



**TENDER ENQUIRY # PROC-SERVICES/CB/SYS-4944/2021**

**HIRING OF SUPPORT SERVICES FOR MAXIMO HARDWARE  
INFRASTRUCTURE**

*Vetted*  
AZHAR-UL-HAQ  
Dy. Chief Engineer (System)  
Ext: 4170



**OIL & GAS DEVELOPMENT COMPANY LTD**

Service Level Agreement/Support Services for Maximo (Plant Maintenance)  
Hardware Infrastructure

**Terms of Reference (TOR)**

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*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.*

  
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## 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 hiring of support services for Maximo infrastructure consisting of following hardware and *OS Administration Support*.

## 2.0 List of Equipment which require SLA

Sr. No.	Description	Quantity
<b>Enterprise Chasis</b>		
1	IBM Flex System Enterprise Chasis with 2x2500W PSU, Rackable  Part no. <b>8721A1G</b>  , M/T 8721, Serial# 06DNYPK	1
2	IBM Flex System Enterprises Chasis 2500W Power Module  Part no. 43W9049, Serial# X68P5T1 & X68P5T8	2
3	IBM Flex System EN2092 1Gb Ethernet Scalable Switch  Part no. 49Y4294, Serial# X68L8ZX & X68L5S7	2
4	IBM Flex System FC5023 16Gb SAN Scalable Switch  Part no. 88Y6374, Serial# X68KXMT & X68KXL9	2
5	IBM Flex System Chasis Management Module  Part no. 68Y7030  , Serial# X68L9H9	1
6	Brocade 8Gb SFP+ Optional Transceiver  Part no. 88Y6416  , Serial# X68GGVK, X68GGV5, X68GGV4, X68GGVZ, X68L8JL,X68GGV1,X68KTPD,X68L8JJ,X68KTP1,X68L8JM,X68L8JK,X68L8JG	12
<b>Compute nodes</b>		
7	IBM Flex System x240 Compute node, Xcon 8C ES-2680 130W 2.7GHz/20MB, 2x4GB, O/Bay 2.5in SAS  Part no. <b>87837M1G</b>  , M/T 8737, Serial# <b>06DWFRX,06DWFRZ,06DWFRW,06DWFRY</b>	4
8	8GB (1x8GB, 2Rx4, 1.5V) PC3-12800 Cl.11 ECC DDR3 1600MHz LP RDIMM  Part no. 90Y3109	32
9	IBM 300GB 2.5in SEF G2HS 10K 6Gbps SAS HDD  Part no. 90Y8877	8
10	IBM Flex System EN2024 4-port 1Gb Ethernet Adapter  Part no. 49Y7900	4
11	IBM Flex System FC3172 2-port 8Gb FC Adapter  Part no. 69Y1938	4
<b>System Manager Node</b>		
12	IBM Flex Manager Node with embedded 10Gb Virtual Fabric, xeon 8C E5-2650 95W 2.0GHz/1600MHz/20MB, 8x4GB Ram, 1TB HS 2.5" SATA, 2x200 GB 1.8 Sata SSD  Part no. <b>8731A1G</b>  , M/T <b>8731</b> , Serial# <b>06THGG4</b>	1
13	IBM Flex System Manager w/3 Yr S&S  Part no. 95Y1179	1
<b>Storage</b>		
14	IBM Storwiz v3700 SSF Dual Control enclosure  Part no. 2072S2c  , M/T <b>6099-24C</b> , Serial# <b>7874469</b>	1



15	600 GB 2.5"10K rpm SAS HDD   Part no. 00Y2503, Serial# X68K7RR, X68K7RF, X68K7Q8, X68K7RY, X68K7RK, X68K7Q2, X68K7RS, X68K7RM, X68K7RH, X67K7Q6, X68K7RW, X68K7Q0, X68KK25, X68CVWW	14
16	8GB FC 4 port host interface card   Part no. 00Y2491	2
<b>Tape Library</b>		
17	Tape Library TS3100 Model L2U Driveless   <b>Part no. 35732UL</b>  , M/T <b>6173-24L, Serial#78BC573</b>	1
18	Ultrium 6 Half-High Fibre Channel Drive   Part no. 35P1624	1
<b>Operating System</b>		
19	Vendor will be responsible for Administration/Installation of OS window Server for above mentioned Infra (Local support).	

### 3.0 Scope of Work

The service level agreement in terms of support renewal is required for the Equipment listed in 2.0 for 01 year. The Maximo (Plant Maintenance Software solution) is deployed on this infra at OGDCL Islamabad for Qadirpur, Dakhni, UCH, Kunner, KPD and Nashpa plants maintenance.

Vendor is required to assure the availability, operational reliability, and response times for all the services as requested in this document.

The vendor is required to be responsible for replacement of faulty parts on their own cost, labour and Service. Vendor is also responsible for installation and configuration of faulty parts.

A survey shall be performed by vendor to ensure all equipment is under good working condition. This shall be done prior to signing this agreement.

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.

The vendor is required to execute corrective maintenance and quarterly Preventive Maintenance and Health Check on site.

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.

Vendor is required to provide bi-weekly 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.

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

- New proposed firmware, patches updates
- Proposed changes
- Health checks plan
- Preemptive maintenance plans
- Compliance plans

#### 4.0 Type of SLA

- Customer–Base SLA: 24 x 7 that is; 24 hours in a day 07 days a week

#### 5.0 PROPOSALS

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

#### 6.0 MANDATORY REQUIREMENT/Summary Rejection Criteria

- Bidder must be Tier 1 or Tier 2 Partner of manufacturer for the product mentioned at 2.0. (Provide evidence) otherwise bid will be rejected
- The Bidder must itself have authorized Service Delivery partner of manufacturer (Provide evidence) otherwise bid will be rejected
- Company Experience less than Two years will be rejected
- Last two years' average Turnover of the Company is less than 200 (Two hundred Million PAK Rupees) will be rejected.
- Experience of allocated Technical manpower for this service is 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
- Bidder must not be Black listed from any agency/firm.

