



MALDIVES
CUSTOMS
SERVICE

Project Name: **SUPPLY, INSTALLATION, CONFIGURATION AND MIGRATION OF ORACLE DATABASE LICENSES, INCLUDING TRAINING AND 24X 7 TECHNICAL SUPPORT**

Tender Reference No.: **(IUL)14-PR/1/2023/92**

Tender Submission Date: **07th December 2023**

Tender Submission Time: **14:00 hrs.**

Issued by: **Maldives Customs Service**

Issue Date: **20th November 2023**



Table of Contents

1.	INSTRUCTION TO BIDDER'S	2
1.1	Introduction.....	2
1.2	Employer's Right to Accept or Reject.....	2
1.3	Responsiveness of Tender	2
2.	TECHNICAL REQUIREMENT AND SCOPE OF WORKS	3
2.1	Bills of Material and Scope of Works	3
3.	EVALUATION CRITERIA	7
3.1	Evaluation of the bid shall have been based on the following marking criteria.....	7



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, CONFIGURATION AND MIGRATION OF ORACLE DATABASE LICENSES, INCLUDING TRAINING AND 24 X 7 TECHNICAL SUPPORT.**

MCS has initiated a series of measures to incorporate new technology into its services to improve its public services. As part of this effort, MCS intended to implement a High Available Oracle Database for Asycuda at MCS.

This request for proposal (RFP) is intended for competitive vendors interested in submitting proposals for the **SUPPLY, INSTALLATION, CONFIGURATION AND MIGRATION OF ORACLE DATABASE LICENSES, INCLUDING TRAINING AND 24 X 7 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. Any vendor's 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 before the award of the 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 for understanding the RFP in its entirety and in detail, including making any inquiries to MCS as necessary to gain such understanding.

A bid must be substantially responsive to the bidding documents to be accepted. It may not subsequently be made responsive by the bidder by correcting the material deviation, reservation, or omission. MCS shall examine the bids to confirm that all documents and technical documentation requested in the 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 specific skill sets and professional experience.

Most importantly, it is expected that the Bidder will maintain necessary resources on-site during crucial project stages that require closer interaction with MCS during installation, configuration, integration, training, testing, etc. Therefore, 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 (Yes/No)
A. SUPPLY, INSTALLATION, CONFIGURATION AND MIGRATION OF ORACLE DATABASE LICENSES, INCLUDING TRAINING AND 24 X 7 TECHNICAL SUPPORT		
1	SUPPLY, INSTALLATION, CONFIGURATION AND MIGRATION OF ORACLE DATABASE LICENSES for ORACLE DATABASE APPLIANCE X9 ENVIRONMENT (1 BUNDLE)	
1.1	DATABASE LICENSES AND SUPPORT	
1.1.1	Oracle Database Enterprise Edition – Processor Perpetual – Full use License (2Nos)	
1.1.2	Oracle 1 Year Software Update and License Support (2Nos)	
1.1.3	Oracle Real Application Cluster – Processor Perpetual – Full use License (2Nos)	
1.1.4	Oracle 1 Year Software Update and License Support (2Nos)	
1.1.5	Oracle Tuning Pack – Processor Perpetual – Full use License (2Nos)	
1.1.6	Oracle 1 Year Software Update and License Support (2Nos)	
1.1.7	Oracle Diagnostics Pack – Processor Perpetual – Full use License (2Nos)	
1.1.8	Oracle 1 Year Software Update and License Support (2Nos)	
1.1.9	Oracle Audit Vault and Database Firewall - Processor Perpetual (2Nos)	
1.1.10	Oracle 1 Year Software Update and License Support (2Nos)	
1.1.11	Oracle Partitioning – Processor Perpetual – Full use License (2Nos)	
1.1.12	Oracle 1 Year Software Update and License Support (2Nos)	
1.1.13	Oracle Advanced Security – Processor Perpetual – Full use License (2Nos)	
1.1.14	Oracle 1 Year Software Update and License Support (2Nos)	
1.2	PROFESSIONAL SERVICES: INSTALLATION, CONFIGURATION AND MIGRATION OF ORACLE LICENSES (1 BUNDLE)	
1.2.1	<p>The vendor MUST have a minimum of the following full-time OEM Certified Professional/Engineer under its payroll to provide installation, configuration, integration, migration and training services. All relevant engineer(s) certificates and supporting documents shall be included with the proposal.</p> <p><u>Primarily required certificates of the engineer(s):</u></p> <ul style="list-style-type: none"> ○ Oracle Database Administrator Certified Associate Certificate ○ Oracle Database Administrator Certified Professional Certificate ○ Oracle Database Appliance Field Delivery Support Certificate ○ Oracle Database Appliance Help Desk Support Certificate ○ Oracle X86 Generic – Support Certificate ○ Oracle Server X8-2/X8-2L Technical Certificate <p>All installation and migration work must be carried out / performed by Oracle Field Service Delivery Partner and Certified Engineers. All the certifications must be submitted with the proposal.</p>	
1.2.2	Perform site readiness assessment, ensuring the environment is ready for project commencement.	
1.2.3	The vendor shall provide comprehensive planning and design for the Oracle Database HA Environment and its components within seven days of signing the contract.	
1.2.4	If required, the vendor shall perform hardware rack mounting, management cabling, LAN/storage cabling and power cabling as per manufacturer guidelines.	
1.2.5	Before migrating any services, the vendor shall perform a Firmware update to the latest stable version for the proposed solution.	

