



Small Industries Development Bank of India

REQUEST FOR PROPOSAL

FOR

RENEWAL OF ANNUAL TECHNICAL SUPPORT (ATS)

Oracle Financial Services Applications

(ALM & FTP components)

Tender No.: 400/2012/815/BYO/ISD

Dated: October 25, 2011

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

Cost of Tender Form : ₹500/-



Request for Proposal (RfP) for Renewal of ATS for OFSA – ALM/FTP

SIDBI is in the process of renewing OFSA ATS for the licenses detailed in **Annexure II**. These licenses are currently under ATS with Oracle India Pvt. Ltd., which is expiring on December 18, 2011. Proposals along with the following documents must be submitted in a **non window sealed envelope** superscribing "**RfP - Renewal of ATS for OFSA – ALM/FTP (2011-12)**":

1. Authorisation letter from Oracle indicating that the vendor is an authorised partner/ business associate of Oracle for supply of OFSA 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 ₹500/- (**Rupees Five Hundred only**) drawn in favour of SIDBI and payable at Mumbai, towards the Cost of tender form.
3. 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).
4. 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 ATS for OFSA - ALM/FTP (2011-12)**".
5. Commercial Bid [as per format given in Annexure -V] in a **separate non-window sealed envelope** superscribing "**Commercial Bid - Renewal of ATS for OFSA - ALM/FTP (2011-12)**".

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

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 ANNUAL TECHNICAL SUPPORT for OFSA - ALM/FTP.***

- Annexure I : Bid Information Sheet
- Annexure II : Present Setup & Deliverables under ATS for OFSA – ALM/FTP
- 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 the stipulated date mentioned in Annexure-I.** Please note that SIDBI reserves the right to consider/ reject any or all applications without assigning any reason thereof.

Bidding Information Sheet

S.N.	Tender Reference No.	400/2012/815/BYO/ISD Dated October 25, 2011				
1	Purpose	Renewal of Annual Technical Support (ATS) for OFSA – ALM/FTP				
2	Cost of Tender	₹500/- [Rupees Five Hundred only] (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai)				
3	EMD	₹10,000/- [Rupees Ten Thousand only] (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai)				
4	No. of Envelopes (Non-window, sealed)	02 (Two) A. First Envelop {non-window sealed} containing: i. Authority letter from Oracle. i. DD towards EMD. i. DD towards cost of tender form. i. Technical bid. B. Second Envelop {non window sealed} containing: i. Commercial bid				
5	Last Date of Submission of Bids	November 14, 2011 by 1530 hours.				
6	Last Date for seeking clarifications, if any	November 2, 2011 by 1500 hours The text of questions raised by the vendors and response given by the Bank would be posted on the website latest by November 4, 2011 . It would be the responsibility of the vendor to check the website [www.sidbi.in] before final submission of bids.				
7	Bid Validity, till	February 12, 2012				
8	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) Mumbai - 400 051				
9	Venue, Date and time of opening of Technical Bid	At 1600 hours on November 14 2011, at the address given at Sr. No. 8				
10	Date and time of opening of Commercial Bids.	To be intimated to technically qualified vendors.				
11	Contact Details	SIDBI, MSME Development Center Information Services Department [ISD] Plot No. C-11, 'G' Block, Bandra Kurla Complex, Bandra (East). Mumbai - 400 051				
		Name	Designation	Phone	Fax	E-mail
		Shri Asish Topdar	DGM(S systems)	67531244	67531236	atopdar@sidbi.in

Present Setup & Deliverables under ATS for OFSA – ALM/FTP

1. Present Setup

Small Industries Development Bank of India (SIDBI) has been using OFSA – ALM/FTP solution for its ALM system. The solution includes functional modules for cash flow generation and transfer pricing. SIDBI is having necessary licenses with ATS being renewed regularly for the products mentioned below.

2. Details of current ATS requirement

The summary of the existing licenses for which ATS has to be renewed is given below:

S.N	Description of License	License Metrics	Quantity	License Level / Type	Period of Renewal Required
1	Oracle Transfer Pricing – Employee Perpetual	Employee	1000	FULL USE	December 19, 2011 TO May 31, 2012
2	Oracle Risk Manager – Employee Perpetual	Employee	1000	FULL USE	
3	Oracle Discoverer Desktop Edition - Named User Plus Perpetual	Named User	10	FULL USE	
4	Oracle Database Enterprise Edition - Named User Plus Perpetual	Named User	34	FULL USE	
5	Oracle Partitioning - Named User Plus Perpetual	Named User	50	FULL USE	
6	Oracle – Internet Developer Suite - Named User Plus Perpetual	Named User	1	FULL USE	

3. Deliverables under ATS for OFSA – ALM/FTP

- 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 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 at <http://support.oracle.com> and log a Service Request (SR) 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 or 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 / migration of licenses from one platform to other during ATS period as and when required by SIDBI.

