

# **Request for Proposals**

## **IT Infrastructure System Software Maintenance**

### **Service**

**Latest Update: February 12, 2015**



# I. Purpose, Background and Scope of Service

## 1. Purpose of Request for Proposal

- Lao Securities Exchange (LSX) is seeking proposals from qualified IT maintenance companies (local/international) interested in providing the IT infrastructure system software maintenance to LSX for the stable securities market system operation.
- The LSX's intent and the requirements of this RFP are to provide the IT Infrastructure maintenance service for system software part.

## 2. Background

The Lao Securities Exchange (LSX) is a joint venture limited company between the Bank of the Lao PDR (BOL) and Korea Exchange (KRX), which have entered their Joint Venture Agreement on July 22<sup>nd</sup>, 2009.

## 3. Scope of Services

The proposing company shall be required to provide the maintenance services as following:

- Be responsible for providing IT Infra maintenance system software which running on HP-Unix 11.31 Operating System that including the following fields:

| Part            | Classification          | Detailed Description  |
|-----------------|-------------------------|---|
| <b>Software</b> | <b>ORACLE</b>           | - Oracle 10g  |
|                 | <b>TMAX</b>             | - Manage connection<br>- Manage Server Process<br>- Transaction management    |
|                 | <b>TIBCO RENDEZVOUS</b> | - Messaging Middleware<br>- Real time data distribute application             |
|                 | <b>NETBACKUP</b>        | - Veritas NetBackup V6.5  |
|                 | <b>EMS</b>              | - Zenius SMS Management<br>- Server, Network and Facility monitoring software |
|                 | <b>K-Defense</b>        | - Operating support keyboard security module                                  |

※ *For further specification, please see the <appendix-1 “Detailed Specification for IT Infra System Software Maintenance”>*

## 4. Candidate Conditions

The candidate companies shall meet the following criteria:

- Established and has at least 3 years experience in field related to each above-mentioned LSX IT Infrastructure System Software.
- Established based upon the international standard.
- Have adequate human resources who are expert in the related field with fluent communication ability in English.
- Provide detail plans and activities in dealing with the above-mentioned field (what & how to be maintained and when should it be done)
- All information in the proposal shall be complete and accurate.

## II. Proposal Requirements

### 1. Proposal Format

All RFP's are limited to a maximum of 20 pages in English. This page limit does not include cover letter, appendixes and draft of maintenance contract.

#### ※ **Cover Letter**

Each response should include a cover letter no longer than two pages, signed by an officer of your company, indicating that the response is valid for 90 days and that officer is legally able to contractually bind your company. The cover letter should summarize your proposal's key points.

#### ※ **Non Collusion**

The LSX prohibits collusion.

#### ※ **Company Qualifications**

- a. Provide information regarding your company's background and experience in providing these services.
- b. Identify references from entities where your company has performed similar services.
- c. Provide information describing your company's IT experts.

※ **Staffing Plan**

- a. Provide the location, address, and contact information for the office that will provide the services to the LSX;
- b. Indicate which person and position will serve as the day-to-day contact for the LSX. Provide brief resume of that person;
- c. To provide qualified IT infra maintenance experts and experts' CV;
- d. Experts must be good in English communication, good manner and willing to share.

※ **Company Approach**

- a. Discuss how your company will provide the services to be performed for the LSX;
- b. Please indicate the schedule for implementing the plan that your company will use to provide the services to be performed for the LSX.

※ **Price (Cost from the LSX perspective)**

➤ **Joint Proposals**

A joint proposal developed by two or more proposers is allowed.

➤ **Term of contract**

The term of contract will be one year.

※ **Other**

- a. Please disclose any conflict or potential conflict of interest, if any, that your company may have concerning this engagement.

**2. Submittal Requirements**

Two copies of your company's response shall be submitted to Mr. Ekkaxay Manivong, Senior IT Planning Officer, IT Department of the LSX **no later than 27 February**,

2015.

Lao Securities Exchange Office  
Ban Phonthan Neua, Saysettha District, Vientiane, Lao PDR  
Tel: +856-21-454 362  
Tel: +856-20-2222 4195  
E-mail: [ekkaxay@lsx.com.la](mailto:ekkaxay@lsx.com.la)

Once submitted, proposals may not be corrected or modified prior to the time of opening.

