



**Request for Proposal (RFP)**

**For**

**Supply, Installation, configuration and Commissioning of Software and respective Licenses of ORACLE and IBM products for running RBI and CCIL applications like CFMS, PDO-NDS, CCIL-NDS and Migration of existing applications to Windows 2008 /Oracle 11g Environment at Data Center, NABARD Mumbai, MUMBAI**

## **Invitation for tender offers**

NABARD invites sealed tender offers (technical offer and commercial offer) from eligible, reputed authorized dealers for supply, installation & commissioning of software for running RBI and CCIL applications viz. CFMS, PDO-NDS, CCIL-NDS, on the Servers located at its data centre at Mumbai.

The copy of tender document may be obtained from the head office of NABARD on all working days (Monday to Friday except bank holidays) in person. Also the tender document may be downloaded from our website [www.nabard.org](http://www.nabard.org). **The Pre Bid meeting will be held** only with the vendors, on the date specified below to address any queries in connection with the tender document. It is essential that all clarifications / queries be submitted to NABARD at least three working days before the date of the meeting.

The details are given below:

<b>Tender Reference</b>	<b>NABARD:DIT: FD:PDO-NDS</b>
<b>Date of commencement of sale of tender document</b>	<b>05 August 2011</b>
<b>Pre-Bid meeting with Vendors</b>	<b>23 August 2011 at 11.00 Hrs</b>
<b>Last Date and Time for receipts of tender offers</b>	<b>05 September at 15.00 Hrs.</b>
<b>Opening of technical offers</b>	<b>05 September at 15.30 Hrs.</b>
<b>Address of Communication &amp; Pre-bid meeting.</b>	<b>NABARD, Department of Information Technology, 5<sup>TH</sup> Floor, C- Wing, Plot No C-24, 'G' Block, BKC, Bandra (E), Mumbai - 400051.</b>
<b>Email address</b>	<b><a href="mailto:dit@nabard.org">dit@nabard.org</a></b>
<b>Contact Telephone Numbers</b>	<b>Phone: 022-26539301 Fax:022-265300787</b>
<b>Bids may be handed over at</b>	<b>NABARD, Department of Information Technology, 5<sup>TH</sup> Floor, C- Wing, Plot No C-24, 'G' Block, BKC, Bandra (E), Mumbai - 400051.</b>

Technical Specifications, Terms and Conditions, the formats and pro forma for submitting the tender offer are described in this tender document and its Annexure.

### **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 Training Establishments (TE) in different cities across the country. NABARD intends to procure software for running RBI and CCIL applications like CFMS, PDO-NDS, CCIL-NDS.

## NABARD's Requirements

NABARD has a Primary Data Centre (DC) at BKC, Mumbai. All the live applications are running through the Primary Data Centre. NABARD currently has a set up at DC to run various RBI and CCIL applications viz. CFMS, PDO-NDS, CCIL-NDS, CCIL-CBLO, CCIL-CROMS on a single server. The Server Operating System is Windows 2000 Advance Server and RDBMS is Oracle 9i.

Objective of this RFP is to purchase the software to migrate all applications on to Windows 2008 Enterprise Server and RDBMS to Oracle 11G in accordance to the details given in technical specifications and quantity given in the RFP.

**Environment :** The Bank is in requirement of the Software as per specifications given in Annexure A for following environment :

Sr No	Applications	Environment	
		Primary	Stand By
1	CFMS, PDO-NDS and CCIL applications	1	1

The successful bidder must provide 3 years comprehensive on-site warranty on entire set up. **The bidder must take "back to back support" from the OEM and a certificate from OEM must be submitted to indicate the proof of providing the support.**

**Disclaimer :** *This Tender is not an offer by NABARD, but an invitation to receive offer from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of NABARD with the vendor.*

## 2. Scope of work

Sl. No.	Software	Licenses - No.	Descriptions
<b>Supply of Software licenses for two Servers viz one Primary and another Stand-by</b>			
1	Oracle 11G Enterprise Edition Version 11.1.0.6.0(Oracle Server 64 bit with 32 bit client)	100 NUP	Named User Plus Licenses
2	IBM Web Sphere MQ 7.0 64 bit with fix Pack 1	280 PVUs	Processor Value Unit Licenses
3	Windows Server 2008 R2 Standard	2	One each for both servers
4	JDK 1.5 Version	Freeware	

