

Request for Proposal (RFP)
For
(1) Supply of Licenses of Oracle products,
Business Objects and Crystal Reports.
(2) Installation, configuration and
Commissioning of above software
AT NABARD, MUMBAI

- a) Date of RFP : 20 September 2010
- b) Time and Last Date of
submission of RFP : 04 October 2010 upto 16.00 hrs
- c) Bid security value : Rs 50,000/-
- d) Fee for RFP document (non-refundable) : Rs. 500/-
- e) Time and Date of opening of
Technical Bids : 06 October 2010 at 15.00 hrs
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1. Introduction

1.1 National Bank for Agriculture and Rural Development, a body corporate established under the NABARD Act, 1981 (hereinafter referred to as “NABARD”) having its Head Office at Plot No. C-24, Block ‘G’, Bandra-Kurla Complex, Bandra (East), Mumbai-400051 and Regional Offices (ROs) and Sub-Offices (SOs), Training Establishments (TE) in different cities across the country. NABARD intends to procure “**Oracle HTTP Server (Apache), Oracle 10G Application Server - Enterprise Edition - (Version 10.2.1.0.2), Oracle 11G, R2 Enterprise Edition, DBMS, Crystal Reports and Business Objects** These licenses will be used in our offices across the country.

2. Scope of work

The scope of the work would involve:

(i) Supply, installation, configuration and integration of :

Software	Server type	No. of Licenses
(A) Oracle Products		
Oracle 10G Application Server - Enterprise Edition - (Version 10.2.1.0.2)	Single Processor Quad Core (Intel)	20 NU (Number arrived at as per Quad Processor)
Oracle 11G, R2 Enterprise Edition, DBMS	Single Processor Dual Core (Intel)	25 NUP
Oracle HTTP Server (Apache)	Single Processor Dual Core (Intel)	--
(B) SAP Business Objects		
SBO Enterprise Premium (Includes SDK)		10 NU
Webi Intelligence		2 NU
Xcelsius Interactive Viewing		5 NU
Crystal Reports 2008		2 NU
Xcelsius Enterprise		2 NU
Oracle HTTP Server (Apache)		--

(ii) Support Services

1) Regular Annual Technical support provided from OEM

- (a) 24 hours x 7 days global toll-free routing telephone support from Oracle/SAP.
- (b) 24 hours x 7 days access to web support on Oracle Metalink / SAP OSS.
- (c) Free updates & upgrades upon request from NABARD
- (d) Product maintenance releases in the form of free fixes & patches.
- (e) Free access to a wide range of electronic services for self help, references & information via Oracle Metalink/SAP OSS.

2) Vendor should provide the following

- (a) Installation at NABARD sites.
- (b) Provide technical support over phone/fax/email to all the problems reported on 24x7 basis.

(iii) Additional support services to NABARD

(a) Onsite support to NABARD on call basis for :

1. Handle Critical database error
2. Resolving Backup issues
3. Database binaries installation
4. Network related issues
5. Trouble shooting
 - Listener Configuration
 - SQL net connection issue
 - Configuration of database connectivity nodes (dedicated shared)
6. Database reorganisation
 - Defragmentation of index and table
 - Table space reorganisation
7. Database crash recovery
 - DB recovery

(b) Six proactive support services to NABARD during the annual support period. Each such support visit will see to the overall health checks with stats pack analysis of the Oracle system for the items specified Bill of material and accordingly tuning it for better performance.

(c) Dedicated 24 x 7 support centre with toll free number facility for support on 24x7x365 days basis.

(d) Monitoring Oracle Database for faults and performance on call basis, should include:

- Ensure that all oracle services are running
- ensure oracle listening port is active
- Check for adequate disk space for growing database files
- Check oracle server jobs
- Transaction log thresholds
- Cache hit ratio
- User connection
- Total server memory
- Connection time
- Deadlocks per second
- Monitoring the oracle error logs
- Monitoring the NT even viewer for Oracle warning / information / errors
- Backup status - Success or failure
- Replication monitoring

Note :

- A call starts from registering a problem with the Vendor till its resolution (it may take more than one visit from the vendor to fix the problem). Even though more than one visit is made by the vendor it will be considered as single call only.
- A single call can comprise of more than one activities falling under same category on the same date for same database for e.g., NABARD can register a single call for handling critical database error and resolving backup issues. For release of payment to the vendor it will be considered as a single call.