General Terms and Conditions

1. Period of Service

The period for the Oracle ATS is as given below:

S.N	Description of License	License Metrics	Quantity	License Level / Type	Period of Renewal Required
1	Oracle Transfer Pricing – Employee Perpetual	Employee	1000	FULL USE	December 19, 2011 TO May 31, 2012
2	Oracle Risk Manager – Employee Perpetual	Employee	1000	FULL USE	
3	Oracle Discoverer Desktop Edition - Named User Plus Perpetual	Named User	10	FULL USE	
4	Oracle Database Enterprise Edition - Named User Plus Perpetual	Named User	34	FULL USE	
5	Oracle Partitioning - Named User Plus Perpetual	Named User	50	FULL USE	
6	Oracle – Internet Developer Suite - Named User Plus Perpetual	Named User	1	FULL USE	

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 ATS for OFSA – ALM/FTP with Oracle India Pvt Limited.**
- All the payments will be made by SIDBI Mumbai office, electronically through RTGS/ NEFT. Before claiming any payment, short listed vendor(s) shall be required to furnish a duly filled-in Bank Mandate Form certified by vendor's banker along with one cancelled cheque in original. The format of Bank Mandate form shall be made available to the short listed vendor(s) at the time of placing the order.
- At the time of claiming all the payments including refund of EMD, vendor will be required to confirm in writing the bank a/c and other details furnished in Bank Mandate Form. In case of any changes, Bank Mandate Form would require to be re-furnished.
- TDS shall be deducted as per applicable rates/rules.

4. Rejection of Bids

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 purchaser's inaction.

5. Evaluation of Bids

All the accepted bids will be first evaluated for technical qualification. In case of requirement, bidders will be asked for clarification during this process. Technically short-listed bids will only be taken forward for commercial evaluation at the next stage.

During commercial evaluation, L1 vendor will be selected based on the total price (including taxes, levies etc.) mentioned in the format of Annexure V. In case of any mistake observed in calculation of total cost,

SIDBI will go by the recalculation based on unit cost mentioned in the format. SIDBI will not be responsible if a bidder either wins or loses the tender in view of the same.

6. 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.

7. Earnest Money Deposit (EMD):

Vendors are required to submit EMD of Rs.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 i.e. February 12, 2012, **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.

8. 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. December 19, 2011.

9. Penalty for Default in Services

If the vendor fails to deliver the items within stipulated time, SIDBI will impose a penalty of 1% of the order value for the late delivered items for each weeks delay or part thereof, subject to maximum of 10% of value of the late delivered items. In case the delay exceeds five weeks, 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.

10. 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 OFSA ATS.

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.

Technical Bid Format

1. Minimum eligibility criteria :

Vendor should be authorised partner / business associate of Oracle for providing renewal of OFSA – ALM/FTP 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 OFSA – ALM/FTP ATS Services : _____
- c) Type of tie-up with Oracle India Pvt. Limited. : _____
- d) Support document from Oracle India Ltd for providing renewal of OFSA – ALM/FTP ATS services.
- e) Vendor’s Bank Account Details :

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

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

- 1. Name of Account Manager for SIDBI at Oracle India Pvt. Ltd: _____
- 2. Toll Free Number of Oracle for support related issues: _____
- 3. FAX Number of Oracle for support related issues: _____
- 4. 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.

Commercial Bid Format

S.N.	Product	Qty.	Unit Cost Details for 5 months 13 days						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	I=AXG		
1	Oracle Transfer Pricing – Employee Perpetual	1000								
2	Oracle Risk Manager – Employee Perpetual	1000								
3	Oracle Discoverer Desktop Edition - Named User Plus Perpetual	10								
4	Oracle Database Enterprise Edition - Named User Plus Perpetual	34								
5	Oracle Partitioning - Named User Plus Perpetual	50								
6	Oracle – Internet Developer Suite - Named User Plus Perpetual	1								
	Total									
Total Cost [H + I]										

Note :

1. Period for renewal of above licenses is from December 19, 2011 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.

Authorised Signatory

Date:25/10/2011

Name:

Designation:

Seal: