



Alternate Delivery Channel Head Office-SLIC Building Peshawar.

TENDER

The Bank of Khyber invites sealed quotations for the following services. Details are given below:

Annual Support/Maintenance for Oracle Data Base Standard Edition (SE2) **Detail Specifications**

BOK requires proposals from the Oracle authorized partners and support services providers for the Oracle DB SE2 Annual Support/Maintenance services connected with ATM's Controller Application (IRIS) including Oracle based DR (Disaster Recovery) solution configuration.

Scope of Services:

1. Annual Maintenance and Support for Oracle DB SE2. Support and Maintenance services shall include Deployment of Oracle Base DR Solution for DB replication and is retrieval instantly.
2. Support and services as well as deployment of vendor own oracle based DR solution.
3. Health checking of DB on periodic intervals (on-site visit if required).
4. Availability of technical resource 24/7 for severity issue, problems resolution and root cause analysis for proactive remedial measures.
5. Implementation of Patches and Oracle DB updates/upgrades.
6. Ongoing change request for design and implementation.
7. Management related to configuration of ATM's Controller Application and support for its DR solution.
8. Support for performance tuning, high availability testing and disaster recovery along with drill activity as and when scheduled by BOK.
9. Comprehensive onsite Training of DB Administration to BOK resources.

Consultancy Required for payment card Security policy **Detail Specifications**

BOK requires proposals from Individual Consultants or validly registered/reputed to develop card security frame work in order to comply with SBP PSD Guide lines and regulations for Payment Card Security.

High-Level Scope of Services:

1. The companies having experience in provision of consultancy services in specified domains as mentioned in the above “RFP Document”.
2. Playing Advisory role in assessment and Selection of Card Payment Applications and EMV (Chip base Technologies).
3. E-Payment and R&D services
4. Skill Development and New Hiring (Advisory)
5. Contribute high-level technical expertise and assist Head ADC’s in the ongoing planning, development and management of security standards (PCI DSS & PA DSS), policies and procedures pertaining to Cards Payment System.

Qualification/Eligibility to participate

1. Consulting firm having team with past experience of relevant consultancy
2. Strong background and working experience in Card Payment Systems in Banking Industry
3. Strong Inter-personal Skills and Training Skills
4. Deep familiarity with the potential of trends and developments Card Payment Systems in Banking sector
5. Consultant should be willing to travel to Peshawar for Project meetings

TERMS & CONDITIONS

1. The Bank of Khyber invites bids from Oracle partners and support services providers for annual support and services for the Oracle DB.
2. The bidder should provide Oracle partnership certificate.
3. All bids must be accompanied by a call deposit of two percent (2%) of total bid amount in favor of the Bank and must be delivered to the HEAD ADC's, THE BANK of KHYBER on 06-01-2017 (Friday) at 10 O'clock and the opening timings is 11 O'clock on same day morning at BOK Training Hall, 2nd Floor, SLIC Building, Peshawar Cantt.
4. Call deposit must be attached with financial proposal in sealed envelopes.
5. All Bids must be submitted and will be opened on same day dated 06-01-2017 Friday at 10 O'clock and the opening timings will be 11 O'clock morning at BOK Training Hall, 2nd Floor, SLIC Building, Peshawar Cantt.
6. If any bids submitted late on the date of opening after opening times will not be entertained.
7. The Tender Bids must be in sealed envelopes. Proponents applying for bids should submit two separate sealed bids/envelopes, one for Technical Proposal and one for Financial Proposal.
8. The Technical Proposal should contain all the bid items (Specification of bid) without quoting the price and must list the support plan.
9. If the Technical Specification does not meet BOK requirement, then financial proposal shall not be opened.
10. The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
11. All prices quoted must include all Taxes applicable, such as GST, Income Tax, etc.
12. Company seal/stamp must be fixed on Technical specification and financial proposal.
13. Bidders must submit at least one bid that matches or is better than the advertised specifications and are free to quote more options each clearly marked as option 1, option 2 in separate envelopes. All options will be evaluated and BOK reserves the right to select the best option based on Technology and cost.
14. No negotiations and revised bids will be allowed.
15. Any pressure applied on the Bidding Committee via any external or political resources will result in automatic disqualification by the Bank of Khyber.

Address:-

Head Alternate Delivery Channel, Head office

The Bank of Khyber

Ground Floor,

State Life Building, Peshawar.

Phone: 091-5253955

UAN: 091-111-95-95-95



The Bank of Khyber

Tender

Sealed Bids/Proposals are invited for the below mentioned services:

1. Oracle DB SE2 Annual Maintenance (SLA) services from the Oracle authorized partners and support services providers.
2. Consultancy required for Payment-Card Security Policy.

Further details / Specifications of the above mentioned services can be seen at on website

<http://www.bok.com.pk/downloads/>

Bids in all respects along with 2% earnest money should reach the following address on 06-01-2017 at 10:00 am and the opening timings will be 11:00 am on the same day morning at BOK Training Hall, 2nd Floor, SLIC Building, Head office, Peshawar.

**The Bank of Khyber
ADC's Department
Ground Floor,
State Life Building, Peshawar.
Phone: 091-5254031, 5253955.**