



**BOTSWANA
EXAMINATIONS
COUNCIL**

**DIRECTORATE OF INFORMATION AND COMMUNICATIONS
TECHNOLOGY**

INVITATION TO TENDER

FOR THE

**PROVISION OF SUPPORT AND MAINTENANCE SERVICES FOR
ORACLE PRODUCTS TO BOTSWANA EXAMINATIONS COUNCIL**

Reference No BEC ICT 006/15-16

Date: 17th August 2015

PROCURING ORGANISATION	AGENT
Botswana Examinations Council, Private Bag 0070, Gaborone, Botswana	The Secretary to the Tender Committee, Private Bag 0070, Gaborone, Botswana Tel: +267 365 0700 Fax: +267 316 4413 Email: procurement@bec.co.bw

Botswana Examinations
Council

**TENDER
TENDERING PROCEDURES**

**TENDER NOTICE and
INVITATION TO TENDER**

Tender No. BEC ICT 006/15-16

Provision of Support and Maintenance Services for Oracle products to Botswana Examinations Council

- Tender offers are invited from Botswana registered companies which are **100% citizen owned** and are **Oracle Partners** for the Provision of Support and Maintenance Services for Oracle Databases, Oracle VM and Oracle Enterprise Linux.

- The Procuring Organisation is Botswana Examinations Council.

- Bidders who are domiciled in Botswana must, in order to be considered for the award of the contract, be 100% citizen owned; be duly registered with the Companies and Intellectual Properties Authority and with the Botswana Unified Revenue Services for a Tax Clearance Certificate; and be registered with PPADB under Code 120 Sub Code 03 OR Code 121 Sub Code 01 or 02 OR Code 122 Sub Code 02 or 03.

- Tender documents will be available with effect from **17th August 2015** and can be obtained from the Reception of the Botswana Examinations Council at the following addresses:

Postal Address

Botswana Examinations Council
Private Bag 0070
Gaborone.

Tel: (+267) 365 0700 or 365 0866 Attn. T. Chifani
Fax: (+267) 3933872, 316 4413, 316 4203, 318 5011
Email: procurement@bec.co.bw

Physical Address

Botswana Examinations Council
Plot 54864, KT Motsete Road
Gaborone.

- Bids must be submitted using the Two Envelope system. **One (1) original and five (5) copies** of the bids must be submitted in two separate envelopes, one containing the Technical Bid, and the other containing the Financial Bid and both envelopes accordingly labelled with the tender number and title. The two envelopes should be sealed and placed in a third outer and larger envelope. This envelope should be sealed and labelled as follows:

Tender No. BEC ICT 006/15-16 –Provision of Support and Maintenance For Oracle Products to Botswana Examinations Council

Sealed bids should be delivered to the following address:

The Secretary
Tender Committee
Botswana Examinations Council
Plot 54864
KT Motsete Road
Gaborone

- A non-refundable deposit of **BWP500.00** is payable by cash in favour of the Botswana Examinations Council is required on collection of the tender documents.

- Queries and questions relating to the issue of these documents will be accepted up to 10 working days before tender closing date. The queries or questions should be in writing and should be addressed to:

The Secretary
Tender Committee
Botswana Examinations Council

Private Bag 0070
Gaborone
Botswana.

Tel: (+267) 365 0700 Or 365 0866 Attn: T. Chifani
Fax: (+267) 316 4413, 316 4203, 318 5011
Email: procurement@bec.co.bw

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- Bids must be submitted no later than **10:00 am** (local time) on **11th September 2015**. The tenders will be opened in the presence of bidders wishing to attend. Bids submitted after the closing date and time will not be accepted. Telephonic, Telegraphic, Telex, Email or Facsimile bids will not be accepted.
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Botswana Examinations Council is not bound to accept the lowest or any bid, or bear any expense in the preparation thereof. The Botswana Examinations Council also reserves the right to award the tender in full or in parts.

Secretary
Tender Committee
Botswana Examinations Council

Botswana Examinations Council

TENDER TENDERING PROCEDURES	TENDER DATA
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Provision of Support and Maintenance Services for Oracle Products Botswana Examinations Council

The **conditions of tender** are contained in this document.

1.1 The Procuring Organisation is the **Botswana Examinations Council**.

1.2 The tender documents issued by the Procuring Organisation comprise:

Three volume approach:

VOLUME 1: TENDERING PROCEDURES

Tender Notice & Invitation to Tender
Tender Data

VOLUME 2: RETURNABLE DOCUMENTS

List of returnable documents
Form of Offer & Acceptance
Contract Data
Pricing Data
Tender Schedules

VOLUME 3: THE CONTRACT

Part 1 Agreements & Contract Data

Forms of Securities

Part 2 Pricing Data

Pricing Instructions

Part 3 Scope of Work

1.3 All bidders are required to comply to the following requirements:

1. Submit a copy of a letter or certificate from Oracle showing that the bidder is either a Diamond or Platinum or Gold or Silver partner of Oracle. This is a letter that authorizes the bidder to supply, support and maintain Oracle products.
2. Submit a copy of PPADB registration certificate under Code 120 Sub Code 03 OR Code 121 Sub Code 01 or 02 OR Code 122 Sub Code 02 or 03– certified true copy by PPADB.
3. Submit a copy of a valid Tax Clearance Certificate, certified by the Botswana Unified Revenue Services (BURS).
4. Submit a completed form of Declaration by Directors and Shareholders
5. Submit copies of Certified Share Certificates.
6. Submit a form from Companies and Intellectual Property Authority (CIPA) showing the company's directors.
7. Submit a reservation letter from PPADB showing that the bidder is 100% citizen owned.

1.4 All bidders are required to provide the pricing schedule in the format provided in CONTRACT PART 2, **PRICING DATA**. Bidders must also provide a detailed breakdown of the cost covering all components

of the project as stated in CONTRACT PART 3, Scope of Work. Bidders should note that the total cost of the project should not include any variable components based on exchange rates, inflation, etc. Where disbursements are based on actual expenditure, bidders should estimate the maximum expected costs, which will be reimbursed based on actual expenditure incurred.

Bidders must quote in Botswana Pula (BWP).

All the quoted prices must include VAT @ 12% for VAT registered companies.

The validity period for the tender must be at least 180 days from the closing date of the tender.

In addition to the pricing schedules specified in CONTRACT PART 2, the bidders must provide a detailed breakdown of the major cost components but should follow the format shown in summary pricing schedules in CONTRACT PART2.

- 1.5 Parts of each tender offer communicated on paper shall be submitted as an original, plus five (5) duplicate copies. Each copy must contain the following **RESPONSE FORM**.

