



MALDIVES
CUSTOMS
SERVICE

Project Name: **SUPPLY, INSTALLATION AND CONFIGURATION OF ORACLE CLOUD PaaS & IaaS WITH 1 YEAR SUBSCRIPTIONS AND LOCAL TECHNICAL SUPPORT**

Tender Reference No.: **(IUL)14-PR/1/2023/11**

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1. INSTRUCTION TO BIDDER'S

1.1 Introduction

Maldives Customs Service (MCS) seeks experienced and reputed vendors including support service providers, and system integrators having proven expertise in **SUPPLY, INSTALLATION AND CONFIGURATION OF ORACLE CLOUD PaaS & IaaS WITH 1 YEAR SUBSCRIPTIONS AND LOCAL TECHNICAL SUPPORT**.

The purpose of this request for proposal (RFP) is intend for competitive vendors who are interested to submit proposal for **SUPPLY, INSTALLATION AND CONFIGURATION OF ORACLE CLOUD PaaS & IaaS WITH 1 YEAR SUBSCRIPTIONS AND LOCAL TECHNICAL SUPPORT**. This RFP provides vendors with the bill of materials and technical support requirements for successful responses.

The vendor is expected to examine all instructions, terms, and technical specifications in the RFP. Failure to furnish all information or documentation required by the RFP documents shall result in the rejection of the bid.

1.2 Employer's Right to Accept or Reject

MCS reserves the right to accept or reject any bid, to accept part/ package wise and to cancel the bidding process and reject all bids, at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for MCS's action.

1.3 Responsiveness of Tender

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to MCS as necessary to gain such understanding.

If a bid is not substantially responsive to the bidding documents, it shall be rejected and may not subsequently be made responsive by the bidder by any correction of the material deviation, reservation, or omission. MCS shall examine the bids to confirm that all documents and technical documentation requested in RFP have been provided and to determine the completeness of each document submitted.

MCS expects that the proposer would have allocated the required team compositions having the specific skill sets and professional experience.

Most importantly, it has expected that the Bidder will maintain necessary resources on-site during crucial stages of the project that requires closer interaction with MCS during installation, configuration, integration, training, testing, etc. The bidder shall attach the professional certificate of the engineer for reference.