The successful bidder is expected to **Supply, Install, Configure and Commission the Software** for each server at our **Primary Data Centre (DC) BKC Mumbai, for running CFMS, PDO-NDS and CCIL applications and also migrate the existing applications to windows 2008 Server / Oracle 11g environment.** The scope of work will broadly cover the following:

**a) Operating System :** Supply, Installation, Configuration & Commissioning of Operating System Software “**Windows Server 2008 R2 Standard**”. Further Installation of Service Packs and/or OS Patches as required to install Oracle 11G and run the Applications on the servers. Any drivers/driver software required for smooth commissioning should be installed.

**b) Oracle Database**

\* Supply, Installation, Configuration & Commissioning of Oracle 11G Enterprise edition version 11.1.0.6.0 on each of the servers at DC and Oracle Client on Windows Vista based Client PCs (6 nos).

\* Shutdown the existing database and take a cold backup.

\* Create a database with the structure as per requirement of PDONDS applications on each of the servers at DC.

\* Involvement from the OEM in the following areas:

- Pre-Migration readiness assessment
- Review Migration Plan
- Undertaking successful migration in co-ordination with Banks Team.
- Participation during load testing.

\* Migration of application data from oracle 9i to Oracle 11G environment for PDONDS applications. Also moving data from Old server to new server for PDO-NDS application. The vendor is expected to carry out the migration activity successfully and test it preferably using relevant tools.

\* Establish Connectivity between the application and the database.

- Configure Oracle Dataguard between two servers at primary site for real time data replication / synchronization between database located on both the servers at DC, BKC.
- Tuning the performance of the database on the new servers.
- Test the integrity of the database on the new servers.
- Post migration health check / assessment.
- Documentation of the activity performed.
- Confirmation for completion of activity.

**c) IBM Websphere MQ series version 7.0**

\* Installation, Configuration & Commissioning of IBM Websphere MQ series ver.7.0 64 bit with Fix Pack 1 on each of the servers at DC.

- Configuration is inclusive of creating required Queue Managers, Channels and Queues according to applications, wherever required.

#### **d) RBI Applications**

\* Installation of smart Card

\* Vendor is expected to provide required support resource with adequate expertise in Oracle and Websphere MQ to ensure satisfactory commissioning of the application(RTGS and PDONDS)

\* Coordinate with Bank's and Application Vendor's team to facilitate smooth installation and operationalisation of the applications.

#### **e) Other Software**

\* Supply, installation and configuration of JDK version 1.5 required for RBI applications.

**Note: Any other activity required for smooth commissioning of Database, RBI Application etc is also responsibility of Vendor.**

### **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 10 Crore for every year for the last 3 years. (copies of Audited balance sheets should be submitted)

3.2 The Bidder should have done at least 3 installations of Treasury application software like RBI-PDONDS, RTGS,CFMS, CCIL-NDS on Windows 2008 Server environment in Financial Institutions like Scheduled Commercial Banks, Primary Dealers, Mutual Funds or Insurance Companies.

3.3 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 (As per Annexure D).

3.4 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.

#### **3.5 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 the required software 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. 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. Earnest Money Deposit**

4.1 The Vendor shall furnish a Earnest Money Deposit for an amount of Rs. 1,60,000/- (Rupees One Lakh Sixty thousand only) in the form of a Demand Draft / Pay Order drawn in favour of National Bank for Agriculture and Rural Development, payable at Mumbai.

4.2 The Earnest Money Deposit should form part of the Tender Documents (Technical Offer) submitted by the Vendor. Failure to comply with this condition viz., submission of Earnest Money Deposit of Rs.1,60,000/- (Rupees One Lakh Sixty thousand only) shall result in summarily rejection of the tender offer. Submission of the Earnest Money Deposit in the Commercial Offer shall render the bid being rejected on the grounds of non-submission of the Earnest Money Deposit.

