

Terms of Reference (TOR)

HIRING OF MAINTENANCE AND SUPPORT
SERVICES FOR ORACLE HARDWARE
INFRASTRUCTURE

TE# PROC-SERVICES/CIS/SYSTEM-4912 / 2020

OVERVIEW

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

Proposals are invited through press tender from the local service providers who can provide technical support services on the following Oracle Products for a period of one years. Any extension in validity of contract / service order will be subject to written mutual consent of both the parties.

OGDCL invites Financial & Technical bids for maintenance support services of following BOQ items: -

BOQ:

Sr. No.	Item Name	Quantity	Serial Number
1	BROCADE 300 24-PORT FC 8G SFP	2	0742025-1343ALJOY9
			0742025-1343ALJOY8
2	Sun ZFS Storage 7120 ATO BOM product family	1	1345NMM00C
3	SPARC T5-2 server: model family	1	AK00156526
4	SPARC T5-2 server: model family	1	AK00156527

1.0 SCOPE OF WORK

Maintenance and Support services of Hardware as mentioned in above BOQ is required along with replacement of parts/labor.

2.0 SERVICES

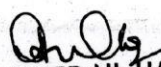
Detail of services as under

- **Professional Services:**
 - i. Consultancy/support/maintenance services as mentioned in BOQ for Operating System, Data Guard.
 - ii. SPARC/SOLARIS Software support/system administration
 - iii. Technical support subscription of all lists hardware for one years.
- **Support services & Maintenance 24x7x365.**
 - a) Technical telephone/Email assistance (7 x 24 Hrs)
 - b) Technical Onsite Support (7 x 24 Hrs)
 - c) Parts replacement within 1-2 days.
 - d) Quarterly preventive maintenance and trouble shooting
 - e) Priority response and problem escalation
 - f) Telephonic response time will be 15 minutes
 - g) On site response Time for urgent/critical calls will be up to 2-4 hours.
 - h) On site response Time for Serious calls will be up to 3-5 hours
 - i) The response Time for normal calls will be as per Customer Convenience

3.0 REQUIREMENTS

- a) TSS is required at Islamabad so Bidder must have office in Islamabad with Support engineers (relevant certification required).
- b) Have deployed & supported oracle Sun high end and mid-range servers.
- c) Have presence in the field of IT for 03 years.

4.0 PROPOSALS


AZHER-UL-HAQ
Dy. Chief Engineer (System)
Ext: 4170

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

4.1 Technical Proposal

Technical Proposal should be submitted covering the following details:-

- a) Brief company profile with years of service.
- b) Technical expertise available (complete list of technical manpower to be Provided indicating position, qualification and experience)
- c) List of Sun high/mid-level/engineered system and organization where implemented/installed.
- d) List of support offices available throughout the country.

The Technical Proposals will be evaluated as per criteria provided in TOR.

4.2 Procurement Mode

Press Tender, single stage, two Envelop bidding

4.3 Financial Proposal

Financial Proposals should give the cost associated with TSS for a period of (01) years to be paid on quarterly basis.

Financial proposals should be quoted STRICTLY as per following format:

Sr. No	Description	Cost for one quarter (in PKR including all taxes except ICT/GST/PST)	Total lump sum Cost for One Year (in PKR including all taxes except ICT/GST/PST)
1.	Maintenance and support services for oracle Hardware infrastructure		

Financial evaluation will be carried out at total lump sum cost basis.

5.0 PAYMENT TERMS

Payment will be made on quarterly basis after delivery of Services on submission of duly verified invoice.

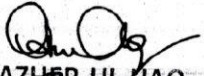
TECHNICAL EVALUATION CRITERIA

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 in operation (No of years)	10	Company with 03 years & above will get 10 points, Below 03 years will get prorated score
Location of Offices (documentary proof required)	10	Offices at three locations = 10 Less than three offices = 05
Size of the Company in terms of technical manpower (a list of technical manpower with expertise)	16	Largest firm in terms of relevant technical manpower among bidders will get maximum score, others will get prorated score

including position, qualification & experience to be provided)		
Relevant Technical Experience (Sun Certified), minimum 02 required at Islamabad.	24	8 marks for each professional posted at Islamabad. 4 marks each if professional is posted at other location.
Current Clients Similar Services Offered (Provide Organization references where similar support services are being provided.	30	5 points each for every similar services. Maximum 30 points. Attach satisfactory and completion certificate from respective organization.
Financial Strength	10	Annual average turnover for last three year more than 200M=10 Annual average turnover for last three year 100-200M=05 Annual average turnover for last three year less than 100M=0
Grand Total	100	
Qualifying Score	80	(80 %)

Bidding firms are required to provide information in above categories accordingly.


AZHER-UL-HAQ
 Dy. Chief Engineer (System)
 Ext: 4170

OTHER IMPORTANT INFORMATION

BIDDING METHOD:

Bids against this tender are invited on 'Single Stage Two envelop'

AMOUNT OF BID BOND:

Bid Bond /Bid Security amounting to PKR: 30,000/- is to be attached / provided with the technical bid. Please see Master Set of Tender Document for further details.

BID PRICE:

- i. 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.
- ii. The prices should be quoted in PKR.

(This clause will be prevailing instead of Master Tender document "ITB" clause # 06(ii) 'BID PRICE')

- 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.

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 WITH INCOME TAX CERTIFICATE
4. CONTACT # OF COMPANY CEO/OWNER (MOBILE & LANDLINE).
5. POSTAL ADDRESS.
6. BANK NAME.
7. BANK BRANCH NAME & ADDRESS.