Bidder's Name	
Company Registration Number	
Vat Number (if applicable)	
Country of Registration	
Year of Establishment	
Physical Address	
Postal Address (if different)	
Telephone Number	
Mobile Number	
Fax Number	
Email and URL	
Contact Address in Botswana (If applicable)	
Project Title	
Tender No.	
Designated Authorised Representative for this Project	Name: Position: Qualifications: Tel: Fax: Email:

<p>Project Referees (see CONTRACT PART 3, Scope of Work, 8.1.5)</p>	<p>1 2 3</p>
<p>Signed: Bidder's Authorised Representative</p>	

1.6 The Procuring Organisation's address for delivery of tender offers and identification details to be shown on each tender offer package are:

Tender No: BEC ICT 006/15-16 – Provision of Support and Maintenance Services for Oracle Products to Botswana Examinations Council

Tender Secretary
Botswana Examinations Council
Plot 54864
KT Motsete Road
Gaborone.

1.7 A two-envelope procedure will be followed.

Bids should be submitted according to the Instructions to Bidders. Important points are repeated as follows:

- The financial bid will only be examined if the respondent's Technical bid meets the requirements of BEC.
- The technical bid should not include any figures relating to cost but must include a statement stipulating the validity period of the tender.
- The bid document must be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder. Any such corrections must be initialled by the person or a person who signs the bid. Typed bids will also be accepted.
- All copies must be signed in ink by an authorised employee, agent or representative of the bidder.
- For each bid, the bidders shall prepare the number of copies indicated in the Tender Notice. The original of the Technical Bid and the Financial Bid should be marked **ORIGINAL**; all other copies should be marked **COPY**. If there are discrepancies between the original and any of the copies, the original will be assumed to be correct.
- One (1) original and five (5) copies of the technical bid shall be placed in a sealed envelope clearly marked **Technical Bid – Tender Number BEC ICT 006/15-16 – Provision of Support and Maintenance Services for Oracle Products to Botswana Examinations Council**.
- One (1) original and five (5) copies of the financial bid shall be placed in a sealed envelope clearly marked **Financial Bid - Tender Number BEC ICT 006/15-16 –Provision of Support and Maintenance Services for Oracle products to Botswana Examinations Council - Do not open with the Technical Bid**.
- Both envelopes shall be placed into an outer envelope and sealed. The outer envelope shall be labelled **Tender Number BEC ICT 006/15-16 –Provision of Support and Maintenance**

Services for Oracle Products to Botswana Examinations Council shall bear the submission address.

- Bids must arrive no later than **10:00 am** (local time) on the **11th September 2015**. The outer envelope will be opened immediately, and bidders may be present if they wish. Bids submitted after the closing date and time will not be accepted. Telephonic, Telegraphic, Telex, Email or Facsimile bids will not be accepted.
- Immediately after the deadline for the submission of bids, the technical bid of all the bidders will be opened. The financial bids shall remain sealed and deposited with BEC Tender secretariat until those bids meeting the technical requirements have been identified. The financial bids of those that do not meet the technical requirements will be sent back to the respondents unopened and sealed in their original envelopes.

1.8 The closing time for submission of tender offers is:
10.00 hrs. on the 11th September 2015.

1.9 Telephonic, telegraphic, telex, email or facsimile tender offers will **not** be accepted.

1.10 The tender validity period is at least 180 days from the closing date of the tender.

1.11 The time and location for opening of the tender offers is:
Time **10:00 am** on the **11th September 2015**.
Location: Botswana Examinations Council
Plot 54864
KT Motsete Road
Gaborone.

1.12 The procedure for evaluation of responsive tender offers is quality and cost based selection method.

The Evaluation Process

The Tender Evaluation Committee (TEC) will be constituted to evaluate the bids. The evaluation to be adopted will be as follows:

- 1 In Stage 1 of the evaluation process the bids will be scrutinized against the Disqualification clause given in 1.13.
- 2 The qualifying bids after Stage 1 will go through to Stage 2 of the evaluation process as described in 1.14.
- 3 The financial bids of only the short listed bidders after Stage 2 of the evaluation process will be evaluated as stated in Stage 3 of the evaluation process. (See 1.15)
- 4 The project will be provisionally awarded to the bidder with highest combined score of Stage 2 and Stage 3 of the evaluation process subject to successful negotiation of the contract as in 1.16.

The maximum scores allocated to Stage 2:Technical and Stage 3:Financial are as follows:

Stage	Maximum Score	Percentage Representation
Stage 2	55	85%
Stage 3	100	15%

- 6 The successful Bidder will sign the agreed contract document with BEC prior to commencement of the project.

Notes

- Subject to authorisation by BEC Tender Committee, further information may be requested from the bidders during evaluation. Any such request will be made in writing to the bidder's nominated representative as declared in the Form of Response. Any such correspondence will be for purposes of clarification only and will in no way be indicative of any preference towards any bidder or bid.
- All important information required for the project shall be included in the bid, so that at contract negotiation stage there are no major issues that could call for the change of award.

1.13 Disqualification at Stage 1 (Compliance Evaluation)

A bidder whose technical bid does not meet the following requirements will be disqualified during the first scrutiny at Stage1.

- Submitted a copy of a letter or certificate from Oracle showing that the bidder is either a Diamond or Platinum or Gold or Silver Partner of Oracle.
- Submitted a copy of a PPADB registration certificate under Code 120 Sub Code 03 or Code 121 Sub Code 01 or 02 or Code 122 Sub Code 02 or 03 certified by PPADB.
- Submitted a copy of a valid Tax Clearance Certificate certified by BURS.
- Submitted copies of certified Share Certificates.
- Submitted a form from the Companies and Intellectual Property Authority (CIPA) showing the company directors.
- Completed Form of Declaration by Directors and Shareholders
- Submitted a reservation letter from PPADB showing that the bidder is 100% citizen owned.

1.14 Evaluation of Bids at Stage 2 (Technical Evaluation)

The qualifying bids after Stage 1 will go through to Stage 2 of the evaluation process where they will be evaluated on their technical capability and the degree to which their respective proposals meet the BEC requirements outlined under the project scope and deliverables. This evaluation shall be based on the technical bid response. In the technical evaluation the criteria shown in the following table will be used. The cut off for progression to Stage 3 is a **minimum score of 40**.