2. TECHNICAL REQUIREMENT AND SCOPE OF WORKS

2.1 Bills of Material and Scope of Works

#	Requirements	Response
1. SUPPLY, INSTALLATION AND CONFIGURATION OF ORACLE CLOUD PaaS & IaaS WITH 1 YEAR SUBSCRIPTIONS AND LOCAL TECHNICAL SUPPORT		
1.1	<p>Oracle 1 Year Cloud PaaS & IaaS Subscription and Support</p> <ul style="list-style-type: none"> - 8 x Oracle Cloud Infrastructure – Compute – Standard OCPU Per Hour - 2 x Oracle Cloud Infrastructure – 100 Mbps Load Balancer – Load Balancer Hour - 12 x Oracle Cloud Infrastructure – Computer – Virtual machine Standard – OCPU per hour - 5TB x Oracle Cloud Infrastructure – Block Volume Gigabyte Storage capacity per month - 15TB x Oracle Cloud Infrastructure – Object Storage Gigabyte Storage Capacity per month - 10000 x Oracle Cloud Infrastructure – Object Storage – Requests 10,000 requests per month - Subscription: Annual Upfront 	1 Nos
1.2	Local 1-Year On-site Technical Support Services and Labour	1 Nos
1.3	Local 1-Year Migration and Technical Configuration Support Services including Change request	1 Nos
1.4	<p>Installation and Configuration of Oracle Cloud</p> <ul style="list-style-type: none"> - All deployment services should be delivered by vendor certified engineers. - On the job training and knowledge transfer for technical staff. - Configuring Backup Application to Oracle Cloud Object Storage Infrastructure - Current Backup Appliance: HPE StoreOnce; Storage: HPE 3PAR and Computing: HPE Blade Servers - Additional relevant detail of the current Infrastructure will be provided to the winning bidder only. 	1 Nos
1.5	<p>Training: Mastering Oracle Container Engine for Kubernetes (Online Training)</p> <ul style="list-style-type: none"> - Containerize an Existing Application - Connecting to Worker Nodes Using SSH - Access Control and Container Engine for Kubernetes - Introduction to Persistent Volume, Persistent Volume Claim, and Its Advantages - Using the REST API and Helm - Encrypting Kubernetes Secrets at Rest in Etcd - Kubernetes Versions and Adding OCI Service Broker to a Kubernetes Cluster - Break an Application into Micro services Using Kubernetes Deployments 	2 Pax
1.6	<p>Software Subscription and Technical Support</p> <p>The Successful Bidder must provide 1 Year subscription, and technical support will comply strictly with the agreement.</p> <ul style="list-style-type: none"> • Oracle: One (1) Year Subscription; 1 Year Technical Support and Labour • Local Support: 1-Year On-site Technical Support Services and Labour • Local Support: 1-Year Migration and Technical Configuration Support Services Incl. Change request. • All services should perform by Oracle and HPE Certified Engineer – CVs and certificate. <p>The subscription and technical support period shall be as given in the bid proposal and/or otherwise agreed in conditions of the contract between Maldives Customs Service and the successful bidder. Additionally, the successful bidder further warrants that all Subscription and Technical Support provided are backed by manufacture/authorized channels. MCS reserves the right to reject the subscription and technical support if it is identified as a grey market subscription license or service.</p>	1 Lot
1.7	<p>Service Level Expectations</p> <ol style="list-style-type: none"> a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. b) Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if applicable. c) The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. d) Maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 online Support. ✓ Patch updating and major/minor upgrading support, if applicable. ✓ Phone/Email TAC support must be provided during the support period. ✓ Issue resolution / Onsite visits within 1 hour of failures reported. ✓ A local TAC support plan must be maintained by the Bidder for the maintenance period. 	1 Lot



#	Requirements	Response
1.8	<p>Maintaining Field Technical Support Delivery Engineers (Locally Employed in Bidder’s Organisation) It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. However, MCS expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during the annual maintenance contract period. The support service vendor MUST have a full time Certified Professional/Engineer under its payroll.</p> <p><u>Primary requires certificates of the engineer:</u></p> <ul style="list-style-type: none"> • Oracle Certified <p><u>The support service vendor shall submit the following documents:</u></p> <ul style="list-style-type: none"> • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer 	1 Lot
1.9	<p>Delivery</p> <ul style="list-style-type: none"> • The successful bidder shall deliver the Cloud Subscription within 15 Day(s) upon signing of the contract. • The successful bidder shall deliver the Online Training within 75 Day(s) upon signing of the contract. 	
1.9	MINIMUM BIDDER’S QUALIFICATION REQUIREMENTS:	
1.9.1	<p>a. Experience: The Proposer should provide an approach and reference of successful implementation and technical support of a similar system and should include descriptions of system implementations they have completed. The mentioned project references must include the names and contact information of the respective clients so that MCS can contact and verify the project summaries.</p> <p>b. <u>Manufacturer’s Authorization Letter / Certificate / Supporting Document:</u> Bidder that does not manufacture or produce the Goods it offers to supply shall submit the <u>Manufacturer’s Authorization Letter / Certificate / Supporting Documents</u>, to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods/Services to supply these Goods/Services in the Maldives. <u>Completed similar systems and support services projects (Value above MVR 150,000.00):</u> The vendor should provide reference letters/documents of successful completion of similar system and support services projects within the last five (5) years. The mentioned project references must include names and contact information of the respective clients if requires MCS can contact and verify the project summaries. The submitted reference documents should comply with the followings:</p> <ul style="list-style-type: none"> • Document should be from the client (signed and stamped) • Client opinion regarding the vendor performance and completion of the project. • Project names and project value <p>c. <u>Team Composition for Technical Support:</u> (All required certifications details refer to above relevant section) It is mandatory that the vendor will maintain the required technical team as deemed as suited based on the requirements and milestones. However, MCS expects that the proposer would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the vendor will maintain necessary resources for on-site technical support during crucial stages of the project that requires closer interaction with MCS during installation, configuration, integration, training, testing, etc.. The bidder MUST have a full-time Vendor Certified Professional/Engineer under its payroll. <u>The bidder shall submit the following documents:</u></p> <ul style="list-style-type: none"> • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer 	
1.10	PROPOSAL SUBMISSION FORMAT:	
1.10.1	<p>The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents.</p> <p>The complete original proposal must be submitted in a sealed package. Bidder shall be marked “SUPPLY OF 1 YEAR SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT” Vendor shall file all documents necessary to support their proposal and include them with their proposal.</p> <p>The proposal shall be submitted in the following format and include the following information. A detailed description of proposed equipment/services including the scope of work (Annual Maintenance Support Service) and quotation shall be submitted. (Quotation shall remain valid for a period of 90 days from the date of submission of the Bid.)</p> <ol style="list-style-type: none"> Bid Form Price Schedule Form Support Service Response and Replacement Schedule 	



