
Request for Proposal
IT Infrastructure System Software
Maintenance Service

January 20, 2017



ຕະຫຼາດຫຼັກຊັບລາວ
LAO SECURITIES EXCHANGE

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 22nd, 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
Software	ORACLE	- Oracle 10g
	TMAX	- Manage connection - Manage Server Process - Transaction management
	TIBCO RENDEZVOUS	- Messaging Middleware - Real time data distribute application
	NETBACKUP	- Veritas NetBackup V6.5
Training	ORACLE, TMAX, TIBCO RENDEZVOUS, NETBACKUP	- Train LSX's IT staff how to operate and maintain IT system which topics and result evaluated and approved by LSX

※ 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 three-year 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. Thepphasouk Lamanivong, Management Officer, Management and Administration Department of the LSX **no later than 10 February, 2017.**

Lao Securities Exchange Office
Ban Phonthan Neua, Saysettha District, Vientiane, Lao PDR
Tel: +856-21-454 362 Mob: +856-20-5677 5544
E-mail: thepphasouk@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. Contact

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

Mr. Thepphasouk Lamanivong

Management Officer, Management and Administration Department

Lao Securities Exchange

T4 Rd, Ban Phonthan, Vientiane Capital, Lao PDR

Phone: +856-21-454 362

Cell Phone: +856-20-5677 5544

E-mail: thepphasouk@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

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