Technical Evaluation Matrix		
Item No	Criteria	Max Score
1.14a	Capacity and Capability to provide technical support and maintenance for Oracle Databases	5
1.14b	Experience of current staff on providing technical support for Oracle Databases	5
1.14c	Bidder's references sites on Oracle Databases deployment or support	5
1.149d	Capacity and Capability to provide technical support and maintenance for Oracle Enterprise Linux	5
1.14e	Experience of current staff on providing technical support for Oracle Enterprise Linux	5
1.14f	Bidder's references sites on Oracle Enterprise Linux deployment or support	5
1.14g	Capability and Capacity to provide technical support for Oracle VM	5
1.14h	Experience of current staff to provide technical Support for Oracle VM	5
1.14i	Bidder's reference sites on Oracle VM deployment or support	5
1.14j	Support and Maintenance Solution	5
1.14k	Provision of a draft Service Level Agreement document in accordance with the terms and conditions of this ITT.	5

Maximum Score for Stage 2:	55
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1.15 Evaluation of Financial Bids – Stage 3 (Financial Evaluation)

The financial bids of only the bidders who have scored 40 or more in Stage 2 will be invited for their financial bid opening at this stage.

The qualifying bids will be evaluated based on the following factors:

The following formula will be used to rate the quoted prices:

$$FS = 100 \times LP / P$$

Where:

FS = financial score of a given bidder

LP = lowest price

P = the price quoted by the bidder

The lowest financial bid (LP) will be given a financial score (FS) of 100 points. The financial scores (FS) of the other financial bids will be computed using the formula above.

1.16 Basis of Award

The bidder with the highest combined score i.e. (Technical Score x 0.85) + (Financial Score x 0.15) from stages 2 and 3 would be recommended for the award to BEC Tender Committee subject to an agreed contract. If the contract negotiations fail, then the next preferred supplier will be engaged for contract negotiations and recommended for the award.

1.17 This tender is reserved for 100% Citizen Owned Companies in accordance with government paper No. 1 of 2012- The citizen economic empowerment policy (CEE Policy). The bidders must submit reservation letters from PPADB.

Botswana Examinations Council	TENDER RETURNABLE DOCUMENTS	LIST OF RETURNABLE DOCUMENTS
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The bidder must complete the following returnable documents:

1. Returnable Documents required for tender evaluation purposes

- Certificate for authority of signatory
- Record of addenda to tender documents
- Detailed Response to all other Requirements specified in the CONTRACT PART 3
- Proposed subcontractors
- Quality plan
- Curriculum Vitae of Key Personnel
- Experience of bidder
- Management plan
- Schedule of products and services

2. Other Documents required for tender evaluation purposes

- Copy of a letter from Oracle showing that the bidder is either a Diamond or Platinum or Gold or Silver partner of Cisco.
- Copy of a valid Tax Clearance Certificate from BURS certified by BURS.
- Copy of PPADB Registration Certificate – certified by PPADB
- Copy of the Statement of Commitment regarding the deployment of Personnel in Core Functional Areas.
- Copies of certified share certificates
- Form from the Companies & Intellectual Properties Authority showing Directors of the company.
- Completed Form of Declaration by Directors and Shareholders.
- Reservation letter from PPADB showing that the bidder is 100% citizen owned.

3. Returnable Documents that will be incorporated into the contract

- Proposed subcontractors
- Quality plan
- Curriculum vitae of key personnel
- Detailed Response to all other Requirements specified in the CONTRACT PART 3
- Management plan

- Schedule of products and services

4. Other returnable documents that will be incorporated into the contract

- Certificate of entitlement for Reservation
- Form of Offer Acceptance
- Statement of Commitment regarding the deployment of Personnel in Core Functional Areas
- Schedule of Products and Services
- Management Plan

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES CERTIFICATE OF AUTHORITY OF SIGNATORY
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Indicate the status of the bidder by ticking the appropriate box hereunder. The bidder must complete the certificate set out below for the relevant category.

A COMPANY	B PARTNERSHIP	C JOINT VENTURE	D SOLE PROPRIETOR

A. Certificate for company

I, _____, chairperson of the board of directors of _____, hereby confirm that by resolution of the board taken on _____ 20...., Mr/Ms _____, acting in the capacity of _____, was authorised to sign all documents in connection with this tender offer and any contract resulting from it on behalf of the company.

As witnesses:-

1. _____

_____ Chairman

2. _____

_____ Date

B. Certificate for partnership

We, the undersigned, being the key partners in the business trading as _____ hereby authorise Mr/Ms _____, acting in the capacity of _____, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

NOTE: This certificate is to be completed and signed by all of the partners. Attach additional pages if more space is required.

C. Certificate for Joint Venture

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms _____, an authorised signatory of the company _____, acting in the capacity of lead partner, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

This authorisation is evidenced by the attached power of attorney signed by legally authorised signatories of all the partners to the Joint Venture.

Furthermore we attach to this Schedule a copy of the joint venture agreement which incorporates a statement that all partners are liable jointly and severally for the execution of the contract and that the lead partner is authorised to incur liabilities, receive instructions and payments and be responsible for the entire execution of the contract for and on behalf of any and all the partners.

NAME OF FIRM	ADDRESS	AUTHORISING SIGNATURE, NAME & CAPACITY
<i>Lead partner</i>		

D. Certificate for sole proprietor.

I, _____, hereby confirm that I am the sole owner of the business trading as _____.

As witnesses: -

1. _____

Signature: Sole owner

2. _____

Date

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES RECORD OF ADDENDA TO TENDER DOCUMENTS
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We confirm that the following communications received from the Procuring Organisation before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES PROPOSED SUBCONTRACTORS / SUBCONSULTANTS
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We notify you that it is our intention to employ the following Sub contractors / Sub consultants for work in this contract.

If we are awarded the contract we agree that this notification does not change any contractual obligation for us to submit the names of proposed Sub contractors / Sub consultants. If there are no such requirements in the contract, then your written acceptance of this list shall be binding between us.

	Name and address of proposed Subcontractor	Nature and extent of work	Previous experience with Subcontractor
1.			
2.			
3.			
4.			
5.			

Attach additional pages if more space is required.

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES QUALITY PLAN
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Note to bidders: Please provide details of your quality plan here. Alternatively, you may attach a copy of your quality plan.