#	Requirements	Response
	<ul style="list-style-type: none"> d. Terms and Conditions e. Bill of Quantities and Services f. Manufacturer's Authorization Letter / Certificate or supporting documents. g. Team Composition for Technical Support – Include Certified Engineer CVs h. Reference of successful implementation of similar datacentre system and services 	
1.11	OTHER DOCUMENTS AND NOTES	
1.11.1	<p>The bidet should submit the following document and MCS shall confirm that the following legal documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected:</p> <ul style="list-style-type: none"> a. Company Registration Certificate b. SME Registration Certificate c. GST Registration Certificate d. MIRA Tax Clearance Certificate (last 30 day e. Last 2 Year Financial Statements f. Relationship letter (if the bidder has any family relationship with CS executives) g. All the other relevant documents required/mentioned to submit in this bid document 	
1.11.2	Each person attend for the bid submission meeting can submit only one bid document	
1.11.3	A Bidder has a conflict of interest on one or more business entities, the bidder can submit one bid document.	
1.11.4	The Successful bidder does not get any advance payment for this bid and the payment will be made after the completion of the project.	
1.11.5	MCS has the right to change the scope of the project as the budget constraints	
1.11.6	The bid will be evaluated by the total value of the project.	
1.11.7	If, the bid awarding party completes the project successfully as per the contract, the duration of the contract can be extended to another 2 years (both Customs & Bid awarding party agree to execute all the tasks and conditions) without any further bid announcement.	
1.11.8	The price should be in Maldivian Currency (MVR)	
1.11.9	<p>If the contractor fails to deliver the project upon the agreed date, the fine will take under the following formula, and the fine will take up to 15% of the total value. Also, MCS have the right to terminate the agreement, if the liquidate damage increases by over 15% of the total agreement.</p> <p>CP * 0.005 * LD</p> <p>CP (Contractor price)</p> <p>LD (Late duration)</p>	
1.11.10	<p>Bid Submission:</p> <p>Date:</p> <p>Time:</p> <p>Venue: Customs Building</p>	
1.11.11	<p>For Further Information:</p> <p>Mobile: 7946663</p> <p>Phone: 3334272</p>	



3. EVALUATION CRITERIA

MCS shall evaluate the technical aspects of the Bid submitted in accordance with the RFQ, to confirm that all requirements specified in the RFQ, have been met without any material deviation or reservation.

3.1 Evaluation of the bid shall have been based on the following marking criteria.

Criteria	Marks
Price	80%
Technical <i>(marks break down below)</i>	20%
Total	100%

Technical (marks break down below)

Technical Criteria Detail	Marks
Completion of the Technical and Support Proposal including supporting documents	5%
Technical Support and maintenance	Mandatory
Trained/Qualified staff (Team Composition)	Mandatory
Completed Similar Systems and Support Services Projects <i>Minimum 5 reference letters/purchase orders/contract copy or completion certificate:</i> <ul style="list-style-type: none"> - 3 points for each reference letters/completion certificate signed and stamped by the client. - Completed similar systems and support services projects (value above MVR 100,000.00 per project) 15 points for proof of completed similar systems and support services projects within the last five (5) years. 	15%
Total	20%

