

# BID DOCUMENT

---

Phase No.: **Phase I (Training)**

---

Project Name: **Certified Training of Oracle Java for Maldives Customs  
Service ASYCUDA Infrastructure Project**

---

Tender Reference No.: (IUL) 14-A3/3/2015/39

---

Date: 27<sup>th</sup> May 2015

---

Purchaser: **Maldives Customs Service**  
Boduthakurufaanu Magu,  
Maafannu,  
Male', 20250  
Republic of Maldives  
Phone: +960 333 4104, +960 333 4238  
Fax: +960 3322633  
Email: it@customs.gov.mv; finance@customs.gov.mv

## Disclaimer

*The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Maldives Customs Service (MCS, is provided to the bidder(s) on the terms and conditions set out in this RFP document / Bid document and all other terms and conditions subject to which such information is provided.*

*This RFP document is not an agreement and is not an offer or invitation by MCS to any parties other than the applicants who are qualified to submit the bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP.*

*MCS makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. MCS may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Information provided in this RFP to the bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. MCS accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. MCS also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this RFP.*

## **Request for Proposal**

Maldives Customs Service (MCS) invites bids from eligible suppliers for the **Certified Training of Oracle Java for Maldives Customs Service ASYCUDA infrastructure project** in accordance with the specifications in the RFP document.

### **Contents of the request for proposal**

This request for proposal consist of Parts 1 and 2, which include all the section indicated below, and should be read in conjunction with any amendment issued in accordance

#### **Part I Bidding Procedures**

- Section I. Instructions to Bidders
- Section II. Evaluation and Qualification Criteria
- Section III. Bidding Forms

#### **Part II Bidding Procedures**

- Section IV. Schedule of Requirements

## Section I. Instructions to Bidders

- 1.1 Interested bidders are required to attend the pre-bid meeting to be eligible for bid submission.
- 1.2 The bidder is expected to examine all instructions, forms, terms and technical specifications in the bidding documents. Failure to furnish all information or documentation required by the bidding documents may result in the rejection of the bid.
- 1.3 A prospective bidder requiring any clarification of the bidding documents shall contact Maldives Customs Service through email. The Purchaser will respond in email to any request for clarification, provided that such request is received no later than **two (02) days** prior to the **deadline for submission of bids**. The Purchaser will forward copies of its response to all those who have collected the bidding documents.
- 1.4 At any time prior to the deadline for submission of bids, the Purchaser may amend the bidding documents by issuing addendum/amendment
- 1.5 Any addendum/amendment issued shall be part of the bidding documents and shall be communicated through email to all who have obtained the bidding documents directly from the Purchaser.
- 1.6 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids.
- 1.7 The bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 1.8 The Bid shall comprise the following and shall maintain according to the below order:
  - (a) Financial proposal including relevant documents
    - (i) Covering Letter
    - (ii) The Power of Attorney – Written confirmation authorizing the signatory of the bid to commit the Bidder
    - (iii) Form I. Bid Submission Form
    - (iv) Form II. Price Schedule Form
    - (v) Form III. Bill of Material including manufacture’s part numbers
    - (vi) Form IV. Delivery of goods / services, Installation and training schedule
  - (b) Schedule of Technical Requirements Form – This document must be filled properly including all required information with part numbers in the “Proposed specification” column of the Schedule of Technical Requirements Form.
  - (c) Training staff details – All of the below information must be provided for a person to be considered as a trained staff.
    - (i) Certification copy of the relevant training