#### 7.0 TECHNICAL PROPOSAL

Technical Proposal should be submitted covering the following details;

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

SLA		Severity	Time
Response Time	Business Hours	Severe	
		Serious	

  
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	Outside Business Hours	Minor	
		Severe	
		Serious	
		Minor	
Restoration Time	Final	Severe	
		Serious	
		Minor	
<b>Severity Severe</b>	<b>Business is stopped or the Solution main functionality is ceased and users cannot make any progress in their work.</b>		
<b>Severity Serious</b>	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.		
<b>Severity Minor</b>	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.		

**7.5 List of clients where bidder has provided the same nature of services for Hardware mentioned at 2.0 and other similar hardware of IBM/Lenovo**

**8.0 FINANCIAL PROPOSAL**

Financial Proposals should consist of relevant costs for TSS for all quoted items mentioned at 2.0 of TOR with all applicable taxes. Use Annexure A-2 for financial bid proposal.

**9.0 Bidding Procedure**

Single Envelop bidding procedure.

**11 Payment terms**

Payment will be made in PKR after each quarter (post services) against duly verified invoices.

**12. Duration of Contract**

Duration of contract is 01 year, extendable after mutual consent.

**13 Mode of procurement**

Mode of procurement will be competitive bidding through press tender and single stage



**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.

<b>Description</b>	<b>Allocated Score</b>	<b>Criteria</b>
<b>Company Experience History</b> Number of years of Experience of the Company (In Hard support)	20	X > 2 years and X ≤ 07 years    10 Marks X > 07 years and X ≤ 12        15 Marks X > 12 years                        20 Marks Note X= Company Experience
<b>Allocated Resource</b> Allocated Technical manpower for this service (a list of technical manpower with expertise including position, qualification, <b>related certification &amp; experience</b> (Resume to be provided))	30	X ≥ 2 years and ≤ 4 years        15 Marks X > 4 years and ≤ 5 years        20 Marks X > 5 years                            30 Marks  Note X = Related experience on equipment mentioned at 2.0 of TOR or Similar nature equipment
Support Services Contracts executed (Vendor should provide the 4 POs, containing support services of IBM/Lenovo Hardware )	25	Each PO will have 5 Marks and overall 5 additional marks will be given for TSS of same product.
<b>Company Financial Strength</b> In terms of last two years' average Turnover (enclosed Audited report)	25	X ≥ 200 and ≤ 400 million Rs.    15 Marks X ≥ 400 and ≤ 600 million Rs.    20 Marks X > 600 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. The list of items requiring services are mention at annexure A-3. A copy of this page be included in Technical Proposal without cost figures.

		<b>Column No. 1</b>	<b>Column No. 2</b>
<b>Sr. No.</b>	<b>Description</b>	<b>Cost of Support Services each Quarter(PKR)</b>	<b>Cost of Support Services For one year(PKR)</b>
1	Cost of Support Services for Equipment mention as Annexure A-3		

1. *Bidders are required to provide year wise lump sum cost inclusive all applicable Taxes, duties, Levies(Except ICT/PST)*

  
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**TSS INVENTORY LIST**

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<b>Compute nodes</b>	
7	IBM Flex System x240 Compute node, Xcon 8C ES-2680 130W 2.7GHz/20MB, 2x4GB, O/Bay 2.5in SAS   <b>Part no. 87837M1G</b>  , M/T 8737, Serial#06DWFRX,06DWFRZ,06DWFRW,06DWFRY
8	8GB (1x8GB, 2Rx4, 1.5V) PC3-12800 Cl.11 ECC DDR3 1600MHz LP RDIMM   Part no. 90Y3109
9	IBM 300GB 2.5in SEF G2HS 10K 6Gbps SAS HDD   Part no. 90Y8877
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13	IBM Flex System Manager w/3 Yr. S&S   Part no. 95Y1179
<b>Storage</b>	
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Operating System	

19	Vendor will be responsible for Administration/Installation of OS window Server for above mentioned Infra (local support)
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## OTHER IMPORTANT INFORMATION

### BIDDING METHOD:

Bids against this tender are invited on 'single stage One envelop'

### AMOUNT OF BID BOND:

Bid Bond /Bid Security amounting to **PKR 35,000/-** is to be attached / provided with the technical bid. Please see Master Set of Tender Document for further details.

### MANDATORY REQUIREMENT

For online payment to vendors/contractors through (IBFT & LFT). Following info is required from your company: -

1. IBAN (INTERNATIONAL BANK ACCOUNT NUMBER 24 DIGITS).
2. VENDOR NAME AS PER TITLE OF THEIR BANK ACCOUNT.
3. NTN NO.
4. CONTACT # OF COMPANY CEO/OWNER (MOBILE & LANDLINE).
5. POSTAL ADDRESS.
6. BANK NAME.
7. BANK BRANCH NAME & ADDRESS.

The master set of tender documents (services) uploaded on OGDCL's website ([www.ogdcl.com](http://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.**

**Following is the link for Master Set of Tender Documents for Services:**

<https://ogdcl.com/sites/default/files/tender%20download/Tender%20Document%20Services%20P ress%20for%20Web%20loading-Bid%20Bond%20%26%20PBG%20Extension%20text%20added%20dated%2009-09-2020.pdf>

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