4.3 The Earnest Money Deposit 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 Earnest Money Deposit 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 Earnest Money Deposit 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/- (Rs. Five hundred only) 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](http://www.nabard.org). Vendors can download the RFP and use it for submission. However, the cost of the RFP i.e., Rs.500/- (Rs. Five hundred only) (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. 1000/- 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. 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, Installation, configuration and Commissioning of Software and respective Licenses for various software products for running RBI and CCIL applications like CFMS, PDO-NDS, CCIL-NDS and Migration of existing applications to Windows 2008 /Oracle 11g Environment.**”

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, Installation, configuration and Commissioning of Software and respective Licenses for various software products for running RBI and CCIL applications like CFMS, PDO-NDS, CCIL-NDS and Migration of existing applications to Windows 2008 /Oracle 11g Environment.**”

The offers must reach our office on or before **15:00 hrs on 05 September 2011.**

## **8 Offer Validity Period**

The offer should remain valid for a minimum period of **90 days** from the date of opening of commercial bids. NABARD reserves the right to ask the vendors for extension of offer validity.

## **9. Technical Offer (TO)**

**9.1** 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.**

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

9.3 The TO should comprise of following.

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

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

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

9.5 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.

9.6 Earnest Money Deposit of Rs.1,60,000/-/- (Rupees One Lakh Sixty 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.

9.7 Manufacturer's Authorisation Form (MAF) As per Annexure “D”

9.8 A copy of RFP document with signature of authorised signatory on all pages

## **10. 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.

## **11. Price Composition**

11.1 The prices quoted should be only in Indian Rupees

**11.2 The prices should be inclusive of all taxes including Service Tax, duties, Octroi, 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 may 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.**

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

## **12. 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.

## **13. Evaluation process**

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

13.2 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.

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

- Earnest Money Deposit / 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.
- A copy of RFP document with signature of authorised signatory on all pages

## **14. 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.

## **15. Right to alter quantities**

15.1 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.

## **16. Payment Terms**

The terms of payment will be as follows:-

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

## **17. Order cancellation**

17.1 If the vendor fails to deliver the licenses and/or migration as indicated in scope of work within the stipulated time schedule or the extended date communicated by NABARD, it will be considered as a breach of contract.

## **18. Availability of updates / patches**

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

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

## **20. Indemnity :**

The successful Vendor/Bidder shall indemnify NABARD against all claims in respect of patent rights, design, trademarks of name or other protected rights in respect of any material used for (hardware and/or software) or in connection with the works or temporary works and from against all claims, demands proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The Vendor/Bidder shall defend all actions arising from such claims, before any such infringement and receive their permission to proceed, and shall himself pay all royalties, license fees, damages, costs and charges of all and every sort that may be legally incurred in respect thereof. The successful Vendor/Bidder, **before starting the work of execution of the Proposed Solution as described under scope of work is required to submit a “letter of indemnity and undertaking” as per the prescribed format (Annexure-E).**

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**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, Installation, configuration and Commissioning of Software and respective Licenses for various software products for running RBI and CCIL applications like CFMS, PDO-NDS, CCIL-NDS and Migration of existing applications to Windows 2008 /Oracle 11g Environment.**

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.

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 Earnest Money Deposit.

Details	Earnest Money Deposit
DD No.	
Date	
Name of the Issuing Bank	
Name of the Branch	
Amount	Rs.1,60,000/- (Rupees One Lakh Sixty thousand only)

Yours faithfully,

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

**Annexure – B**  
**(Technical Specifications)**

Sl. No.	Software	Licenses	Descriptions
<b>Supply of Software licenses for two Servers</b>			
1	Oracle 11 g Enterprise Edition Version 11.1.0.6.0(Oracle Server 64 bit with 32 bit client)	100 NUP	Named User Plus Licenses
2	IBM Web Sphere MQ 7.0 64 bit with fix Pack 1	280 PVUs	Processor Value Unit Licenses
3	Windows Server 2008 R2 Standard	2	One each for both servers
4	JDK 1.5 Version	Freeware	