Botswana Examinations Council

<p>TENDER RETURNABLE DOCUMENTS</p>	<p>TENDER SCHEDULES CURRICULUM VITAE OF KEY PERSONNEL</p>
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<p>Name:</p> <p>Profession:</p> <p>Current Position:</p> <p><u>Qualification and Experience:</u></p> <p><u>Education:</u></p> <p>Professional Membership</p> <p><u>Experience Record</u></p> <p><u>Languages:</u></p> <p>Certification:</p> <p>I, the undersigned, certify that to the best of my knowledge and belief, this data correctly describes me, my qualifications and my experience.</p> <p>_____</p> <p><i>[Signature of authorized representative of the Bidder]</i></p>	<p>Date of Birth:</p> <p>Nationality:</p> <p>Years with the firm:</p>
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Date: _____

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES EXPERIENCE OF BIDDER
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The following is a statement of similar works successfully executed by myself/ourselves:

Employer, contact person and telephone number.	Description of contract	Scope of work	Date Started	Date completed

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES PRODUCTS & SERVICES
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The following are lists of products and/or licenses that will be required for the delivery of the services:

Quantity	Description

Attach additional pages if more space is required.

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES CONTRACT PART 3 COMPLIANCE
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Tender Ref	Compliant Y/N	Comment

Attach additional pages as required.

Signed _____ Date _____
Name _____ Position _____
Bidder _____

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES MANAGEMENT PLAN
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Note to bidders: Please describe the management arrangements for the work in this contract. You are requested to include:

1. An organisation chart showing onsite and off-site management personnel
2. Details of the location (and functions) of offices from which the work will be managed.
3. An explanation of how you propose to allocate adequate resources for the duration of the project and subsequent maintenance periods.

Summary of items attached to this schedule:

Attach additional pages as required.

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

CONTRACT

Provision of ICT Support and Maintenance Services for HP Hardware and HP Monitoring Software, Microsoft Windows Server and Microsoft Products to Botswana Examinations Council

CONTRACT

PART 1: AGREEMENTS AND CONTRACT DATA

Form of Offer and Acceptance

Contract Data

Forms of Securities

Performance security- demand guarantee

PART 2: PRICING DATA

Pricing Instructions

Activity Schedule / Bill of Quantities

PART 3: SCOPE OF WORK

Scope of work

Botswana Examinations Council

CONTRACT PART 1 AGREEMENTS & CONTRACT DATA	FORM OF OFFER AND ACCEPTANCE
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Offer

The Botswana Examinations Council, P/Bag 0070, Gaborone, has solicited offers to enter into a contract for:

Provision of Support and Maintenance Services Oracle Products to Botswana Examinations Council

The bidder, identified in the signature block below, has examined the documents listed in the Tender Data and addenda thereto as listed in the Tender Schedules, and by submitting this Offer has accepted the Conditions of Tender.

By attaching the signature of a duly authorised representative to this part of this Form of Offer and Acceptance, the bidder offers to perform all of the obligations and liabilities of the Contractor (or the Consultant or the Supplier as the case may be) under the Contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the Conditions of Contract identified in the Contract Data.

This Offer, of which the bidder has signed one original, may be accepted by the Procuring Organisation by signing the form of Acceptance overleaf and returning one fully executed original of this document including the Schedule of Deviations (if any) to the bidder before the end of the period of validity stated in the Tender Data, whereupon the bidder becomes the party named as the Contractor, (or the Consultant, Professional Service Provider, Service Provider or the Supplier as the case may be) in the Conditions of Contract identified in the Contract Data.

For the bidder:

Signature(s)

Name(s)

Capacity

(Insert name and address of organisation)

Name &
signature of
witness

Date

Acceptance

By attaching the signature of a duly authorised representative to this part of this Form of Offer and Acceptance, the Procuring Organisation accepts the bidder's Offer. In consideration thereof, the Procuring Organisation shall pay the Contractor, (or the Consultant or the Supplier as the case may be) the amount due in accordance with the Conditions of Contract identified in the Contract Data. Acceptance of the bidder's Offer shall form an Agreement between the Procuring Organisation and the bidder upon the terms and conditions contained in this Agreement and in the Contract that is the subject of this Agreement.

The terms of the Contract, are contained in:

- Part 1 Agreements and Contract Data, (which includes this Form of Offer and Acceptance)
- Part 2 Pricing Data
- Part 3 Scope of Work

and drawings and documents (or parts thereof), which may be incorporated by reference into the above listed Parts.

Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto listed in the Tender Schedules as well as any changes to the terms of the Offer agreed by the bidder and the Procuring Organisation during this process of Offer and Acceptance, are contained in the Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule, which must be signed by the duly authorised representative(s) for both parties.

The bidder shall within one week of receiving a fully executed original of this Agreement, including the Schedule of Deviations (if any), contact the Procuring Organisation's agent (whose details are given in the Contract Data) to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the Conditions of Contract identified in the Contract Data at, or just after, the date this Agreement comes into effect. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this Agreement.

Notwithstanding anything contained herein, this Agreement comes into effect on the date when the bidder receives one fully executed original of this document, including the Schedule of Deviations (if any). Unless the bidder (now Contractor, Consultant or Supplier) within five days of the date of such receipt notifies the Procuring Organisation in writing of any reason why he cannot accept the contents of this Form of Offer and Acceptance, this Agreement shall constitute a binding contract between the Parties.

For the Botswana Examinations Council

Signature(s)

Name(s)

Capacity

(Insert name and address of organisation)

Name &
signature of
witness

Date

Schedule of Deviations

Note:

1. The extent of deviations from the tender documents issued by the Procuring Organisation prior to the tender closing date is limited to those permitted in terms of the Conditions of Tender.
2. In the event of conflict between the contents of this Schedule of Deviations and any other list or record of tender stage amendments or addenda, this Schedule shall take precedence.

1 Subject _____

Details _____

2 Subject _____

Details _____

3 Subject _____

Details _____

4 Subject _____

Details _____

5 Subject _____

Details _____

6 Subject _____

Details _____

By affixing the signatures of the duly authorised representatives below, the Procuring Organisation and the bidder both agree to and accept the foregoing Schedule of Deviations as the only deviations from and amendments to the documents listed in the Tender Data and any addenda thereto listed in the Tender Schedules, as well as any changes to the terms of the Offer agreed by the bidder and the Procuring Organisation during this process of Offer and Acceptance.

It is expressly agreed that no information, documentation or communication not listed in the Schedule of Deviations shall have any meaning or effect in the contract between the parties arising from this Agreement.

For the bidder:

Signature(s)

Name(s)

Capacity

(Insert name and address of organisation)

Name &
signature of
witness

Date

For the Botswana Examinations Council

Signature(s)

Name(s)

Capacity

(Insert name and address of organisation)

Name &
signature of
witness

Date

.....

Republic of Botswana	TENDER RETURNABLE DOCUMENT	DECLARATION BY DIRECTORS AND SHAREHOLDERS
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DECLARATION ON BEHALF OF OWNERS, PARTNERS/ SHAREHOLDERS AND /OR DIRECTORS

I, _____ (full name), in my capacity as a director/shareholder/partner/owner (tick as applicable)

hereby declare that on my behalf, and on behalf of the owners, partners and /or directors

of:

..... (name of company)

Of:

.....