#	Requirements	Response (Yes/No)
1.2.6	Installation and Configuration of Oracle Database	
1.2.7	Installation and Configuration of Oracle Real Application Cluster	
1.2.8	Installation and Configuration of Oracle Tuning and Diagnostics Pack	
1.2.9	Installation and Configuration of Oracle Audit Vault and Database Firewall <ul style="list-style-type: none"> - Install Audit Vault Server and Audit Vault Agent Configurations for Databases - Change audit parameters in Databases and enable unified auditing. - Install the latest Audit Vault (20.3) on its dedicated server. Configure Audit Vault Server - Install audit vault agents in target servers and configure audit records, capture collectors. - Design and Deploy audit policies. Reports and Alerts configuration - Testing and UAT for the implementation 	
1.2.10	Installation and Configuration of Oracle Database Firewall Server <ul style="list-style-type: none"> - Installation of Oracle database firewall (20.0) as per the Oracle Documentation. - Apply required patches. - Integrate Database Firewall with Audit Vault - Configure firewall monitoring and blocking policies as per the customer firewall rules. - Testing and UAT for the implementation 	
1.2.11	Installation and Configuration of Oracle Partitioning	
1.2.12	Installation and Configuration of Oracle Advanced Security	
1.2.12	A minimum of four hours of downtime (over the weekend) shall be provided for migration. No near-zero downtime-based migration. The migration location for equipment is the same as MCS DC.	
1.2.13	On-the-job training on Administering, managing and troubleshooting the Oracle Database (4 PAX)	
1.3	Software Warranty Support and Technical Support (1 Bundle)	
1.3.1	<p>The Bidder shall offer a warranty for the hardware against defects arising out of faulty design, materials, and workmanship from the date of acceptance of the total system.</p> <p>The successful bidder shall provide a Hardware Warranty of</p> <ul style="list-style-type: none"> • Oracle 1 Year 24 x 7 Software Update and License Support for Oracle Database Enterprise Edition • Oracle 1 Year 24 x 7 Software Update and License Support for Oracle Real Application Cluster • Oracle 1 Year 24 x 7 Software Update and License Support for Oracle Tuning Pack • Oracle 1 Year 24 x 7 Software Update and License Support for Oracle Diagnostics Pack • Oracle 1 Year 24 x 7 Software Update and License Support for Oracle Audit Vault and Database Firewall • Oracle 1 Year 24 x 7 Software Update and License Support for Oracle Partitioning • Oracle 1 Year 24 x 7 Software Update and License Support for Oracle Advanced Security • Local Support: 1 Year 24 x 7 On-Site Technical Support Services and Change request. • Vendor Certified Engineers should perform all services. <p>The entire solution (software, hardware, etc.) provided under the contract will comply strictly with the agreement, be genuine in every case, and be free from defects.</p> <p>The warranty period shall be as given in the bid proposal and/or otherwise agreed in the contract conditions between MCS and the successful bidder. The successful bidder also warrants that all materials and equipment furnished have been supplied from authorized channels.</p> <p>The successful bidder further warrants to MCS that all materials, equipment, and supplies furnished by the vendor will be new, merchantable, of the most suitable grade and fit for their intended purposes.</p> <p>MCS reserves the right to reject the goods if identified as grey market products or counterfeit equipment.</p>	
1.4	Service Level Expectations	
1.4.1	<p>a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate communication by the client's representative, and he or she shall be responsible for liaising with all vendors for the rectification of faults within the terms specified in the bill of the material above.</p> <p>b) The Bidder shall replace defective equipment at his own cost, including the cost of transport.</p> <p>c) The Bidder shall provide all standard toolkits and test equipment to maintain the hardware.</p> <p>d) System Maintenance and support services will include the following activities.</p> <ul style="list-style-type: none"> ✓ 24 x 7 online support ✓ Patch updating and significant/minor software version upgrading support. ✓ Issue resolution / Onsite Visits within 2 hrs. For hardware failures reported. ✓ Phone/Email TAC and RMA support must be provided during the support period. ✓ The bidder must maintain a local TAC support plan for the warranty period. 	