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

**Annexure – C**  
**(Bill of Material / Price Schedule)**

**(a) Products : Supply of Software licenses for two Servers**

Sl. No.	Software	Licenses	No. of licenses / Units	Unit Price (Rs)	Total (Rs)
1	Oracle 11 g Enterprise Edition Version 11.1.0.6.0(Oracle Server 64 bit with 32 bit client)	100 NUP			
2	IBM Web Sphere MQ 7.0 64 bit with fix Pack 1	280 PVUs			
3	Windows Server 2008 R2 Standard	2	One each for both servers		
4	JDK 1.5 Version	Freeware			

**(b) Services :**

Particulars	Charges if any (Rs.)
<b>i) Installation, configuration and Commissioning of Software for running RBI and CCIL applications like CFMS, PDO-NDS, CCIL-NDS at Data Center, NABARD Mumbai, MUMBAI and any integration if required</b>	
<b>ii) Migration Charges if any</b>	

<b>Total (a [Products]) +b [Services])</b>	<b>Rs.</b>
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**(Rupees** \_\_\_\_\_ )

**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, Octroi and local levies.

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

Annexure D

**Manufacturer's / Developer's Authorization Form (MAF / DAF)**

(To be filled for software application/hardware/system software/RDBMS/any other suits, whatsoever applicable separately)

No. \_\_\_\_\_ dated \_\_\_\_\_

TO  
**The Chief General Manager**  
**NABARD**  
**Department of Information Technology**  
**5<sup>th</sup> floor, C Wing**  
**Plot No. C-24, G Block**  
**Bandra Kurla Complex**  
**Mumbai – 400 051**

Dear Sir,

We \_\_\_\_\_ who are established and reputed manufacturer / developer of \_\_\_\_\_ having organization at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above tender.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the software/System Software/RDBMS (any other suits, please mention, if applicable) supply, installation, commissioning, services and support offered against this tender by the above firm.

Yours faithfully,  
(Name)

for and on behalf of

M/s \_\_\_\_\_ (Name of manufacturer/Developer)

Note: This letter of authority should be on the letterhead of the manufacturer(s)/developer(s) and should be signed by a competent person representing the manufacturer/developer.

Annexure E  
**(Letter Of Indemnity And Undertaking)**  
(To be stamped)

The Chief General Manager  
National Bank for Agriculture and Rural Development  
Department of Information Technology, 5th floor, C Wing  
C-24, 'G' Block, Bandra-kurla Complex,  
P.B. No. 8121, Bandra (East),  
Mumbai - 400 051.

Dear Sir

**Installation, configuration and Commissioning of Software for running RBI and CCIL applications like CFMS, PDO-NDS, CCIL-NDS at Data Center, NABARD Mumbai, MUMBAI**

In consideration of \_\_\_\_\_ National Bank for Agriculture and Rural Development, a body corporate established under the National Bank for Agriculture and Rural Development Act, 1981 (hereinafter referred to as 'NABARD') agreed to get work done through us and which are hereinafter for brevity sake referred to as 'the said systems package', subject to our furnishing declarations submit indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT :

We, the \_\_\_\_\_ Limited hereby declare and certify that we are the rightful owners/licencees of the said systems package offered for use in NABARD and the use thereof by NABARD does not infringe the property or other intellectual property or copy rights of any other person and that the same does not infringe the Copy of Rights Act, 1957 or any other Act for the time being in force.

We, the \_\_\_\_\_ Ltd., hereby agree to indemnify and keep indemnified NABARD which includes its successors and assigns from all claims, suits, actions, losses, damages, judgments, costs and expenses sustained by NABARD for an infringement of a Covered Country patent, trademark or copyright by the licensed Product.

In witness whereof the \_\_\_\_\_ has put his hands and seal the month and year first hereinabove mentioned Schedule

- (i)
- (ii)

Yours faithfully  
(Name and Designation) of Authorised Official  
Signed and delivered by \_\_\_\_\_

The within named \_\_\_\_\_  
In the presence of \_\_\_\_\_

(i) Witness

(2) Witness