- (ii) Letter from organization that staff is employed at that organization
  - (iii) ID card OR Passport Copy of the staff
  - (iv) Contact information of the staff and his / her supervisor in that organization.
- (d) Experience details
- (i) Form I – Summary of contract commitments / works in progress
  - (ii) Form II – Summary of completed projects/contracts – The bidder shall provide proof of supply for hardware, software licenses and services to other organizations within last 3 years.
  - (iii) Client reference letters / purchase order / contracts – The bidder should submit purchase orders or reference letters from user organization mentioning successful delivery of goods and services)
- (e) Supporting technical documents
- (i) Proposed technical solution
  - (ii) Landscape diagram of the proposed solution if required
  - (iii) Technical data sheet and supporting documents
- (f) Any other documents
- (i) Manufacturer’s Authorization / Accreditation – The bidder should provide contact information to verify the authentication of the relevant documents.
  - (ii) Scope of Work
  - (iii) Implementation/delivery schedule
  - (iv) Technical supports and services escalation process
  - (v) Form I – Bidder’s general information form and related supporting document
    - a. Company Registration Certificate / Company License
    - b. Company annual fee paid slip
    - c. Articles of Incorporation or Registration of firm named in 1, above,
    - d. Trade Permit issued by Min. of Economic and Trade
    - e. GST Registration Certificate issued by Maldives Inland Revenue Authority
    - f. Maldives pension supporting document
    - g. BPT / GST report submission slip including any dues statement
  - (vi) List of technical and administrative staff details
  - (vii) Company Profile
  - (viii) Company Audited Financial Statements
- 1.9 The bidder shall submit the Bid Submission Form using the form furnished in Section III, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- 1.10 The bidder shall submit the Price Schedule Form for goods and related services, using the forms furnished in Section III, Bidding Forms
- 1.11 The prices quoted by the bidder in the Bid Submission Form and in the Price Schedule From shall conform to the requirements specified below.

- (i) All lots and items must be listed and priced separately in the Price Schedule Form.
  - (ii) The price to be quoted in the Bid Submission Form shall be the total price of the bid offered.
  - (iii) The price of the goods and services, quoted in the Price Schedule Form shall include of any applicable taxes and charges as specified in the Schedule of Technical Requirements Form.
  - (iv) Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and shall be rejected.
  - (v) The Bidder shall quote in the currency of the Maldivian Rufiyaa
- 1.12 To establish the conformity of the goods and related services to the bidding documents, the bidder shall furnish as part of its bid the documentary evidence that the goods and related services conform to the technical specifications and standards specified in Section III, Schedule of Technical Requirements Form
- 1.13 The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the purchaser's satisfaction:
- (i) Goods and related services it offers to supply shall submit the Manufacturer's Authorization using the form included in Section III, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the goods to supply these goods;
- 1.14 Bids shall remain valid for a minimum of **90 Days** period after the bid submission deadline date prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 1.15 In exceptional circumstances, prior to the expiration of the bid validity period, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.
- 1.16 The Bidder shall prepare one original of the documents and clearly mark it "Original."
- 1.17 The original of the bid shall be signed by a person duly authorized to sign on behalf of the bidder.
- 1.18 Bidders shall submit their bids by hand, shall enclose the original of the bid, in accordance with Section I. Instruction to bidder, in separate sealed envelopes, duly marking the envelopes as "Original".
- (i) The inner and outer envelopes shall:
    - a. Bear the name and address of the bidder;
    - b. Be addressed to the Purchaser in accordance with Section I. Instruction to bidders
    - c. Bear the specific identification of this bidding process indicated in Section I. Instruction to bidders
    - d. Bear a warning not to open before the time and date for bid opening, in accordance with Section I. Instruction to bidders

- (ii) If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid
  - (iii) Bids must be received by the Purchaser at the address and no later than the date and time specified in the bid document.
  - (iv) The Purchaser shall not consider any bid that arrives after the deadline for submission of bids.
  - (v) Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.
- 1.19 The Purchaser will conduct the bid opening in public at the address, date and time specified in the bid document.
- 1.20 Bidder's technical expertise and experience in similar projects will be evaluated based on the provided reference letters and certificate copies.
- 1.21 All certificate copies and reference letters will be verified by contacting the relevant parties. Therefore please provide contact information with certificate copies and reference letters.
- 1.22 All documents must be printed on one side.
- 1.23 Trainings must take place at Maldives Custom Service, Customs Academy Lab and Classrooms. Computers, Projectors and basic equipment for lab and classroom will be provided by Maldives Customs Service. Additional equipment or software that needs for the training must be supplied by the bidder.
- 1.24 No advance payment will be made.
- 1.25 If the winning bidder decides to withdraw from the bid, they will be suspended from awarding any customs project for 1 Year.

