



Small Industries Development Bank of India

**REQUEST FOR PROPOSAL  
FOR  
RENEWAL OF ORACLE ANNUAL TECHNICAL SUPPORT**

**Tender No.: 400/2012/844/BYO/ISD**

**Dated: January 12, 2012**

The information provided by the bidders in response to this Tender Document will become the property of SIDBI and will not be returned. SIDBI reserves the right to amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them.

*This document is prepared by SIDBI for the* **RENEWAL OF ORACLE ANNUAL TECHNICAL SUPPORT.**

Small Industries Development Bank of India  
MSME Development Center  
Plot No. C-11, 'G' Block  
Bandra Kurla Complex, Bandra (E)  
**Mumbai - 400 051**

## Request for Proposal (RfP) for Renewal of Oracle Annual Technical Support (ATS)

SIDBI is in the process of renewing Oracle ATS for the licenses detailed in **Annexure II**. These licenses are currently under ATS with Oracle India Pvt. Ltd., which is expiring on February 24, 2012. Proposals along with the following documents must be submitted in a **non window sealed envelope** superscribing "**RfP - Renewal of Oracle Annual Technical Support (2012)**":

1. Authorisation letter from Oracle indicating that the vendor is an authorised partner/ business associate of Oracle for supply of Oracle product Licenses and to provide Annual Technical Support (ATS). The authorization letter should be valid at least till the expiry of bid validity.
2. A Demand Draft for ₹10,000/- (**Rupees Ten thousand only**) drawn in favour of SIDBI and payable at Mumbai, towards the Earnest Money Deposit (EMD).
3. Technical Bid [as per format given in Annexure -IV] along with DD's in a separate non-window sealed envelope superscribing "**Technical Bid - Renewal of Oracle Annual Technical Support (2012)**".
4. Commercial Bid [as per format given in Annexure -V] in a separate non-window sealed envelope superscribing "**Commercial Bid - Renewal of Oracle Annual Technical Support (2012)**".

Proposals completed in all respects should be submitted as per schedule and terms and conditions given in the following Annexures.

Annexure I	:	Bid Information Sheet
Annexure II	:	Present Setup & Deliverables under Oracle ATS
Annexure III	:	General Terms and Conditions
Annexure IV	:	Technical Bid Format
Annexure V	:	Commercial Bid Format

The Proposals submitted at any other office of SIDBI or received after due date and time will not be accepted. **Clarifications, if any, may be sought in writing latest by January 20, 2012 upto 1100 hours.** Please note that SIDBI reserves the right to consider/ reject any or all applications without assigning any reason thereof.

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## Annexure - I

### Bidding Information Sheet

<b>S.N.</b>	<b>Tender Reference No.</b>	<b>400/2012/844/BYO/ISD Dated January 12, 2012</b>				
1	Purpose	Renewal of Oracle Annual Technical Support (ATS) for 03 Licenses				
2	EMD	₹10,000/- [Rupees Ten thousand only] (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai)				
4	No. of Envelopes ( <b>Non-window, sealed</b> )	<b>02 (Two)</b> <b>A. First Envelop</b> {non-window sealed} containing: i. Authority letter from Oracle. ii. DD towards EMD. iii. DD towards cost of tender form. iv. Technical bid. <b>B. Second Envelop</b> {non window sealed} containing: i. Commercial bid				
4	Last Date of Submission of Bids	<b>January 25, 2012 by 1600 hours.</b>				
5	Last Date for seeking clarifications, if any	<b>January 20, 2012 by 1100 hours</b> The text of questions raised by the vendors and response given by the Bank would be posted on the website latest by <b>January 23, 2012</b> . It would be the responsibility of the vendor to check the website [www.sidbi.in] before final submission of bids.				
6	Bid Validity, till	<b>February 24, 2012</b> (One months from the date of bid submission)				
7	Address for submission of Bids	The General Manager (Systems) SIDBI, MSME Development Center 3rd Floor, Information Services Department [ISD] Plot No.C-11, 'G' Block, Bandra Kurla Complex,Bandra(East) <b>Mumbai - 400 051</b>				
8	Venue, Date and time of opening of Technical Bid	<b>At 1630 hours on January 25, 2012</b> , at the address given at Sr. No. 7				
9	Date and time of opening of Commercial Bids.	To be intimated to technically qualified vendors at a later date.				
10	Contact Details	SIDBI, MSME Development Center Information Services Department [ISD] Plot No. C-11, 'G' Block, Bandra Kurla Complex, Bandra (East) <b>Mumbai - 400 051</b>				
		<b>Name</b>	<b>Designation</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
		Shri Narender Kumar	AGM (Systems)	67531259	67531236	narender@sidbi.in
Shri Sudhir Tandon	DGM(Systems)	67531245	standon@sidbi.in			

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## Annexure - II

### Present Setup & Deliverables under Oracle ATS

#### 1. Present Setup

Small Industries Development Bank of India (SIDBI), is using Oracle database for its all database requirements. Also, Oracle Internet Developer Suite (version 6i) is being used as development tool for majority of its business applications. Presently, SIDBI is maintaining its Oracle database(s) on different Operating Systems (OS) Viz., IBM AIX, HP-UX, Window 2000/2003/XP and Advance Red Hat Linux 3.0. The Oracle database version being used are 9.4.0.x. and 10.2.x.x.