#	Requirements	Response (Yes/No)
1.5	DELIVERY OF HARDWARE AND INSTALLATION:	
1.5.1	<p>The maximum delivery period allowed under this bid is 35 Calendar Days. Any proposal proposing a delivery period that exceeds the above will be disqualified.</p> <p>MCS reserves the right to disqualify any proposal with a delivery period that is either unrealistically low or illogical compared to MCS's estimates and industry norms.</p> <ul style="list-style-type: none"> • The successful bidder shall deliver the goods within 30 days of signing the contract. • The successful bidder shall complete the installation within 15 Days (s) upon site readiness. 	
2	MINIMUM BIDDER'S QUALIFICATION AND PROPOSAL REQUIREMENTS:	
2.1	<p>Any single firm, company, partnership, or other legal entity registered in the Republic of Maldives, only with 100% Maldivian shareholding parties, is eligible to submit the proposal for this tender.</p> <p>The bidder must thoroughly read, understand, and comply with all areas of this RFP, with any other information passed during the Information Session or any information passed via email will be considered a requirement of this RFP.</p> <p>The bidder must fully comply with the RFP Compliance Form for the vendor to be qualified for this project.</p> <p>a. <u>Experience:</u> The bidder should provide an approach and reference of successful implementation and technical support of a similar system, such as Data Centre Systems, Networking and Security. The bidder should describe systems implemented/completed in the various organizations. 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:</u> It is mandatory that the vendor or proposer must be an Authorized Partner or Distributor of Oracle and Cisco products and Services. The bidder that does not manufacture or produce the Goods it offers shall submit the <u>Manufacturer's Authorization Letter or Certificate</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. The authorization letter must be referred to the project reference number.</p> <p>c. <u>Completed similar systems and support services projects (Value above MVR 500,000.00):</u> The vendor should provide reference letters/documents of successful implementation and technical support of similar systems (Oracle Hardware; Oracle Software; Data Centre Networking and Security; Data Centre Computing (Hyper-Converged Infrastructure or Composable Infrastructure and Data Centre Tire-1 Storage projects) and should include descriptions of the system implemented within the last five (5) years. The mentioned project references must consist of names and contact information of the respective clients if required; MCS can contact and verify the project summaries.</p> <p>The submitted reference documents should comply with the following:</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>d. <u>Team Composition for Technical Support:</u> (All required certifications details refer to above relevant section) It is mandatory that the vendor maintain the required technical team as deemed as suited based on the requirements and milestones. However, MCS expects that the proposer would have allocated more team compositions with specific skill sets and professional experience. Importantly, it is likely that the vendor will maintain the necessary resources for on-site technical support during crucial stages of the project that require 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.</p> <p><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 	