3. Eligibility Criterion :

Offers are invited only from those vendors who fulfill following eligibility criteria.

3.1 The Bidder should have a turnover of more than Rs 100 Crore for the last 3 years. (copies of Audited balance sheets should be submitted)

3.2 The Bidder should be an Authorized implementation partner of OEM product vendor and must submit a letter of authority from OEM that they have been authorised to quote.

3.3 The Bidder should not have been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice. An Undertaking by the Authorized Signatory on the letter head of the Bidder should be submitted.

3.4 Installation / Implementation Experience:

(a) The vendor must have provided ATS support for Oracle Database installation of a minimum of 250 NU licenses or 3 processor licenses in the last three years. The ATS support must be provided for mission critical applications like core banking solution/data warehousing etc.

(b) The Vendor must have experience of installation and commissioning of BO and Crystal Reports in atleast three organizations.

A Statement containing the details of such implementations like Name of the firm, brief scope/description of the project, duration in months, from/to Team size, approximate cost of the project, client details (including the name and details of contact person) should be submitted.

3.5 Dedicated support centre with toll free number facility for support on 24x7x365 days basis.

Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. The Bank reserves the right to verify /evaluate the claims made by the Vendor independently. Non compliance of any of the criteria will entail rejection of the order.

4. Bid Security

4.1 The Vendor shall furnish a Bid Security for an amount of Rs.50,000/- (Rupees Fifty Thousand only) in the form of a Demand Draft / Pay Order / Bank Guarantee obtained from a scheduled commercial bank drawn in favour of National Bank for Agriculture and Rural Development, payable / enforceable at Mumbai.

4.2 The Bid security should form part of the Tender Documents (Technical Offer) submitted by the Vendor. Failure to comply with this condition viz., submission of Bid Security of Rs.50,000/- (Rupees Fifty Thousand only) shall result in summarily rejection of the tender offer. Submission of the Bid Security in the Commercial Offer shall render the bid being rejected on the grounds of non-submission of the Bid Security.

4.3 The Bid Security of unsuccessful vendors shall be returned within two weeks, only after the successful completion of the Bid Process. No interest is payable on such amount.

4.4 The bid security of successful vendor will be returned only upon the vendor's completion of delivery of Licenses as indicated in scope of work. No interest would be payable on this amount.

4.5. The Bid Security shall be forfeited:

4.5.1 If a vendor withdraws his offer during the period of validity of the bid.

4.5.2 If the successful vendor fails to execute the project satisfactorily within the stipulated time schedule.

4.6 NABARD's decision in the above cases will be final.

5. Bid Price

5.1 The vendor can purchase the RFP document from CGM, NABARD, DIT, "C" Wing, 5th Floor, BKC, Bandra(E), Mumbai 400051 by tendering a crossed Account Payee Demand Draft / Pay Order for Rs.500/- drawn in favour of National Bank for Agriculture and Rural Development, payable at Mumbai towards the cost of RFP.

5.2 Alternatively the RFP document is also available on the Bank's website www.nabard.org. Vendors can download the RFP and use it for submission. However, the cost of the RFP i.e., Rs. 500/- (non refundable) should be paid by way of crossed Account Payee Demand Draft / Pay Order drawn in favour of National Bank for Agriculture and Rural Development, payable at Mumbai, while submitting the RFP to the Bank. The above Demand Draft / Pay Order should be handed over to the Bank authorities in a separate envelope. The envelope should be duly superscribed as "Cost of RFP Rs. 500/- paid through Demand Draft / Pay Order No.---)".

6. Terms of execution of work

6.1 The Vendor shall deliver the licenses at NABARD, HO, Mumbai within two weeks from the date of acceptance of the Purchase Order. Time is essence of the contract.

6.2 The Vendor shall complete installation, configuration and commissioning of the software within two weeks of the delivery of the licenses.

7. **Locations to be covered :** The software will be deployed at Mumbai

8. **Two Part Offer:**

The offer will be in two parts; **Technical Offer (TO) & Commercial Offer(CO)**. Both the parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to the Chief General Manager, DIT, National Bank for Agriculture and Rural Development, C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai-400051. The envelope containing Technical Offer should be duly super-scribed with **“Technical Offer for supply licenses of Oracle products, Business Objects and Crystal Reports”**.

