

Annexure-A

TOR for Technical Support Services Renewal of Oracle HRMS/Payroll Licenses Additional Technical Support Licenses

1.0 OVERVIEW

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

2.0 SCOPE OF WORK

CSI No.14824358 : Oracle ERP HRMS/Payroll Support Licenses

- Oracle HRMS Support Licenses renewal (10,000 Employees)
- Oracle Payroll Support Licenses renewal (10,000 Employees)

CSI No.19204513 : Oracle ERP Financial/Inventory/HRMS additional Licenses

- Oracle Financials 100
- Oracle Purchasing Suite 100
- Oracle Inventory 100
- Oracle Human Resources 400
- Oracle Payroll 400

3.0 EFFECTIVE DATE OF CONTRACT

The effective date of TSS Agreement for

- HRMS/Payroll is from 17th August 2019.
- Additional Licenses is from 22nd August 2019.

4.0 ORACLE TECHNICAL SUPPORT SERVICES

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

- a. Program updates, fixes, security alerts, and critical patch updates.
- b. Tax, legal, and regulatory updates.
- c. Upgrade scripts.
- d. Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates.
- e. Assistance with service requests 24 hours per day, 7 days a week.
- f. Access to Oracle Support (24 X 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise.
- g. Program updates, maintenance and functionality releases, document updates, bug fix and patches.
- h. Any other services covered in Technical Support Services.

5.0 BIDDING PROCEDURE

- a. The procedure for bidding will be Single stage – Single envelope procedure, containing separately financial and technical proposal.
- b. Technical and Financial Proposals will be opened at the same time. Evaluation committee will evaluate the bids according to the technical and financial criteria given at clause 6.0 and 7.0 respectively.

(This clause will be prevail instead of Master Tender document “ITB” clause # 09 ‘BIDDING METHOD’).

6.0 TECHNICAL EVALUATION CRITERIA

Sr. No.	Description	Score
6.1	Bidder Experience	50
	> 10 Years	50
	5-10 Years	40 (Minimum required : 5 Yrs)
6.2	OEM Partnership Status	50
	Platinum	50
	Gold	40 (Minimum required : Gold)
	Grand Total	100 (Minimum Required : 80)

Bidders must attach the Oracle Partner Certificate with Technical bids, otherwise will be rejected.

7.0 PAYMENT TERMS

Payment of will be made in 100% Pak Rupees in advance against Bank Guarantee.

8.0 BID PRICE

- a. The prices must be quoted in PKR.
- b. 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.
- c. Bid price shall be inclusive of all taxes, duties, levies, charges etc., except Provincial Sales Tax (PST)/ Islamabad Capital Territory Sales Tax (ICT) /GST in Pakistan. The prices should be quoted in PKR otherwise the bid will be rejected.

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

9.0 FINANCIAL EVALUATION

Prices should be on the following format:

Sr. #	Description	<u>Cost in PKR</u> (CSI -14824358 + CSI -19204513)
1.	Total Lump Sum Cost of TSS as per TOR Clause # 04	

10. Bid Bond

Bid Bond /Bid Security amounting to **PKR 300,000/-** is to be attached / provided with 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 this TOR.

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