#### 2. Details of current ATS requirement

Details of current ATS requirements are given below:

S. N	Description of License for which ATS is required	License Metrics	Current CSI No.	Qty.	Period of Renewal Required
1	Oracle Database Enterprise Edition – Processor licenses	Processor based	17902455	3	February 25, 2012 to May 31, 2012

Current ATS is required for approx. 3 months so as to synchronise the ATS renewal for all the licenses held by SIDBI to a common date which falls due on June 1st.

#### 3. Deliverables under Oracle ATS

##### i. Updates Subscription Services:

The Updates Subscription Services should be provided to SIDBI with rights to Oracle product upgrades, maintenance releases and patches released during the subscription period and distributed on CD Packs.

##### ii. Product Support:

Oracle Product Support services to be offered to SIDBI for direct access via both the telephone and the web to Oracle skilled staff of technical analysts for problem resolution, bug reporting, and technical guidance on a 24x7 basis. This service should be provided through telephone, fax, e-mail and Oracle's Web Interface Metalink directly.

iii. SIDBI should be provided with a 10 digit Customer Support Identifier (CSI) number from Oracle directly. SIDBI should be in a position to access Oracle global support infrastructure for problem resolutions directly using CSI number

iv. SIDBI should also be in a position to access Oracle Support Portal METALINK at <http://metalink.oracle.com> and log a Technical Assistance Request (TAR) or search the database for known problem resolutions and bug fixes directly.

v. SIDBI should get Latest versions by sending a mail to [supsale.delhi@oracle.com](mailto:supsale.delhi@oracle.com) or [supsale.Mumbai@oracle.com](mailto:supsale.Mumbai@oracle.com) e-mail ids by mentioning the CSI number of SIDBI and delivery address. The latest versions should be shipped to SIDBI within 2 weeks of receiving SIDBI's request. Vendor would be required to coordinate and provide the latest versions.

vi. Vendor should submit Oracle's licensing policy in detail for the Renewed Oracle products

vii. Transfer of licenses from one platform to other during ATS period as and when required by SIDBI.

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**Annexure - III****General Terms and Conditions****1. Period of Service:**

The period for the Oracle ATS is as given below:

S. N	Description of License for which ATS is required	License Metrics	Current CSI No.	Qty.	Period of Renewal Required
1	Oracle Database Enterprise Edition – Processor licenses	Processor based	17902455	3	February 25, 2012 to May 31, 2012

**2. Cost Details :**

The quoted Rate / Cost should be inclusive of all levies/ taxes like Service tax, Educational cess, Sales Tax, Transportation, Customs, Excise, VAT, traveling charges etc, if any. However, SIDBI would reimburse **Octroi, if any, to the vendor on actuals on production of original Octroi receipts in SIDBI's name.**

**3. Payment Terms:**

- 100% payment after submitting the **proof of renewal of Oracle ATS with Oracle India Pvt Limited** for desired period.
  - All the payments will be made by SIDBI, Mumbai electronically through RTGS/ NEFT by crediting the same in bidder's bank a/c as per details furnished in the **Bank Mandate Form.**
  - TDS shall be deducted as per applicable rates/rules.
4. SIDBI reserve the right to accept or reject any quotation in full or part, and to suspend this process and reject all quotations or part at any time prior to the award of contract, without thereby incurring any liability to the affected vendors on the grounds of the purchasers inaction.

**5. Contact Person of Oracle India Ltd.**

Vendor should provide Name, Address, E-mail address, dedicated telephone/mobile/FAX number of Account Manager at Oracle India Pvt Limited. Further, Vendor should also provide contact numbers of Oracle call center and Call escalation procedure and contact details.

**6. Earnest Money Deposit (EMD):**

Vendors are required to submit EMD of ₹10,000/- as mentioned in the Bid Information Sheet. EMD for the unsuccessful bidders shall be returned upon:

(i) end of the bid validity period.

**OR**

(ii) receipt of the signed contract from the successful bidder, which ever is earlier.

However, the EMD for the successful bidder shall be returned at the time of release of 100% payment.

The EMD will be forfeited if any bidder dishonors its bidding commitments.

**7. Terms of Delivery:**

Vendor shall ensure to lodge the order for ATS renewal with prime vendor Oracle. well in time **so that the ATS is renewed w.e.f. February 25, 2012.**

**8. Penalty for Default in Services:**

If the vendor fails to renew the ATS for the desired period in time and OEM imposes any re-instatement charges towards delayed renewal, the same shall be borne by the vendor and SIDBI shall not be liable to pay any charges to the vendor over and above the order value. In case the ATS is not renewed within five weeks from the date of order, SIDBI reserves the right to cancel the order and in such a case the earnest money deposit (EMD) received from the vendor shall be forfeited.

**9. Licensing Policy and Service Level Agreement :**

Vendor is required to submit Oracle Licensing policy for the products along with the license migration policy if any. Also Vendor is required to provide a copy of Service Level Agreement (SLA) mentioning all the offered support level / type under Oracle ATS.