#	Requirements	Response (Yes/No)
3	PROPOSAL SUBMISSION FORMAT:	
3.1	<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 <u>"SUPPLY, INSTALLATION, CONFIGURATION AND MIGRATION OF ORACLE DATABASE LICENSES, INCLUDING TRAINING AND 24 X 7 TECHNICAL SUPPORT"</u> Vendor shall file all documents necessary to support their proposal and include them with their proposal.</p> <p>The bid document 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. (<i>Quotation shall remain valid for 90 days from the date of submission of the Bid.</i>)</p> <ol style="list-style-type: none"> a. Price Schedule Form b. Delivery and Installation Schedule c. Terms and Conditions d. Bill of Quantities and Services e. Warranty and Subscription, including Local Technical Support f. Service Level Expectations g. Maintenance Support Services, including on-site Technical Support h. Manufacturer's Authorization Letter / Certificate or supporting documents. i. Team Composition for Technical Support – Include Certified Engineer CVs j. Reference to the successful implementation of similar Data Centre Server & Storage, Networking, Security and Services 	
4	OTHER DOCUMENTS AND NOTES	
4.1	<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> <ol style="list-style-type: none"> a. Company Registration Certificate b. Company Profile Information sheet issued by the Ministry of Economic Development c. SME Registration Certificate d. GST Registration Certificate e. MIRA Tax Clearance Certificate (last 30 days) f. Last 2 Year Financial Statements g. Bid Security (MVR 19,500/-). The Bid Security shall be valid for thirty days (30 days) beyond the original validity period of the Bid, or beyond any period of extension if requested under ITB. h. Relationship letter (if the bidder has any family relationship with MCS executives) i. All the other relevant documents required/mentioned to submit in this bid document 	
4.2	Each person who attends the bid submission meeting can submit only one bid document.	
4.3	If a Bidder has a conflict of interest in one or more business entities, the bidder can submit one bid document.	
4.4	Bidder must quote separately if any recurrent cost / subscription for support and maintenance is needed beyond the initial warranty support period.	
4.5	The Successful bidder does not get any advance payment for this bid, and the payment will be made after the completion of the project.	
4.6	Price breakdown must be given for each section separately.	
4.7	MCS has the right to change the scope of the project as the budget constraints	
4.8	The bid will be evaluated by the total value of the project.	
4.9	The Successful bidder should submit Performance Security (3%) of the total value, if the bid value exceeds MVR 500,000/-. And the security should be from a verified bank or financial institution established in the Maldives. Also, the security should validate within the agreement period and extra 30 days after the agreement end.	
4.10	The price should be in Maldivian Currency (MVR)	
4.11	<p>If the contractor fails to deliver the project upon the agreed date, the fine will be taken under the following formula, and the penalty 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 entire agreement.</p> <p>CP * 0.005 * LD</p> <p>CP (Contractor price)</p>	



#	Requirements	Response (Yes/No)
	LD (Late duration)	
4.12	Bid Submission: Date: 07th December 2023 Time: 14:00hrs Venue: Customs Buildings	

3. EVALUATION CRITERIA

MCS shall evaluate the technical aspects of the Bid submitted in accordance with the RFP to confirm that all requirements specified in the RFP 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	70%
Technical (marks break down below)	30%
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
Manufacturer's Authorization Letter / Certificate	Mandatory
Completed Similar Systems and Support Services Projects <u>Minimum 10 reference letters/purchase orders/contract copy or completion certificate:</u> <ul style="list-style-type: none"> - Reference letter/completion certificate (value above 500,000.00 MVR per project) of successful implementation and technical support of similar systems (Oracle Hardware; Oracle Software; Data Centre Networking and Security; Data Centre Computing (Hyper-Converged Infrastructure or Composable Infrastructure and Data Centre Tire-1 Storage projects) and should include descriptions of the system implemented. - Minimum 10 reference letters or certificates for proof of supply and installation of similar projects and services to other organizations within the past five (5) years. - 2.5 points for each reference letter/completion certificate signed and stamped by the client. 	25%
Total	30%