The Commercial Offer (CO) should give all relevant price information and quote prices only in Indian Rupees. The CO should not contradict the TO in any manner. The CO should comprise of Bill of Material as per Annexure-C. This must contain only price information. The envelope containing the Commercial Offer (CO) should be duly super-scribed with **“Commercial Offer for supply licenses of Oracle products, Business Objects and Crystal Reports”**.

The offers must reach our office on or before **16:00 hrs on Monday the 04 October 2010**.

9. **Offer Validity Period**

The offer should remain valid for a minimum period of **90 days** from the acceptance of offer by the successful bidder. NABARD reserves the right to ask the vendors for extension of offer validity.

10. **Technical Offer (TO)**

10.1 The Technical Offer (TO) should be complete in all respects and contain all information asked for in this document. **It should not contain any price information. However, TO should confirm that all required rates have been quoted in Commercial Offer (CO)**, without showing the actual amounts in the TO. Any software(s) or component supplied free along with the system must be indicated separately and specifically. Complete details must be mentioned. Comments like “Yes”, “complied”, “OK” may lead to rejection of the offer.

10.2 The TO must be submitted in an organized and structured manner. No brochures / leaflets, etc. should be submitted in loose form.

10.3 The TO should comprise of following.

10.3.1 Acceptance of Terms and Conditions (Refer Annexure – A).

10.3.2 **Photocopy** of complete commercial bid **without indicating the prices** (Refer Annexure-B).

Note: The Annexure A and un-priced commercial bid should be submitted duly signed with the seal of the company.

10.3.3 Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexures and other claims made by the vendor. These should be filed separately and properly indexed for easy reference.

10.3.4 Bid security of Rs.50,000/- (Rupees Fifty Thousand only) , in the form of a demand draft or a bank guarantee issued by the scheduled commercial bank favouring National Bank for Agriculture and Rural Development, payable at Mumbai.

11. Erasures or Alterations

Technical details and commercial quotes must be completely filled up and should be typed neatly. Handwritten information will not be accepted. The corrections or alterations, if any should be authenticated. In the case of the corrections / alteration not properly authenticated, the offer will be liable for rejection.

12. Price Composition

12.1 The prices quoted should be only in Indian Rupees

12.2 **The prices should be inclusive of all taxes including Service Tax, duties, local levies, etc.(All taxes/duties/levies needs to be worked out and indicated specifically in absolute amount in Rupees and not in % terms. Vendors can show the breakup of base rate and various taxes but should be in absolute Rupees. Terms like "rates as applicable" will not be accepted and such bids are liable to be rejected without assigning any reason whatsoever.**

12.3 The vendors should quote prices strictly as per the price composition stated above failing which the offers are likely to be rejected.

13. No Price Variations

The commercial offer shall be on a fixed price basis. No upward revision in the prices would be considered on account of subsequent increases in government taxes, duties, levies, etc. However, if there is any reduction on account of government taxes, duties, local levies, etc. during the offer validity period, the same shall be passed on to NABARD.

14. Evaluation process

14.1 Only offers received on or before the stipulated date and time for responding to the RFP will be considered for evaluation.

14.2 Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms and conditions stipulated in the RFP. Commercial offers of only those vendors who qualify in the technical evaluation would be opened.

14.3 Bank reserves the right to reject any or all offers under any of the following circumstances:-

- Bid security / bid document fee is not submitted
- Offer is incomplete and / or not accompanied by all stipulated documents
- Offer is not in conformity with the terms and conditions stipulated in this document and letter as per Annexure A is not submitted.
- Replica of the unpriced Bill of Materials without indicating the prices is not submitted.

15. No commitment to accept lowest or any tender

NABARD shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever.

16. Right to alter quantities

16.1 NABARD will be free to either reduce or increase the quantity to be purchased on the same terms and conditions. NABARD reserves the right to alter quantities.

17. Payment Terms

The terms of payment will be as follows:-

- No advance payment
- Entire invoice value will be paid after delivery, installation, configuration and commissioning of the software. The payment will be made against delivery challan and invoices duly signed by NABARD's officials.