..... (Postal/physical address)

that, in connection with the enclosed tender,

1. All information contained herein is true and not misleading, and it is to the best of my knowledge factual and binding on the company and/or its representatives.
2. I state that the resolution executed by the Board of Directors of in pursuance of this tender, was executed following a declaration by all Directors present or by proxy confirming that they have not, through other registered companies, participated in the same tender and/or bid for the same items/products.
3. I,....., in my capacity as aforesaid, declare and confirm that we have in fact not participated in the same tender and/or bid for the same items/products, through any other registered company or other entity.
4. I hereby provide a current list of Directors and Shareholders for the company and attach certified copies authenticated and certified by the Company Registration Authority or Chamber of Commerce or the equivalent thereof from the country of origin.

	DIRECTORS NAME	NATIONALITY	SHAREHOLDERS NAME	NO. OF SHARES/PERCENTAGE OF SHAREHOLDING	NATIONALITY
1					
2					
3					
4					
5					
6					
7					

If more space is required attach additional sheet. Note: Public listed companies should state which stock exchange the company is listed under.

5. We further acknowledge that should any of the directors, partners, and shareholders be found to be associated in a similar or other manner in another company/entity, participating in this tender and/or bid for the same items/products, this shall disqualify this company, and whichever company the said director/partner/shareholder is consequently involved in.
6. We further acknowledge that should the company or any of its affiliates or subsidiaries be found to have participated in the same tender and/or bid for the same items/products, the said company and its affiliates or subsidiaries shall be disqualified.
7. The Company, through its agents, employees or directors has not illegally communicated with any member of the procuring department or the Public Procurement and Asset Disposal Board, except as may be permitted in the relevant "instructions to tenderers" or by law.
8. The Company, through its agents, employees or directors has not paid or offered to pay any consideration, favour or promise to any member of the procuring department or any person employed by or associated with Public Procurement and Asset Disposal Board.
9. We declare that this tender is submitted in our own right and we have not colluded in any way with any other potential tenderer in the production and submission of this tender other than in the establishment of a joint venture or sub-contractor arrangement as fully and correctly declared in the tender.
10. We acknowledge that if after the award of this tender any of these declarations are found to be false then any contract(s) between ourselves and the procuring department and/or PPADB shall be terminated forthwith and we may be barred from future tendering for government services and liable to possible prosecution.

SIGNED: NAME:

DATED:.....

.....
Company Stamp

THUS SIGNED AND SWORN TO BEFORE ME COMMISSIONER OF OATHS AT
_____ ON THIS _____ DAY OF _____ 20____, AT ____ AM / PM,
THE DEPONENT HAVING ACKNOWLEDGED THAT HE KNOWS AND UNDERSTANDS THE CONTENTS
OF THIS DECLARATION AND THAT IT IS BINDING ON HIS CONSCIENCE.

COMMISSIONER OF OATHS

CAPACITY:

Botswana Examinations Council	CONTRACT PART 2 PRICING DATA	PRICING INSTRUCTIONS
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Bidders should provide costing for each of the main phases of the project as specified in the Technical Bid. The phases in the table below are intended as a **guideline**. However, the bidders pricing summary pricing schedule should conform to this format and be consistent with their Technical Bid. NB only deliverables should be included in the technical bid but not financials, Financials should be separated from the technical bids.

Summary pricing schedule

Cost Element	Unit Cost	Quantity	Total Cost
Support and Maintenance Cost Per Month		36 months	
Sub-Total:			
VAT at 12%:			
TOTAL:			

- | |
|---|
| <ol style="list-style-type: none"> 1. All costs must include VAT, withholding Tax and all applicable taxes. The tax laws of Botswana will apply where applicable. 2. All prices must be quoted in Botswana Pula (BWP) 3. All prices should be fixed where possible. Where a variable cost is included it should be estimated as the maximum to charged, Payments will be made based on actual cost incurred up to the amount stipulated in the pricing schedules. 4. Quoted prices are to be valid for a period of at least 180 days. 5. Payments will be made in accordance with agreed payments schedules. |
|---|

Botswana Examinations Council

**CONTRACT PART 3
SCOPE OF WORK****SCOPE OF WORK:
SUPPLIES CONTRACT**

Definitions of Terms and Abbreviations

The following table shows the important acronyms, abbreviations and definitions of terms used in this document:

BEC	Botswana Examinations Council
DR	Disaster Recovery
BTC	Botswana Telecommunications Corporation
ISP	Internet Service Provider
BWP	Botswana Pula
CV	Curriculum Vitae
FS	Financial Score
LAN	Local Area Network
WAN	Wide Area Network
VPN	Virtual Private Network
GDN	Government Data Network
DIT	Department of Information Technology
MTC	Ministry of Transport and Communications
ITT	Invitation To Tender
ICT	Information and Communications Technology
LP	Lowest Price
QA	Quality Assurance
TEC	Tender Evaluation Committee
SMTP	Simple Mail Transfer Protocol
PDU	Power Distribution Units
ORACLE VM	Oracle Virtual Machine (Guest Machine)
ORACLE VS	Oracle Virtual Server (Host Machine)

1 Purchaser's objectives

The purpose of this Invitation to Tender (ITT) is to invite Oracle Diamond/Platinum/Gold/Silver partner companies specializing in Oracle databases to submit proposals for the provision of support and maintenance services for the following Oracle products to Botswana Examinations Council (BEC).

- Oracle Database Enterprise Edition (including its related management packs such as the Tuning Pack and Diagnostic Pack)
- Oracle VM
- Oracle Enterprise Linux
- Oracle Secure Backup

2 Overview of the Server and Database Infrastructure at the Primary and the Disaster Recovery Sites

Botswana Examinations Council runs several instances of the Oracle database for its examinations processing system called Malepa. These are:

- Malepa Production Database
- Malepa Development Database
- Malepa Test Database
- Malepa Training Database

The current version of Oracle database running is Oracle Database 11g.

The Malepa production databases is connected to the live application. The development database is connected to the development application, the test database is connected to the test application and the training database is connected to the training application.

All these Oracle database instances are hosted in virtual machines running the Oracle Enterprise Linux operating system. Each virtual machine has 2 virtual processors. These virtual machines are created in some virtualization infrastructure built using the Oracle Virtual Machine (VM) engine. The current version of Oracle VM running is **OVM 3.2.8** whereas the current version of Oracle Enterprise Linux running is version **OEL 6.6 64**. Hence it would be handy for the bidder to have staff with technical skills to install and configure Oracle databases as well as Oracle Enterprise Linux and Oracle VM.