## Section II. Evaluation and Qualification Criteria

- 1.1 Information relating to the examination, evaluation and comparison of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.
- 1.2 Any effort by a bidder to influence the Purchaser in the examination, evaluation and comparison of the bids or contract award decisions may result in the rejection of its Bid.
- 1.3 Anyhow Section II. Sub-clause 1.2, from the time of bid opening to the time of contract award, if any bidder wishes to contact the Purchaser on any matter related to the bidding process, it should do so in writing.
- 1.4 **Clarification of bids:** To assist in the examination, evaluation and comparison of the bids, the Purchaser may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder in respect to its bid and that is not in response to a request by the

Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the bid shall be offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the bids.

- 1.5 **Responsiveness of bids:** The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself. A **substantially responsive bid** is one that conforms to all the terms, conditions, and specifications of the bidding documents without material deviation, reservation, or omission. If a bid is **not substantially responsive** to the bidding documents, it shall be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.
- 1.6 **Preliminary examination of bids:** The Purchaser will examine the bids to confirm that all documents and technical documentation requested in the Section I. Instruction to bidders have been provided, and to determine the completeness of each document submitted.
- 1.7 **Examination of terms and conditions; technical evaluation:** The Purchaser will examine the bid to confirm that all terms and conditions specified in the bid document have been accepted by the bidder without any material deviation or reservation.
  - (i) The Purchaser will evaluate the technical aspects of the bid submitted in accordance with bid document, to confirm that all requirements specified in Section II, Schedule of Technical Requirements Form of the bidding documents have been met without any material deviation or reservation.
  - (ii) If, after the examination of the terms and conditions and the technical evaluation, the Purchaser determines that the bid is not substantially responsive in accordance with bid document, it will reject the bid.
- 1.8 If any vendor certified training solution (oracle certified training) has not been provided to any organization within last 3 years, bid will be rejected.
- 1.9 **Evaluation of bids:** The Purchaser will evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.
  - (i) To evaluate a bid, the Purchaser will only use all the factors, methodologies and criteria defined in section II clause 1.9. No other criteria or methodology will be permitted.
  - (ii) To evaluate a bid, the Purchaser will consider the following:
    - a. evaluation will be done for all the items in the lot, as specified in the Section II, Schedule of technical requirements form; and the bid price as quoted in accordance with clause 1.11 in the Section I. Instauration to bidders;
    - b. Prices quoted shall correspond 100 percent of the items specified in the schedule of requirements and 100 percent of the quantities specified for each item.



- c. The bidding document **will not allow** bidders to quote partial items within a lot.
- d. Every single item in the lot must meet the required minimum technical requirements, or the entire lot will be disqualified.

Evaluation marking criteria of bids:

Criteria	Marks
Price	70%
Official Oracle Partner Institute	15%
Experience	15%

**(i) Price:**

- (a) Each bidder’s price is used to identify their relative position on a 0 – 60 price scale. This is done by allocating the lowest priced bid 60 points and calculating the remaining bidder’s score in relation to this scale.
- (b) Price percentage = 60 x (lowest price / bid price)

**(ii) Official Oracle Partner Institute:**

- (a) 15 Points: If the bidder provides proof of association with oracle partner institute.

**(iii) Experience:**

- (a) 15 Points: Proof of vendor certified training (oracle certified training) solution to other organizations within last 3 years. (Bidder should submit purchase orders or reference letters from user organization mentioning successful delivery of training services)

Marks	Number of trained certified personal where vendor certified training is provided by the bidder
15	5 or more reference letters or purchase order
10	3 or more reference letters or purchase order
5	1 or more reference letters or purchase order

1.10 The Purchaser reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to bidders.

**Pre-bid Meeting:**

1. Bidders must meet minimum requirement specified in the details technical specification.
2. Bidders must maintain the above table format when submitting bid.
3. Bidders must provide the product specification clearly and should submit the Technical data sheet of the product proposed with all part numbers and other references.
4. Attendance for the pre-bid meeting will be compulsory in order to submit bid document.
5. All Technical questions will be collected from all bidders on the pre-bid meeting. Answers will be given on via email within 3 days after the pre-bid meeting.
6. Bid submission will be held on 01<sup>st</sup> June 2015 1400hrs at Maldives Customs Service.