18. Order cancellation

18.1 If the vendor fails to deliver the licenses within the stipulated time schedule or the extended date communicated by NABARD, it will be considered as a breach of contract.

19. Availability of updates / patches

The patches / updates released by Oracle from time to time should be available for life cycle of the product.

20. NABARD reserves the right to reject any or all proposals

**Annexure - A
(Acceptance of Terms and Conditions)**

(Letter on the vendor's letterhead)

To

The Chief General Manager
National Bank for Agriculture and Rural Development,
Department of Information Technology
5th Floor 'C' Wing , C-24, Block 'G',
Bandra-Kurla Complex, Bandra (East),
Mumbai - 400 051.

Dear Sir,

Sub: **RFP for "Supply of licenses of Oracle products, Business Objects and Crystal Reports "**.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the supply of Client Access Licenses as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexure B and also the photocopy of unpriced commercial bid is enclosed.

We also confirm that the offer shall remain valid for **90 days** from the last date of submission i.e. 90 days from letter of acceptance by the successful bidder.

We understand that NABARD is not bound to accept the offer either in part or in full and that NABARD has right to reject the offer in full or in part without assigning any reasons whatsoever.

We furnish here under the details of Demand Draft submitted towards RFP document fees and bid security.

Details	Bid Security
DD No.	
Date	
Name of the Issuing Bank	
Name of the Branch	
Amount	Rs.50,000/- (Rupees Fifty Thousand only)

Yours faithfully,

Authorised Signatories
(Name & Designation, seal of the firm)
Date:

Annexure – B
(Technical Specifications)

Software	Server type	No. of Licenses
Oracle 10G Application Server - Enterprise Edition - (Version 10.2.1.0.2)	Single Processor Quad Core (Intel)	20 NU
Oracle 11G, R2 Enterprise Edition, DBMS	Single Processor Dual Core (Intel)	25 NUP
Oracle HTTP Server (Apache)	Single Processor Dual Core (Intel)	--
SBO Enterprise Premium (Includes SDK)		10 NU
Webi Intelligence		2 NU
Xcelsius Interactive Viewing		5 NU
Crystal Reports 2008		2 NU
Xcelsius Enterprise		2 NU

Authorised Signatories
(Name & Designation, seal of the firm)
Date:

Annexure – C
(Bill of Material / Price Schedule)

(a) Products :

Software	Server type	No. of Licenses	Unit Price	Total
Oracle 10G Application Server - Enterprise Edition - (Version 10.2.1.0.2)	Single Processor Quad Core (Intel)	20 NU		
Oracle 11G, R2 Enterprise Edition, DBMS	Single Processor Dual Core (Intel)	25 NUP		
Oracle HTTP Server (Apache)	Single Processor Dual Core (Intel)	--		
SBO Enterprise Premium (Includes SDK)		10 NU		
Webi Intelligence		2 NU		
Xcelsius Interactive Viewing		5 NU		
Crystal Reports 2008		2 NU		
Xcelsius Enterprise		2 NU		

(b) Services :

S.N.	Scope of Activities	Estimated Required No. of calls	Charge per call	Total
1	Onsite support services	8		
2	Pro active visits	4		
3	Faults and performance tuning	4		
Total				

Note :

1. Unit prices as well as CO must be quoted in WORDS AND FIGURES.
2. In case of any discrepancy, unit price quoted in words will be considered for computation of CO
3. The prices quoted should be inclusive of all taxes, duties and local levies.

Authorised Signatories
(Name & Designation, seal of the firm)

Annexure - D
(BANK GUARANTEE IN LIEU OF BID SECURITY DEPOSIT)

To
The Chief General Manager
National Bank for Agriculture and Rural Development, H O,
Department of Information Technology,
5th Floor, C-wing, Plot No.C-24, 'G' Block,
Bandra Kurla Complex, Bandra (East)
MUMBAI - 400 051

Dear Sir

WHEREAS the National Bank for Agriculture and Rural Development, a body corporate established under the NABARD Act, 1981 (hereinafter referred to as NABARD, which expression shall include its successors and assigns) has invited tenders for supply of **"Supply of licenses of Oracle products, Business Objects and Crystal Reports"**. (hereinafter referred to as "said Licensee") at its office at Bandra Kurla Complex, Bandra East, Mumbai

(2) WHEREAS M/s _____ who are our constituents (hereinafter referred to as "the Tenderers", which expression shall include the successors and assigns) have taken the tender for the said work.