The virtual machines are hosted on HP BL460c G6 blade servers. The blade servers share a central storage with logical units for each blade and different applications provisioned from the HP 3Par StoreServ 7200 storage system.

Database backups are done using a combination of the Recovery Manager (RMAN) and the Oracle Secure Backup (OSB) tools. Whereas the RMAN tool runs the actual backups, the Oracle Secure Backup archives the backups to tape. Backups are ran daily, weekly and monthly. The daily backups are kept on site whereas the weekly and monthly backups are stored at an offsite location.

The BEC server infrastructure has two (2) sites. These are the Primary Site (which is located at the BEC headquarters) and the Disaster Recovery Site (which is currently located at the BEC headquarters but with plans underway to move it to an offsite location).

The current configuration is that all the data stored in the primary central storage (HP 3-Par StoreServ 7200) is replicated to the secondary central storage (also HP 3-Par StoreServ 7200). This poses a challenge because if one application fails in the primary site, the whole storage system has to be failed over to the Disaster Recovery Site. The procurement of Oracle Database Enterprise Edition, which is expected to come with Oracle Data Guard, is expected to help deal with this challenge as BEC shall configure Oracle Data Guard to enable replication and failover of the database between the primary site and disaster recovery sites at database/application level rather than at storage level.

3 Scope of Work

The scope of the work is outlined below:

Products to be supported and maintained

The bidder is required to provide support and maintenance of the following Oracle products:

- Oracle Database Enterprise Edition
- Oracle VM
- Oracle Enterprise Linux
- Oracle Secure Backup

Support and Maintenance Model

The bidder is required to provide support and maintenance of supported products using the model outlined below:

- BEC prefers limited support hours per month with agreed service levels maintained.
- If in a particular month BEC uses more support hours than is provided for then the excess hours will be billed at a rate agreed to by the two parties.
- Most of the support and maintenance will be conducted during working hours but in rare circumstances, after hours support will be needed.
- Most of the support and maintenance will be conducted onsite but where possible remote support shall also be accepted.
- Projects or Subprojects which take a lot of time and effort shall have to be quoted separately so that they do not consume all the support hours.

Support and Maintenance Tasks

The bidder is required to conduct the following tasks on the supported products:

- New installations and configuration of the supported products.
- Conducting Software upgrades/updates/patching/enhancements on the supported products
- Troubleshooting and resolution of faults on the supported products.
- Conducting quarterly preventative maintenance on the supported products.
- Provide advice in regard to optimizing the use of the supported products.
- Regular hand holding of Database and System Administrator(s) for the continuous improvement of their skills base on the supported products.
- Assist with Backup and Data recovery using RMAN and Oracle Secure Backup
- Database Administration services (but only when the BEC Database Administrator is not at work)
- Documentation of system configuration of supported products.
- Documentation of all reported faults and their resolutions on the supported products.

Service Level Agreement

- The bidder is required to provide a draft Service Level Agreement

Location for Onsite Support

- Onsite support shall be conducted at the BEC headquarters and at the BEC Disaster Recovery site (still to be identified).

Contract Duration

The services are required for a contract duration of three (3) years

Technical Requirements from the Bidders

- The bidder must have at least 1 certified or trained installer of each product.
- The bidder must have at least 1 reference site where they have installed or provided support on the supported products.
- It should be noted that as per the evaluation matrix, the more of these items a bidder has increases its prospects of successfully being awarded the contract.

Notes

- BEC currently has valid standard premier support (software update and support) licenses for the supported software.

BEC reserves the right to inspect the performance of the bidder prior to the commencement or in between the work progress. The inspection may cover all areas related to the contract order especially the methodology, manpower, infrastructure etc.

The Service Provider shall cooperate with other Service Providers recognized by BEC and so instructed.

At times, at the request of BEC, the Service Provider shall investigate the cause of an incident and its elimination, even if it is likely to have been caused by the interaction of several systems and/or components. The parties shall set out in advance how these services are to be paid for in advance where it has been proved that the incident was not caused by hardware or software maintained by the Service provider.

4 Specific requirements

4.1 Defects Liability Period

The Supplier shall guarantee all supplied items, workmanship and materials provided for a Defects Liability period of at least two years after the date of end-user acceptance.

If two years is not available, state the warranty period offered.

4.2 Modification/Amendment period

The Supplier shall modify free of charge any problems that occur in the workmanship for a period of two years. These amendments will be carried out within five days of receipt of the complaint or within five working days of notification of the fault.

The Supplier shall, if requested, provide both operational and technical on-site support, until the end-users' support staff have acquired the necessary skills. The Supplier shall also provide support for operational and technical problems as well as support for future enhancements.

The Supplier shall provide hardware, software and operational support. This shall include problem solving, upgrades and enhancements to their systems. Supplier shall give details on how they intend to provide this support, together with information on any emergency arrangements.

If two years is not available, state the warranty period offered.

5. Delivery

Bidders must supply a draft implementation plan showing all key deliverables. This plan should be optimised to ensure the shortest possible completion date.

6 Format and Content of Responses

Bids should be concise, to the point and address all issues raised in this Invitation to Tender document. The strength of the bidder, methodology, cost and personnel proposed will be key factors in the selection process. Bidders should not alter the formats given in the annexure when submitting the bid. The forms listed under Returnable Documents are to be supplied in addition to the following.

6.1 Bid

Bids must include the following items preferably in this order:

Response Form and supporting documents

Company Profile

Management Summary

Proposed Methodology and Solution

Proposed Project Team

Details of References

Quality Assurance

6.1.1 Company Profile

Bidders should highlight the capability of the organisation to undertake this project and list any similar assignments which have been successfully undertaken in the past.

Bidders should also provide an overview of the company structure including any subsidiary companies, holding companies and financial backers. A description of the history of the company, including growth and number of staff, should be provided. The list of directors of the company and their addresses should also be provided. Information relating to turnover and profits should also be provided for the last three financial years, preferable in the following format:

	2010-11	2011-12	2012-13
Annual turn over			
Annual net profit			
Annual tax return			

If the bid is from a consortium, joint venture, partnership or subcontracting, the information should be included for each of the companies to be involved in the project

Bidders should note that companies who have successfully implemented projects relating to DR server hosting facilities will have an added advantage.