## **Section III. Bidding Forms**

- 1.1 Bid Submission Form
- 1.2 Price Schedule Form
- 1.3 Schedule of Technical Requirements Form
- 1.4 Training Institute's Authorization Form

### **Form I. Bid Submission Form**

*The bidder shall fill in this form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.*

Date: insert date  
Invitation for Bid No.:

To: **Maldives Customs Service**  
Boduthakurufaanu Magu,  
Maafannu,  
Male', 20250  
Republic of Maldives

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the bidding documents, including Addenda No.: \_\_\_\_\_ *[insert the number and issuing date of each Addenda];*
- (b) We offer to supply in conformity with the bidding documents and in accordance with the **Schedule of Technical Requirements (Certified Training of Oracle Java for Maldives Customs Service ASYCUDA Infrastructure Project)** the following goods and related services

Lot#	Item#	Description	Quantity
1	1.1	Certified Training for Oracle Java including exam vouchers and all charges for attending of parametric centre exam.	15 Personal

- (c) The **total price of our bid**, including 6% GST offered in item (b) above, is: \_\_\_\_\_ *[insert the total bid price in words and figures, indicating the various amounts and the respective currencies];*
- (d) Our bid shall be valid for the period of **90 Day(s)**, from the date fixed for the bid submission deadline in accordance with **Section I. Instruction to bidders**, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (e) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

Signed: \_\_\_\_\_

In the capacity of \_\_\_\_\_ *[insert legal capacity of person signing the Bid Submission Form]*

Name: \_\_\_\_\_ *[insert complete name of person signing the Bid Submission Form]* Duly authorized

to sign the bid for and on behalf of: \_\_\_\_\_ *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

**Form II. Price Schedule Form**

Lot	Item	Item Description	Qty	Rate (MVR) incl 6% GST	Amount (MVR) incl 6% GST
1	1.1	<b>Vendor Certified Training for Oracle Java</b>			
		1. Oracle Certified Associate, Java SE7 Programmer Certified Training	15 Personal		
		2. Oracle Certified Professional, Java SE7 Programming Certified Training			
		3. Oracle Certified Expert, Java EE6 Web Component Developer Certified Training			
		4. Oracle Certified Expert, Java EE6 Web Services Developer Certified Training			
		5. Oracle Certified Expert, Java EE6 Enterprise JavaBeans Developer Certified Training			
		6. Oracle Certified Expert, Java EE6 Java Persistence API Developer Certified Training			
		7. Oracle Certified Expert, Java EE6 Java Server Faces Developer Certified Training			
		OCA, Java SE7 Programmer exam voucher including all charges for attending of parametric centre exam.	03 Personal		
		OCP, Java SE7 Programming exam voucher including all charges for attending of parametric centre exam	03 Personal		
OCE, Java EE6 Web Component Developer exam voucher including all charges for attending of parametric centre exam	03 Personal				
OCE, Java EE6 Web Services Developer exam voucher including all charges for attending of parametric centre exam	03 Personal				
OCE, Java EE6 Enterprise JavaBeans Developer exam voucher including all charges for attending of parametric centre exam	03 Personal				
OCE, Java EE6 Java Persistence API Developer exam voucher including all charges for attending of parametric centre exam	03 Personal				
OCE, Java EE6 Java Server Faces Developer exam voucher including all charges for attending of parametric centre exam	03 Personal				
<b>GRAND TOTAL including 6% GST (Maldivian Rufiyaa)</b>					