※ **You are required to follow the following appendix in making a proposal**

- **<appendix-2 : Table of Contents for Proposal>**
- **<appendix-3 : Summary of Financial Statement>**
- **<appendix-4 : Summary of Staff in charge of LSX IT Infra Maintenance>**
- **<appendix-5 : CV of Staff in charge of LSX IT Infra Maintenance>**

### III. RFP Evaluation, Schedule and Other Matters

#### 1. RFP Evaluations

RFPs will be evaluated based on the following criteria (not listed in any order of importance):

- a. Company's proven ability with similar projects;
- b. Expertise of Key personnel to be assigned to the contract;
- c. Company's proven track record of quality of performance;
- d. Company's capacity to perform; and,
- e. Company's cost proposal.

And first LSX is going to select top two-qualified proposer technically and then do price-evaluation targeting at top two-qualified proposers and finally select an proposer got the most score in adding technical-evaluation score (80%) and price-evaluation score (20%)

※ *For further criteria and credit , please see the <appendix-6 : Evaluation Criteria & Credits of Proposal>*

## **2. Negotiations**

The LSX retains the right to make an award based on initial proposals without negotiations. Negotiations may be conducted with all responsible proposers.

## **3. Final Ranking and Selection**

The LSX shall have a right to negotiate with the responder whose proposal is determined to be the most advantageous to the LSX, considering the Evaluation factors set forth in the RFP.

## **4. Discussions: Best and Final Proposer**

The LSX may permit qualified proposers to revise their proposals by submitting “best and final” proposal when in the best interest of the LSX.

## **5. Schedule**

- a. Post RFP on LSX homepage: 12 February, 2015
- b. RFP Deadline: 27 February, 2015
- c. Final Selection: 13 March, 2015
- d. Expected Contract : 20 March 2015 (it is subject to change depending upon contract conditions)

## **6. Contact**

All inquiries related to this RFP shall be submitted in writing to:

**Mr. Ekkaxay Manivong**

Senior IT Planning Officer, IT Department

Lao Securities Exchange

T4 Rd, Ban Phonthanh, Vientiane Capital, Lao PDR

Phone: +856-21-454 362

Cell Phone: +856-20-2222 4195

E-mail: [ekkaxay@lsx.com.la](mailto:ekkaxay@lsx.com.la)

#### **IV. Disposition of Proposals**

- All materials submitted in response to this RFP will become the property of the LSX.
- There is no expressed or implied obligation for the LSX to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

\*\*\*\*\* This is the end of documents \*\*\*\*\*

## <Appendix-1>

### Detailed Specification for IT Infrastructure System

#### Software maintenance

#### ■ System Software Maintenance List

| No. | Name      | Description   | Operating System   | Qty |
|-----|-----------|---|--|-----|
| 1   | ORACLE    | ORACLE SOFTWARE UPDATES & PRODUCT SUPPORT   | Oracle Database Enterprise Edition – Processor Perpetual               | 8   |
|     |           |   | Oracle Partitioning – Processor Perpetual                              | 8   |
|     |           |   | Enterprise Manager – Processor Perpetual                               | 8   |
|     |           |   | Oracle Database Standard Edition – Processor Perpetual                 | 1   |
|     |           | Oracle ASSISTED SERVICE   | Time of Expert DBA Remote Support Expert DBA Remote Support (40 hours) | 40  |
| 2   | TMAX      | Tmax Standard   |  | 1   |
|     |           | Tmax Standard (Education system 30 users)   |  | 1   |
| 3   | TIBCO RV  | TIBCO Rendezvous (Unix/Win)   |  | 1   |
| 4   | NetBackup | VRTS NETBACKUP SERVER ENTERPRISE SERVER 6.5 UNX TIER 1 BASIC 12 MONTHS EXPRESS BAND S, BAND S |  | 1   |
|     |           | VRTS NETBACKUP ENTERPRISE CLIENT 6.5 UNX TIER 2 BASIC 12 MONTHS EXPRESS BAND S                |  | 4   |
|     |           | VRTS NETBACKUP STANDARD CLIENT 6.5 XPLAT BASIC 12 MONTHS EXPRESS BAND S                       |  | 4   |
|     |           | VRTS NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 6.5 XPLAT BASIC 12 MONTHS EXPRESS BAND S       |  | 1   |
|     |           | VRTS NETBACKUP OPTION SHARED STORAGE OPTION FOR TAPE 6.5 XPLAT BASIC 12 MONTHS EXPRESS BAND S |  | 1   |
| 5   | EMS       | Zenius-EMS Manager  |  | 1   |
|     |           | Zenius-SMS Manager  |  | 1   |
|     |           | Zenius-SMS Agent for Unix   |  | 6   |



|   |           |   |    |
|---|-----------|---|----|
|   |           | Zenius-NMS Manager  | 1  |
|   |           | Zenius-NMS Device License   | 21 |
|   |           | Zenius-FMS Manager  | 1  |
|   |           | Zenius-FMS Component License  | 5  |
| 6 | K-Defense | Operating Support center, Without Monthly Service<br>Keyboard security module (K-Defence) | 1  |

