



**TENDER FOR LOCAL ORACLE PARTNER
SUPPORT SERVICES AT NIT HEAD OFFICE,
KARACHI**

NATIONAL INVESTMENT TRUST LIMITED

TABLE OF CONTENTS

	PAGE No
1. INTRODUCTION	3
2. SCOPE OF WORK	3
3. INFORMATION FOR BIDDERS	3
4. TERMS AND CONDITIONS	4
5. PROCEDURE FOR BID SUBMISSION	5
6. EVALUATION CRITERIA	6
7. PAYMENT TERMS	6

ANNEXURE

1	Annexure I	:	TECHNICAL SPECIFICATION FOR ORACLE DATABASE	7
2	Annexure II	:	BILL OF QUANTITY	8
3	Annexure III	:	QUALIFICATION CRITERIA	9

1. INTRODUCTION

1.1 National Investment Trust (NIT) is the oldest and largest Mutual Fund Company of Pakistan, with its Head Office located in Karachi and operation spread all over Pakistan through its 23 branches and a customer facilitation center in Karachi.

1.2 Sealed Tenders are invited from reputed and well established firms/companies, registered with Sales / Income Tax Departments for providing local oracle partner support services as per specification, quantity and conditions mentioned in this document

2. SCOPE OF WORK

Following requirements define the scope of work for this Tender:

2.1 The Selected bidder will be provide local oracle partner support services, purchased against this Tender for one year.

2.2 SLA should be sign with the selected bidder.

3. INFORMATION FOR BIDDERS

Name of Procuring Agency:	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Earnest money	Bank draft equal to 2% of the total bid value to be enclosed at the time of bid submission.
Last date for Bid Submission	October 28, 2015 at 10.00 A.M
Bid Opening Date and Time	October 28, 2015 at 10.30 A.M
Bid Opening Place	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Contact Person	Mr. S. T. A. Quadri, VP - Admin
Phone:	021-32412056-9 (Ext : 235)
Direct Phone	021-32425101
E-mail	avpadmin@nit.com.pk
Fax:	021-32422719

4. TERMS AND CONDITIONS:

- 4.1.** The bidder should be active tax payer and registered with Sales Tax and Income Tax Department.
- 4.2.** The bidder must be holding elite level partnership for Pakistan from the principal.
- 4.3.** Bid should be submitted in Pak Rupees only.
- 4.4.** Bidder firm has not been blacklisted by any Government/Semi Government organization.
- 4.5.** NIT reserves the right to accept/reject wholly or partially any tender at any stage of the tender process. Reasons may be provided upon written request.
- 4.6.** Validity period of the bids shall be for at least 30 days.
- 4.7.** The Period of Local support offered will be essentially for one year.
- 4.8.** The decisions of NIT will be binding on all concerned and will in no case be challengeable at any forum or any court of law.
- 4.9.** Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.10.** During the examination, evaluation and comparison of the bids, the NIT at its sole discretion may ask the bidder for clarifications of its bid. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
- 4.11.** The amount submitted as Earnest Money shall be refunded to the unsuccessful bidders after the decision for the award of said tender.
- 4.12.** For this tender all updates/changes shall be communicated through email by NIT.
- 4.13.** The bidder must have office in Karachi and Lahore fully capable to provide maintenance support from these locations.
- 4.14.** Bids submitted via email or fax will not be entertained.