6.1.2 Management Summary

The Management Summary should contain summaries of

- (a) approach and methodology,
- (b) the proposed solution,
- (c) technical architecture

6.1.3 Proposed Methodology and Solution

Bidders should provide a detailed description of the proposed methodology and solution. The description should address the following aspects of the proposal:

- (a) **Proposed Solution**
 - Scope, approach and methodology
 - Benefits of proposed solution
 - Delivery strategy and milestones
 - Acceptance testing approach

- Constraints, assumptions and dependencies

(b) Project Management

- Project structure
- Project reporting
- Project plan
- Quality management approach

(c) Deliverables

(f) Bidder's Requirements

- Supplier's requirements for the commencement of work.

6.1.4 Proposed Project Team Personnel

The bidder must provide information on the personnel who will be engaged in this project. A detailed C.V. of each consultant must contain the information as stated in 9 below and also in accordance with the format given in Returnable Documents.

6.1.5 Reference Project Details

The bidder is required to provide at least three references relating to work of a similar nature and comparable in size to this project. Each reference should include the following information as a minimum:

Project Name

Project Value (specify currency)

Length of project and whether contractual completion date was met

Name, address and other relevant particulars of the client

Name, position and contact details of the client principal contact

Nature and scope of the assignment

Personnel involved in the project and their roles.

6.1.6 Appendices

Documents which cannot be incorporated in the body of bid should be assembled and indexed and then included in the appendices of the bid. Bidders are free to provide any further information should they wish to do so.

7 Key Personnel

Bidders are required to provide detailed Curriculum Vitae of each member of the proposed project team.

Bidders should provide detailed information according to the guidelines given below using the format given in Annexure 4, and not in a format of their choice. Non-compliance in this respect may have a negative impact on the evaluation of the bid.

Bidders are required to provide the following information about each member of the proposed project teams:

- 1 Name and date of birth;
- 2 Nationality and Identification Number (Omang for Botswana citizens or Passport Number for others);
- 3 Qualifications;
- 4 Formal Educational Qualifications (Type, Institution, Month and Year, Grade/Class/Division);
- 5 Professional Qualification (Type, institution, Month and Year, Grade/Class/Division);
- 6 Details of Experience in reverse chronological order (name of the organization, period of employment, detailed description of experience, post(s) held, roles played in specified projects);
- 7 Previous assignments similar to this project;
- 8 Details of other skills and competencies.

8 Quality plans and control

Bidders are required to outline their Quality Management and Quality Assurance methodologies and how they would be implemented in relation to the project. The following areas should be covered in this section:

How the work is going to be completed to the required standard, within the project cost and on time.

How quality management is to be ensured during the project.

How contract performance guarantees are to be monitored.

What problems may occur in conducting the work, and how such problems can best be avoided.

9 Tender Schedule

<u>Tender Activities</u>
<i>Issue ITT</i>
<i>Tender Closing Date</i>
<i>Evaluation of Responses</i>
<i>Preferred Supplier approval by BEC Tender Committee</i>
<i>Contract Negotiations</i>
<i>Tender Award</i>
<i>Start Project</i>

Complete Project

10 Attachments

Additional Conditions of Tender

11 Attachments**1. Additional Conditions for this Tender****1.1 Subcontracting**

If the bidder chooses to utilise a sub-contractor for the delivery of parts of the proposed solution, full details of the sub-contractor and the scope of the work to be performed should be disclosed in the bid.

In the event of a consortium, or group of companies jointly delivering a bid, full details of each of the legal entities involved and the legal contract between the parties will be required. The Form of Response must be completed for each of the legal entities involved.

In the event of a consortium or group of companies jointly delivering a bid or a bidder utilizing a sub-contractor, the name of the company that stands as a prime contractor should be clearly indicated in the bid. This company will be the signatory to any contract.

Any change in the constitution of the firm, etc. shall be notified forthwith by the contractor in writing to BEC Tender Committee, and such change shall not relieve any former member of the firm from any liability under the contract.

1.2 Amendments and Additions

BEC reserves the right to amend this document up to fourteen (10) calendar days before the closing date, but undertakes to notify, within reason, every interested Bidder thereof. Such notifications will be sent by fax or email to the registered bidders. The bidders should provide their correct contact details while downloading the tender documents from website or while collecting it from BEC.

1.3 Audience and Working Language

The intended audience for this document are IT/IS organisations with the capability and expertise to provide BEC with the specified services. The working language of BNEPS is English and all documents and correspondence must be in English.

1.4 Liability for Errors

BEC has taken every effort to ensure an accurate representation of the information in this tender and the related documents. However, the information is not guaranteed or warranted to be accurate nor is it necessarily comprehensive or exhaustive.

1.5 Confirmation of Confidentiality

By participating in this invitation to tender, bidders must agree to treat all documentation and information provided by BEC with necessary confidentiality. Bidders must undertake not to divulge any such information to third parties or external organisations unless the third party is subcontracted to provide services with specific regard to this ITT or subsequent contract. Bidder should not use this information for purposes other than for this project without the express permission of BEC.

Similarly, BEC undertakes to treat any information submitted by bidders with due confidentiality.

1.6 Contract Condition and Rules

Contract negotiations with the preferred bidder will be held in Gaborone, Botswana. The aim of these meetings will be to agree on all aspects of the project and sign a contract. The costs of contract negotiations incurred by the bidder will not be borne by BEC.

The contract negotiations will include a discussion of the technical and financial proposal, the proposed methodology, staffing and any suggestions made by the bidder to improve the terms of reference. BEC and the successful bidder will then work out the final terms of reference, deliverables and other project logistics.

It is envisaged that a Memorandum of Agreement will govern the contract between BEC and the successful bidder, and controlled against a combination of Project Deliverables, Project Reports, Work Authorisations and Service Level Agreements for the various services that will be rendered. The successful bidder will then be required to produce a Project Initiation Document (PID) that will incorporate the agreed detailed project plan and detailed deliverables.

In the event that a contract cannot be successfully negotiated within a period of thirty working days, BEC, at its sole discretion, may terminate the negotiations with the first preferred bidder and enter into contract negotiations with the next preferred bidder or any other bidder or terminate the awarding process.

All contracts, including financial management of the project, shall conform to the rules, regulations and standards of the Botswana Government. The laws of the Botswana Examinations Council shall apply.

1.7 Performance Bond

A performance bond is not needed for this tender.

1.8 Penalty Clauses

The contract is to contain mandatory penalty clauses relating to delays in delivery of the goods and services.

1.9 Proprietary Interests

Proprietary interest on all deliverables produced by the company will belong to BEC.

1.10 Project Review and Control

Overall responsibility for the project will reside with a BEC Project Manager.

1.11 Payment Schedule

Payments will be made after each deliverable has been formally accepted by BEC. A detailed payment plan will be agreed during contract negotiations.

