

OIL & GAS DEVELOPMENT COMPANY LTD

**Service Level Agreement/Support Services for DELL EMC VMAX & SAN
Switches**

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.

1.0 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.

OGDCL invites Financial & Technical bids for hiring of support services for DELL EMC VMAX & Switches. The Bidder must be authorized partner of manufacturer and have back to back contract with manufacturer, in our case (DELL EMC).

2.0 List of Equipment which require TSS

Sr. No.	Description	TSS Start Date	TSS End Date
1	DELL EMC Vmax (Serial No. CK296801456)	08-Jan-2021	07-Jan-24
2	Connectrix DS-6505R-B (Serial No. BRCCCD1930N04R)	08-Jan-2021	07-Jan-24
3	Connectrix DS-6505R-B (Serial No. BRCCCD1930N04W)	08-Jan-2021	07-Jan-24

3.0 Scope of Work

The service level agreement in terms of support renewal is required for the Equipment listed in 2.0 for the 03 years. The DELL EMC VMAX Platform & Switches are deployed on this infrastructure at OGDCL Islamabad.

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

In case of any problem the vendor is responsible for **onsite support services** for resolution of hardware and associated software. And if any part goes faulty then replacement of parts on their own cost including installation and configuration.

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 whenever required and quarterly Health Check/preventive maintenance.


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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 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 format.

Vendor is required to have the monthly Service Review meetings with OGDCL for the given below:

- Solution hardware issues
- Related software/OS issues
- Security Issues
- New proposed firmware, patches updates
- Health checks plan
- 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 separate sealed envelopes.

6.0 MANDATORY REQUIREMENT/Rejection Criteria

- Bidder must be Tier 1 or Tier 2 Partner of manufacturer for the product mentioned at 2.0. The partner should have a Project Specific Authorization from the OEM (Provide evidence) otherwise bid will be rejected.
- The Break and Fix support should be provided directly by the OEM.
- 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 engaged 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 for OGDCL Calls.
- Bidder must have Support Services facilities in Islamabad
- Bidder must not be Blacklisted 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.


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- 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	
		Minor	
	Outside Business Hours	Severe	
		Serious	
		Minor	
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.		

- 7.5 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. Bidders must follow the financial bid format mentioned at 13.0 of TOR.

9.0 TECHNICAL EVALUTION

Technical Proposals will be opened first and then a technical evaluation will be carried out by an evaluation committee. The proposals not qualifying in technical evaluation will be rejected and financial proposal of the respective firm will be returned un-opened.

The Technical Proposals will be evaluated as per criteria given at 12.0 of TOR. The bidders are required to provide details in each category mentioned in the criteria.


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10 FINANCIAL EVALUTION

Financial proposals of the technically qualified firms will be opened in presence of the bidders who will be informed for the purpose. Financial evaluation will be made on total contract cost.

11 Payment terms

Payment will be made in advance of each year against bank guaranty in 100% PKR & duly verified invoices.

12 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 > 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
Technical 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 ≤ 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 DELL EMC	25	Each PO will have 5 Marks and overall 5 additional marks will be given for TSS of same product.
Company Financial Strength 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	
Overall Qualifying Score	70	


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

13 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.

		Column No. 1	Column No. 2	Column No. 2
Sr. No.	Description	Cost of Support Services 1 st Year From 08-Jan-2021 to 07-Jan-2022 (PKR)	Cost of Support Services 2 nd Year From 08-Jan-2022 to 07-Jan-2023 (PKR)	Cost of Support Services 3 rd Year From 08-Jan-2023 to 07 Jan-2024 (PKR)
1	Cost of Back to Back Support Services for Equipment mention at 2.0 of TOR in PKR			

NOTE: (Please read carefully)

1. Bidders are required to provide year wise lump sum cost inclusive all applicable Taxes, duties, Levies except PST/ICT on Services


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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: **2,40,000/-** 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.

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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.

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

<https://ogdcl.com/sites/default/files/Tender%20Document%20Services%20Press%20for%20Webloading%20dated%202018-03-2019-N.pdf>