## Form III. Schedule of Technical Requirements Form

### 1.0 Oracle Java Certified Training

Manufacture	
Model / Part Number	
Item Description	
Quantity	<b>01 Bundles</b>

S.No	Features	Specifications	Proposed specification	Compliance [Yes/No/Higher]
<b>1.0 Oracle Java Certified Training</b>				
<b>1.1</b>	<b>Vendor Certified Training for Oracle Java</b>			
1.1.1	Java SE7 Programmer	15 Personal Oracle Certified Associate, Java SE7 Programmer I Shall provide official curriculum and hands-on classroom training		
1.1.2	Exam including all the charges	03 Personal <b>1Z0-803</b> OCA, Java SE7 Programmer I exam vouchers including all charges for attending of parametric centre exam.		
1.1.3	Java SE7 Programmer	15 Personal Oracle Certified Professional, Java SE7 Programming II Shall provide official curriculum and hands-on classroom training		
1.1.4	Exam including all the charges	03 Personal <b>1Z0-804</b> OCP, Java SE7 Programming II exam vouchers including all charges for attending of parametric centre exam.		
1.1.5	Java EE6 Web Component Developer	15 Personal Oracle Certified Expert, Java EE6 Web Component Developer Shall provide official curriculum and hands-on classroom training		
1.1.6	Exam including all the charges	03 Personal <b>1Z0-899</b> OCE, Java EE6 Web Component Developer exam vouchers including all charges for attending of parametric centre exam.		
1.1.7	Java EE6 Web Services Developer	15 Personal Oracle Certified Expert, Java EE6 Web Services Developer Shall provide official curriculum and hands-on classroom training		
1.1.8	Exam including all the charges	03 Personal <b>1Z0-897</b> OCE, Java EE6 Web Services Developer exam vouchers including all charges for attending of parametric centre exam.		
1.1.9	Java EE6 Enterprise JavaBeans Developer	15 Personal Oracle Certified Expert, Java EE6 Enterprise JavaBeans Developer		

<b>S.No</b>	<b>Features</b>	<b>Specifications</b>	<b>Proposed specification</b>	<b>Compliance</b> [Yes/No/Higher]
		Shall provide official curriculum and hands-on classroom training		
1.1.10	Exam including all the charges	03 Personal <b>1Z0-895</b> OCE, Java EE6 Enterprise JavaBeans Developer exam vouchers including all charges for attending of parametric centre exam.		
1.1.11	Java EE6 Persistence API Developer	15 Personal Oracle Certified Expert, Java EE 6 Java Persistence API Developer Shall provide official curriculum and hands-on classroom training		
1.1.12	Exam including all the charges	03 Personal <b>1Z0-898</b> OCE, Java EE 6 Java Persistence API Developer exam vouchers including all charges for attending of parametric centre exam.		
1.1.13	Java EE6 Java Server Faces Developer	15 Personal Oracle Certified Expert, Java EE 6 Java Server Faces Developer		
1.1.14	Exam including all the charges	03 Personal <b>1Z0-896</b> OCE, Java EE 6 Java Server Faces Developer exam vouchers including all charges for attending of parametric centre exam.		
<b>1.4</b>	<b>Supporting Documents</b>			
1.4.1	Authorisation Letter	Bidder shall provide proof of authorized reseller/partner and also should provide contact details of the Manufacture to verify the authentication the certificate/letter	Specify relevant page no / section	
1.4.2	Past Experience	Should specify the number of organizations where software licenses/ training are supplied by the bidder and shall submit proof of supply of Software licenses/training to other organizations within last 3 years. (Bidder should submit purchase orders or letter from user organization mentioning successful delivery of goods or training services.)	Specify relevant page no / section	
1.4.3	Detail training schedule and course contents	Detail training schedule and course contents should be provided by bidder. Detail official Curriculum number and course contents.		

## Form V. Training Institute's Authorization Form

The Bidder shall require the training institute to fill in this form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the training institute and should be signed by a person with the proper authority to sign documents that are binding on the training institute.

Date: *[insert date]*

Invitation for Bid No.: *[insert number]*

To:

**Maldives Customs Service**  
Boduthakurufaanu Magu,  
Maafannu,  
Male', 20250  
Republic of Maldives

WHEREAS

We *[insert complete name of training institute]*, who are an official provider of trainings, having offices at *[insert full address of training institute]*, do hereby authorize *[insert complete name of bidder]* to submit a bid the purpose of which is to provide the trainings for the following brands/companies, provided by us and to subsequently negotiate and sign the contract:

1. Oracle

We hereby extend our full guarantee with respect to the training services offered by the above firm.

Signed: *[insert signature(s) of authorized representative(s) of the training institute]*

Name: *[insert complete name(s) of authorized representative(s) of the training institute]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of the bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*