(3) AND WHEREAS it is one of the condition of the said tender that the Tenderer shall deposit with the NABARD at the time of submitting the tender a sum of Rs. 50,000/- (Rupees Fifty Thousand only) as and by way of Bid Security (BS), which Bid Security (BS) shall not bear any interest and which shall be liable for forfeiture in the event of the Tenderer, after acceptance of his tender by NABARD, failing to observe any of the terms and conditions of the tender or the Tenderer not supplying the said license to the satisfaction of NABARD and / or its Consultants.

(4) AND WHEREAS at the request of the Tenderer, NABARD has agreed not to insist for payment of the said Bid Security (BS) in cash and accept the guarantee from a Scheduled Commercial Bank in lieu thereof and have agreed to accept the same from us, the Bank, as hereinafter contained.

In the premises aforesaid and in consideration of NABARD having agreed at our request to exempt the tenderer from depositing the said Bid Security (BS) in cash. WE, _____ Bank having our Head Office at _____ and our Branch at _____

Do hereby unconditionally and irrevocably guarantee unto the NABARD that the Tenderer will execute the Agreement soon upon acceptance of the tender by NABARD and will diligently, efficiently and satisfactorily perform all their obligations under the various terms and conditions of the said tender (read with any amendments made thereto by mutual consent of NABARD and the Tenderer) and supply the said license in the satisfaction of the NABARD / its Consultants within the time stipulated therein, failing which WE the _____ Bank shall, on demand and without demur, pay unto the NABARD the sum **Rs. 50,000/- (Rupees Fifty thousand only)** at its office at Mumbai.

We _____ Bank further covenant that :

(a) We shall pay the aforesaid sum on demand made in writing by NABARD without reference to the Tenderer and notwithstanding any dispute or difference that any exist or arise between the NABARD and the Tenderer;

(b) that this guarantee shall be a continuing guarantee and shall not be revoked by us without prior consent in writing of NABARD.

(c) that the decision of NABARD on the breach of any of the terms and conditions of the said contract / tender by the Tenderer or their failure to perform their obligations or discharge their duties under the said tender / contract shall be final and binding on us and shall not be disputed by us inside or outside the court, tribunal, arbitration or other authority;

(d) that the notice of demand in writing issued by NABARD shall be conclusive proof as regards the amount due and payable to NABARD under this guarantee and it shall not be disputed by us either inside or outside the court, tribunal or arbitration or other authority;

(e) that any neglect or forbearance on the part of NABARD in enforcing any of the terms and conditions of the said tender / contract or any indulgence shown by NABARD to the Tenderer or any variation in the said tender / contract terms made by mutual agreement between NABARD and the Tenderer or any other act or deed on the part of NABARD which but for this clause may have the effect of discharging us under the law relating to guarantee / sureties shall not discharge us from our obligations herein and we shall be discharged only by compliance by the Tenderer with all their obligations / duties under the said tender / contract or by payment of the sum.

(f) that this guarantee shall not be effected by any infirmity or absence or irregularity in the exercise of the powers by or on behalf of the Tenderer to submit the said tender and enter into the said contract or any change in the constitution or dissolution of the Tenderer or change in its name;

(g) that it shall not be necessary for NABARD to exhaust its remedies against the Tenderer before invoking this guarantee and the guarantee therein contained shall be enforceable against us notwithstanding any other security which the NABARD may have obtained or may hereafter be obtained from the Tenderer at the time when this guarantee is invoked is outstanding and unrealized;

(h) that we hereby agree that this guarantee shall be valid and be in force for a period of Six months i.e. upto _____ and we hereby agree to renew this guarantee for such further period or periods at the request of NABARD in the event of the works specified in the Tender are finally awarded to the Tenderer and / or the works awarded are not completed within the stipulated period and such renewal shall be entirely at the cost and expense of the Tenderer.

(i) Any claim arising under this guarantee shall be preferred by NABARD within a period of six months from the aforesaid date of expiry or, in the event of any renewal, from such renewed date, and unless the claim is so preferred against us, we shall stand discharged of all our liabilities hereunder.

Yours faithfully

For and on behalf of
_____Bank
(Authorized Official)