

Support & Services Required for Oracle PeopleSoft ERP Campus and SAKAI LMS System

Under this RFQ, the selected vendor will be required to provide technical support to IBA Karachi team for the PeopleSoft Campus Management system and SAKAI-LMS.

The selected vendor will provide its services in areas that includes but not limited to implementing new modules, upgrading, troubleshooting existing features, customization or developments in existing modules, applying new bundles/patches, Application & Database upgradation of PeopleSoft/Sakai-LMS, Implementing/upgrading Database RACs, DataGuard and troubleshooting other Database related issues.

The selected vendor should have thorough understanding of People tools version 8.54 and its later versions. The selected vendor may also be required to assist in upgrading PeopleSoft ERP. The selected vendor will be required to build integration between PeopleSoft ERP Campus Module and other applications such as Financial ERPs, Uni-Time Scheduling and SAKAI-LMS. The selected vendor will be required to provide support & upgrade server level Linux / Windows OS of PeopleSoft/Sakai-LMS and implement incremental backup strategies on cloud, DR Site & Tape library.

Bidder will provide a Point of Contact for all support related issues raised by IBA Karachi. Based on the nature of defect reported, Bidder will respond to IBA Karachi in the following manner.

Support Incident Type	
Category	Max Response Time
Critical	2 Hours
Major	4 Hours
Minor	1 business day

IBA Karachi will decide the support incident type as per the above chart and will mark the issues under Critical/Major/Minor Category. The selected vendor will be responsible to provide support on request from IBA Karachi.

Qualification Criteria:

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Must be Oracle OPN Member	
2	Must have at least 5 years of experience in implementing PeopleSoft Campus Solution & SAKAI-LMS	

3	Must have completed at least 5 deployments of PeopleSoft Campus in Higher education institutes in last 10 years.	
4	Company should have at-least one branch office in Karachi with support staff.	

FINANCIAL BID:

S. #	Item Description	Hourly rate (PKR) *	Expected Working Hours 110
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1	PeopleSoft Campus & LMS Functional & Technical Support		
Total			
SST			
Total Amount			

Total Bid Value in Rupees (in words) _____

*Hourly calculation will be based on time to complete support task only excluding any overheads.