**10. Bank Mandate Form:**

10.1 All the bidders are required to submit the duly filled-in **Bank Mandate Form** as per **Annexure–VI**, along with a cancelled cheque leaf. Please note that only the cancelled cheque leaf in original shall be accepted. No Xerox or scanned copies of the cancelled cheque leaf should be submitted.

10.2 If a bidder has already submitted the **Bank Mandate Form** in connection with some other transaction with the bank, besides conforming the bank details the xerox copy of the already submitted form may be enclosed.

**11. Indemnity:**

The vendor will indemnify SIDBI against any claims due to vendor's violation of any patents and copy rights, in such a form as prescribed by SIDBI.

**12. Force Majeure:**

If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of Fire, explosion, cyclone, floods, War, revolution, acts of public enemies, blockage or embargo, Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or Any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch.

**13. Arbitration :**

In the event of a dispute or difference or difference of any nature whatsoever between the vendor and SIDBI during the course of the assignment arising as a result of this order, the same will be referred for arbitration to a Board of arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise two arbitrators and an umpire. Vendor and SIDBI will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at a place mutually decided by Vendor and SIDBI.

**14. Confidentiality :**

The Vendor shall keep information related to SIDBI confidential and will not divulge to outside agencies without written consent from SIDBI.

**15. Contact Information:**

For any clarifications vendor may contact the SIDBI official with details as given in the Bid information Sheet.

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## Annexure IV

### Technical Bid Format

#### 1. Minimum eligibility criteria :

Vendor should be authorised partner / business associate of Oracle for providing renewal of Oracle Annual Technical Support services and upgrade of oracle products in India. A copy of authorisation letter from Oracle should be enclosed with the proposal.

**Note:** Authorization of vendor by oracle should be valid at least till the bid validity period.

#### 2. Details to be Furnished:

a. Name of the Company : \_\_\_\_\_

b. Number of Years in the field of delivering Oracle ATS Services : \_\_\_\_\_

c. Type of tie-up with Oracle India Pvt. Limited. : \_\_\_\_\_

d. Support document from Oracle India Ltd for providing renewal of Oracle ATS services.

e. Vendor's Bank Account Details :

S.N.	Bank Name and Branch	Account Type / No.	IFSC Code

f. Details of Oracle Account Manager for SIDBI with following details :

i. Name of Account Manager for SIDBI at Oracle India Pvt. Ltd: \_\_\_\_\_

ii. Toll Free Number of Oracle for support related issues: \_\_\_\_\_

iii. FAX Number of Oracle for support related issues: \_\_\_\_\_

iv. E-mail ids of Oracle to send support related queries.: \_\_\_\_\_

g. List of existing two customers to whom the vendor is providing similar support services with following details :

S.N.	Name of the customer	Address	Contact Person Name and Phone No.

h. Any other related information, not mentioned above, which the vendor wish to furnish.

i. Any Deviation from General Terms & Conditions, which vendor wish to furnish.

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## Annexure - V

### Commercial Bid Format

[Amt. in ₹]

S.N.	Product	Qty.	Unit Cost Details						Total Cost Details	
			Unit Cost		Taxes		Total Unit Cost		Software Update	Product Support
			Software Update	Product Support	Software Update	Product Support	Software Update	Product Support		
			A	B	C	D	E	F=B+D	G=C+E	H=AXF
1	Oracle Database Enterprise Edition – Processor licenses	3								
<b>Total Cost [H + I]</b>										

**Note :**

1. Period for renewal of above licenses is from **February 25, 2012 to May 31, 2012**.
2. The tax component should include all applicable taxes and should not include Octroi.
3. Octroi, if any, would be reimbursed on actuals on production of original octroi receipts in favour of SIDBI.
4. TDS , if applicable will be deducted at source as per rules.
5. Price quoted should be in Indian Rupees only.

Date:...../...../2012

**Authorised Signatory**

**Name:**

**Designation:**

**Seal**

## Annexure - VI

### BANK MANDATE FORM

(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of Borrower / vendor / supplier : \_\_\_\_\_

\_\_\_\_\_

Vendor Code (if applicable) \_\_\_\_\_

2. Address of the Borrower / vendor / supplier : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ Pin Code \_\_\_\_\_

E-mail id: \_\_\_\_\_

Phone No. with STD code: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Permanent Account Number \_\_\_\_\_

MSE Registration / CA Certificate \_\_\_\_\_  
(if applicable)

#### 3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
<b>(Code number appearing on the MICR<sup>1</sup> cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name &amp; code and Account Number)</b>			
IFSC CODE <sup>2</sup>	For RTGS transfer		For NEFT transfer

#### 4. Date from which the mandate should be effective :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold **SIDBI / IDBI Bank responsible**. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.



Place : \_\_\_\_\_

Date : \_\_\_\_\_

Signature of the party / Authorized Signatory

.....  
Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the Banks)

**N.B.: RTGS/NEFT charges if any, is to be borne by the party**

**<sup>1,2</sup>: Note on IFSC / MICR**

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

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