PROCEDURE FOR BID SUBMISSION

- 5.1.** For this tender ‘Single stage- Two envelope procedure’ for open competitive bidding shall be adopted.
- 5.2.** Bid envelope submitted will comprise of a single envelope containing two separate closed / sealed envelopes containing Technical and Financial proposal.
- 5.3.** Technical proposal envelope should be marked as ‘Technical proposal ’ and should include following documents:
 - 5.3.1.** Technical brochure of the offered model / equipment.
 - 5.3.2.** Company profile.
 - 5.3.3.** List of customers(corporate sector) along with their contact details
 - 5.3.4.** Draft SLA document for Oracle local partner support that also cover all the points mentioned in Annexure I.
 - 5.3.5.** Technical specification (Annexure I) document completely filled, signed and stamped for identifying offered equipment.
 - 5.3.6.** Elite partner Authorization letter from Principle.
 - 5.3.7.** Income Tax/GST certificate of the bidder.
 - 5.3.8.** Any other document required as per this tender document.
- 5.4.** Financial proposal should be marked ‘Financial proposal’ and contain bid price filled as per BOQ (Annexure II) as per specification given in Annex 1 and bank draft for the earnest money.
- 5.5** In first stage only the ‘Technical proposals’ will be opened in the presence of bidder’s representatives that choose to attend.
- 5.6** Technical proposals of the bidders will be evaluated, generally for compliance of ALL the requirements given in the tender document and specifically for Qualification Criteria given in Annexure III.
- 5.7** Vendors who will not submit all required documents / information as per Qualification Criteria and do not meet the qualification requirement will be declared as Non-Qualified Vendors.
- 5.8** As a part of technical evaluation, bidders may be asked to arrange visit to their completed projects.
- 5.9** On the basis of Qualification Criteria, the financial proposal of only technically qualified bidder will be opened in the presence of their representatives that choose to attend.
- 5.10** Financial proposals of bids found technically non-responsive will be returned un-opened.

6. EVALUATION CRITERIA

The lowest financial bid will be accepted.

7. PAYMENT TERMS

- 7.1** No payment shall be made in advance to the contractor as mobilization advance.
- 7.2** The payment for Local Oracle Support services will be made on quarterly basis in advance after the signing of SLA and invoice processing as per internal procedure.
- 7.3** All payments shall be made after deduction of taxes.
- 7.4** All payments shall be made through cross cheque in the Pak Rupees.
- 7.5** Taxes will be deducted at source as per government rules at the time of payment.
- 7.6** Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (all inclusive including taxes)

ANNEXURE I: TECHNICAL SPECIFICATION FOR ORACLE DATABASE SUPPORT

Software Type	Description	Compliance (Y/N)	Comments
1.1 Oracle Database Local Partner Support SLA	1.1.1 On-Site Installation & Configuration		
	1.1.2 On-Site Support		
	1.1.3 Unlimited Email Based / Remote Based Support		
	1.1.4 On site Number of Technical Support visits minimum 12 or above		
	1.1.5 Upgrade and Patch Activity		
	1.1.6 Tuning of Production Database		
	1.1.7 Monitoring of Alert Files		
	1.1.8 On-Site Support Visit on Holidays		
	1.1.9 Average Response Time		
	1.1.10 Documentation Updates		
	1.1.11 Non-Technical Customer Service		
	1.1.12 Operations Readiness Assessment		
	1.1.13 Copy of Original Oracle Media Kits		
	1.1.14 Patches / Bug Fixes (Scripts / Media)		
	1.1.15 05 day on site Oracle Database 11g New Features Customize Training		
	1.1.16 05 day on site Oracle 10g Backup and Recovery Practical Training		
	1.1.17 05 day on site Oracle Unbreakable Enterprise Linux Customize Training		

ANNEXURE II: BILL OF QUANTITY

Specification	Quantity	Unit Price	Total Price
1. Oracle Local Partner Support SLA (As per specifications in Annex 1)	01 Year		

Note: Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (all-inclusive including taxes)

ANNEXURE III: QUALIFICATION CRITERIA

Vendors who will meet the following conditions and submit the documents / statements / information as mentioned, will be declared Qualified Vendors while others will be classified as Non-Qualified Vendors.

- 8.1 Income Tax Certificate / GST Certificate (Copy to be provided).
- 8.2 Holding Elite level partnership like Gold / Premier/ Tier1 etc for Pakistan from the principal. (Copy to be provided).
- 8.3 Successful implementation of at least ten (10) similar projects* completed within last two years Testimonial from the customer or can be confirmed by NIT through the contact detail provided.
- 8.4 List of technical support staff with length of service with vendor
- 8.5 Vendor should have offices in Karachi and Lahore and capable to support from these locations.
- 8.6 The Oracle support SLA projects completed during last 2 years and in hand should have a combined worth of at least Rs 10 Million (list to be provided).
- 8.7 Completely Filled Bill of Quantity as per given under Annex II.
- 8.8 Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
- 8.9 Technical Information. Annexure I completely filled signed and stamped to be included.
- 8.10 Technical proposal documents be duly signed and stamped.

** Project listed should be of the same or higher specification than this Tender*