Documents (Services) uploaded on OGDCL's website (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.