## <Appendix-2>

# **Table of Content for Proposal**

## I Introduction

1. Objectives
2. Maintenance Strategy
3. Expected effect

## II Company Status

1. Company Introduction and Company History
2. Company Organization and Human Resource
3. Main Business Performance and Possessing Technology
4. Company Financial Status (Capital, Turnover, current net income (during past three year)
5. Maintenance Performance over Financial sector (bank or securities market)
6. Introduction of Joint Company ( in case of joint proposal)

## II Maintenance Plan

1. Specification of maintenance organization and human resource
2. Maintenance Plan (How to do)
3. Education Plan (What & How to Train LSX IT staff)

## III Business management & Quality Assurance

1. How to Make a Good Communicate and Management plan
2. Quality assurance Plan
3. Risk management plan
4. Observance of Security Plan

## IV Other Miscellaneous

1. Additional proposal
2. miscellaneous

### <Appendix-3>

## Summary of Financial Statement

### Summary of Income Statement

| Classification                | Latest year-1 | Latest year |
|-------------------------------|---------------|-------------|
| Turnover                      |               |             |
| Gross Margin                  |               |             |
| Operating Profit              |               |             |
| Non-Operating Profit          |               |             |
| Non-Operating Expense         |               |             |
| Ordinary Profit               |               |             |
| Extraordinary Profit          |               |             |
| Extraordinary Profit and Loss |               |             |
| Current Net Income            |               |             |

※ You are kindly asked to write down an amount in USD.

### Summary of Balance Sheet

| Classification    | Latest year-1 | Latest year |
|-------------------|---------------|-------------|
| Current Asset     |               |             |
| Fixed Asset       |               |             |
| Total Asset       |               |             |
| Current Debt      |               |             |
| Fixed Debt        |               |             |
| Total Debt        |               |             |
| Capital           |               |             |
| Capital Surplus   |               |             |
| Retained Earnings |               |             |
| Total Capital     |               |             |

※ You are kindly asked to write down an amount in USD.

<Appendix-4>

**Summary of Staff in charge of LSX IT Infra Maintenance**

| Name | Age | Academic Ability | Career(work experience) | Job in charge | Certificate |
|------|-----|------------------|-------------------------|---------------|-------------|
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |
|      |     |                  |                         |               |             |

## <Appendix-5>

### CV of Staff in charge of LSX IT Infra Maintenance

|                              |                                 |               |   |                                    |       |
|------------------------------|---------------------------------|---------------|---|------------------------------------|-------|
| Name                         |                                 | Company       |   | age                                |       |
| Final<br>Academic<br>Ability | University<br>(Graduate School) |               | Appropriate<br>experience of job in<br>charge | year                               | month |
|                              | Major                           |               | Company Continuous<br>Service year            | year                               | month |
| LSX<br>Maintenance<br>Role   |                                 |               | participation period<br>for LSX maintenance   |                                    |       |
| Work Experience              |                                 |               |   |                                    |       |
| Business Name                | Period<br>(yyyymm~yyyymm)       | Job in charge | Ordering Information                          |                                    |       |
|                              |                                 |               | Organization                                  | PersonIn<br>charge&phone<br>number |       |
|                              |                                 |               |   |                                    |       |
|                              |                                 |               |   |                                    |       |
|                              |                                 |               |   |                                    |       |
|                              |                                 |               |   |                                    |       |
|                              |                                 |               |   |                                    |       |
|                              |                                 |               |   |                                    |       |
|                              |                                 |               |   |                                    |       |
|                              |                                 |               |   |                                    |       |

## <Appendix-6>

### **Evaluation Criteria & Credits of Proposal**

| Classification | Items  | Score | Credit |
|----------------|--|-------|--------|
| General        | Company Organization & the status of possessing professional experts                             |       | 10     |
|                | Capital, Turnover, current net income (during past three year)                                   |       |        |
|                | Performance & Experience for similar project about financial area, especially securities market) |       |        |
| Project        | Organization in charge of this project and human resources in charge                             |       | 50     |
|                | Quality assurance<br>Risk management   |       |        |
|                | Pros and Cons of proposal  |       |        |
|                | Maintenance strategy   |       |        |
|                | How to make a maintenance for LSX IT infra   |       |        |
| Support        | Provide the efficiency solution for operate IT Infrastructure System Software                    |       | 40     |
|                | How to train LSX staff to handle IT System Software  |       |        |
|                | Additional proposal etc.   |       |        |

※ The above-mentioned evaluation criteria and credits are subject to change depending on LSX evaluation committee.