1.12 Code of conduct

The Consultant shall:

- a) exercise all reasonable skill, care and diligence in the discharge of its duties under this Agreement, and shall carry out all the responsibilities in accordance with both Government and international professional standards;
- b) provide all expert advice and skills normally required for the class of Services under this Agreement;
- c) in all professional matters, act as a faithful advisor to the Client and, in so far as any of its duties are discretionary, act fairly as between the Client and third parties;
- d) ensure that its staff, employees and attached specialists abide by the laws and customs of the Republic of Botswana at all times;

- e) be required to replace any of its Personnel, if the Client feels the Personnel concerned are not carrying out their duties in a manner which is in the best interests of the Client. The Client shall give due reasons to the Consultant for such action, provided that the Personnel concerned were originally approved by the Client. No additional remuneration shall be made for replacing such Personnel;
- f) ensure that neither the Consultant, its Personnel nor the agents of either shall engage, either directly or indirectly, during the term of this Agreement, in any business or professional activities in the Republic of Botswana which would conflict with the activities assigned to it under this Agreement;
- g) The Consultant shall not be prevented or restricted by virtue of its relationship with the Client, from providing services to other clients subject to the terms and conditions of this Agreement.

1.13 Days of Work, Working Hours

The Consultant shall, for the duration of this Agreement schedule meetings, consultations and presentations during normal BEC working days unless the Parties agree otherwise. BEC normal working days are Monday to Friday from 0745hrs – 1300hrs and 1400hrs – 1630hrs

Appendix 1: Technical Evaluation Criteria

Technical Evaluation Matrix				
Item No	Criteria	Max Score		Scoring Criteria
1.14a	Capacity and Capability to provide technical support and maintenance for Oracle Databases	5	5	Bidder has at least 2 engineers who are certified in Oracle databases
			4	Bidder has at least 1 engineer who is certified in Oracle databases
			3	Bidder has at least 2 engineers who hold training certificates in Oracle databases but not certified
			2	Bidder has at least 1 engineer who holds a training certificate on Oracle databases but not certified
			1	N/A
			0	Bidder does not have any engineer who has a training certificate or certification certificate on Oracle databases
1.14b	Experience of current staff on providing technical support for Oracle Databases	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Oracle databases
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Oracle databases
			3	Bidder has 1 engineer that has 2 years of providing support on Oracle databases
			2	Bidder has 1 engineer that has 1 years' experience of providing support on Oracle Databases
			1	N/A
			0	Bidder does not have any engineer who has experience of providing support on Oracle databases
1.14c	Bidder's references sites on Oracle Databases deployment or support	5	5	Bidder has 3 reference sites on either deployment or support of Oracle databases
			4	Bidder has 2 reference sites on either deployment or support of Oracle databases
			3	Bidder has 1 reference sites on either deployment or support of Oracle databases
			2	N/A
			1	
			0	Bidder does not have any reference sites on Oracle database support or deployment

1.14d	Capability and Capacity to provide technical support for Oracle Enterprise Linux	5	5	Bidder has at least 2 engineers who are certified in Oracle Enterprise Linux
			4	Bidder has at least 1 engineer who is certified in Oracle Enterprise Linux
			3	Bidder has at least 2 engineers who hold training certificates in Oracle Enterprise Linux but not certified
			2	Bidder has at least 1 engineer who holds a training certificate Oracle Enterprise Linux but not certified
			1	N/A
			0	Bidder does not have any engineer who has a training certificate or certification certificate on Oracle Enterprise Linux
1.14e	Experience of staff in providing technical support for Oracle Enterprise Linux	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Oracle Enterprise Linux
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Oracle Enterprise Linux
			3	Bidder has 1 engineer that has 2 years of providing support on Oracle Enterprise Linux
			2	Bidder has 1 engineer that has 1 years' experience of providing support on Oracle Enterprise Linux
			1	N/A
			0	Bidder does not have any engineer who has experience of providing support on Oracle Enterprise Linux
1.14f	Bidder's reference sites on Oracle Enterprise Linux support or deployment	5	5	Bidder has 3 reference sites on either deployment or support of Oracle Enterprise Linux
			4	Bidder has 2 reference sites on either deployment or support of Oracle Enterprise Linux
			3	Bidder has 1 reference sites on either deployment or support of Oracle Enterprise Linux
			2	N/A
			1	
			0	Bidder does not have any reference sites on Oracle Enterprise Linux support or deployment
1.14g	Capability and Capacity to provide technical support for Oracle VM	5	5	Bidder has at least 2 engineers who are Cisco Certified in Oracle VM
			4	Bidder has at least 1 engineer who is a certified in Oracle VM
			3	Bidder has at least 2 engineers who hold training certificates in Oracle VM but not certified
			2	Bidder has at least 1 engineer who holds a training certificate in Oracle VM but not certified
			1	N/A
			0	Bidder does not have any engineer who has a training certificate in Oracle VM
1.14h	Experience of current staff to provide technical Support for Oracle VM	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Oracle VM
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Oracle VM
			3	Bidder has 1 engineer that has 2 years of providing support on Oracle VM
			2	N/A
			1	N/A
			0	Bidder does not have any engineer on either deployment or support of Oracle VM
1.14i	Bidder's reference sites on Oracle VM support or deployment	5	5	Bidder has 3 reference sites on either deployment or support of Oracle VM
			4	Bidder has 2 reference sites on either deployment or support of Oracle VM
			3	Bidder has 1 reference sites on either deployment or support of Oracle VM
			2	N/A

			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Oracle VM
1.14j	Support and Maintenance Solution	5	5	Bidder has outlined all of the following items: Call logging procedure, Support contact, response and resolution times, preventative maintenance schedules, number of support hours provided per month
			4	Bidder has outlined only four (4) of the following items: Call logging procedure, Support contact, response and resolution times, preventative
			3	Bidder has outlined only three (3) of the following items: Call logging procedure, Support contact, response and resolution times, preventative
			2	Bidder has outlined only two (2) of the following items: Call logging procedure, Support contact, response and resolution times, preventative
			1	Bidder has outlined only one (1) of the following items: Call logging procedure, Support contact, response and resolution times, preventative
			0	Bidder has not outlined any of the following items: Call logging procedure, Support contact, response and resolution times, preventative
1.14k	Provision of a draft Service Level Agreement in accordance with the terms and conditions of this ITT	5	5	Bidder has submitted a draft Service Level Agreement
			0	Bidder has not submitted a draft Service Level Agreement
Maximum Score for Stage 2:		55		

END OF DOCUMENT