



## **Tender for Enterprise Premium Support for Postgre SQL for 3 Years**

**Bank of Baroda**

**RFP/Tender ref. No.: BCC:IT:PROC:113:38**

**30<sup>th</sup> August, 2021**

**[A] Important Dates:**

<b>Schedule of RFP</b>		
<b>A.1</b>	Tender No.	BCC:IT:PROC:113:38
<b>A.2</b>	Date & Time of Viewing Tender	03:00 PM on 30 <sup>th</sup> August 2021
<b>A.3</b>	Last Date of receiving request for clarifications before the Pre-bid Meeting	04:00 PM on 02 <sup>nd</sup> September 2021
<b>A.4</b>	Date of Pre - Bid Meeting	11:30 AM on 03 <sup>rd</sup> September 2021
<b>A.5</b>	Pre-Bid Meeting details	<ul style="list-style-type: none"> <li>Pre bid meeting will be held online through Bank's Online Meeting Platform (i.e. Microsoft Teams)</li> <li>Bidder to submit a maximum of -2- participant's names, contact numbers, designations and e-mail IDs on <a href="mailto:rfp.it.procurement@bankofbaroda.com">rfp.it.procurement@bankofbaroda.com</a> cc to <a href="mailto:anupam.bharti@bankofbaroda.com">anupam.bharti@bankofbaroda.com</a> along with pre-bid clarification.</li> <li>Meeting invite Link will be sent by the Bank to bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above.</li> <li>Bidder representatives will have to click the Bank provided link (provided in the e-mail) to join the On-Line Pre-bid meeting.</li> </ul>
<b>A.5</b>	Last Date & Time of Submission of Bids	03:00 PM on 09 <sup>th</sup> September 2021
<b>A.6</b>	Date & Time of opening of Part-I Technical Bid (Pre-Qualification)	03:30 PM on 09 <sup>th</sup> September 2021
<b>A.7</b>	Date & Time of opening of Part-II Commercial Bid	To be communicated later
<b>A.8</b>	Earnest Money Deposit	Not Applicable
<b>A.9</b>	Website Address for online submission of bids (technical as well as commercial bids)	Mode: Online URL: <a href="https://www.tenderwizard.com/BOB">https://www.tenderwizard.com/BOB</a>
<b>A.10</b>	Website Address for opening of bids	Mode: Online URL: <a href="https://www.tenderwizard.com/BOB">https://www.tenderwizard.com/BOB</a>
<b>A.11</b>	Contact Details of e-procurement portal helpdesk/Support Team	ITI Limited, Tenderwizard Helpdesk Team

		<p>Email: <a href="mailto:eprocurebob@etenderwizard.com">eprocurebob@etenderwizard.com</a> Phone: +91-11-49424365</p> <p>For more details, check under Contact us at home page of e-procurement portal <a href="https://www.tenderwizard.com/BOB">https://www.tenderwizard.com/BOB</a></p>
A.12	RFP Coordinator Name, Contact details (Bank)	<p>Anupam Bharti, Manager (IT), +91-22-66981554, 3256, 3237 <a href="mailto:rfp.it.procurement@bankofbaroda.com">rfp.it.procurement@bankofbaroda.com</a>, <a href="mailto:anupam.bharti@bankofbaroda.com">anupam.bharti@bankofbaroda.com</a></p>

**[B] Important Clarifications:**

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means 'Bank of Baroda'
2. Recipient, Respondent, Vendor, Bidder, SI means the respondent to the RFP document
3. RFP means the Request For Proposal document
4. OEMs means "Original Equipment Manufacturers"
5. Proposal, Bid means "Response to the RFP Document"
6. Tender means RFP response documents prepared by the vendor and submitted to Bank of Baroda

## Contents

A. BRIEF PROJECT REQUIREMENT .....	5
B. BID SUBMISSION DETAILS.....	5
C. EVALUATION METHODOLOGY .....	6
D. NORMALIZATION OF BIDS .....	7
E. CONTRACT PERIOD .....	7
F. OTHER TERMS.....	7
G. PAYMENT TERMS .....	7
H. DELIEVERY TIMELINE.....	8
I. DOCUMENTATION.....	8
J. FORCE MAJEURE .....	8
K. ARBITRATION.....	8
L. INDEMNITY .....	8
M. CONFIDENTIALITY .....	9
N. INFORMATION AND SECRECY.....	9
O. PUBLICITY.....	9
P. STANDARDS.....	9
Q. TERMINATION FOR DEFAULT .....	9
R. AUDIT.....	9
S. NO EMPLOYER EMPLOYEE RELATIONSHIP .....	9
T. AUTHORIZED SIGNATORY .....	10
Annexure 01 - E-Procurement Guidelines.....	11
Annexure 02 - Pre-Qualification Bid (Table of Contents).....	16
Annexure 03 - Eligibility Criteria .....	17
Annexure 04 - Scope of Work & Technical Requirement.....	19
Annexure 05 - Commercial Bid Format.....	21
Annexure 06 - Masked Commercial Bid Format.....	22
Annexure 07 - Conformity Letter .....	23
Annexure 08 – Helpdesk Details .....	24
Annexure 09 – Service Levels .....	25
Annexure 10 – Pre-bid Queries Form .....	26

## A. BRIEF PROJECT REQUIREMENT

The bank is required to procure the Premium Enterprise Support for Postgre SQL for one of it's Application. This support should cover, one-time complete analysis of the database and the best possible optimization, ticketing for all the future issues and resolution of issues.

## B. Requests for Information

Recipients are required to direct all communications for any clarification related to this RFP to [rfp.it.procurement@bankofbaroda.com](mailto:rfp.it.procurement@bankofbaroda.com) marking RFP Coordinator in cc. All questions relating to the RFP, technical or otherwise, must be in writing and addressed to the addresses given in point "Important Dates" above. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. All queries / clarifications requested must be addressed in the format as per Annexure 10 – Pre-bid queries format only.

The Respondent must communicate the same in writing on or before last date of receiving request for clarification as per details given in RFP. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Respondents in the manner specified. However, the Bank will not answer any communication initiated by the Respondents later than date given in "Important Dates – Last Date of Request for Clarifications before the Pre-bid Meeting"

However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should invariably provide details of their email address (es) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.

The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

## C. BID SUBMISSION DETAILS

The bidders need to submit their bids against current tender only through banks e-procurement website link provided in Annexure – 01 (e-procurement guidelines) as part of e-tendering. No offline/documented bid submission will be accepted in any case. Following documents needs to be furnished by the vendor as part of bid submission.

1. Pre-Qualification Bid
2. Commercial Bid

### A. Pre-Qualification Bid Content

- Eligibility Criteria Compliance as per Annexure - 03
- Masked price bid as per Annexure - 06
- Conformity Letter as per Annexure – 07

- Helpdesk Contact details as per Annexure – 08

## **B. Commercial Bid Content**

- Commercial Bid as per Annexure – 05

## **D. EVALUATION METHODOLOGY**

A two stage process is adopted for selection of the vendor:

- Stage 1 – Pre-Qualification Bid Evaluation
- Stage 2 – Commercial Bid Evaluation

During evaluation of the Tenders, the Bank, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the bidders to this document and bank will not entertain any correspondence in this regard.

### **1) Pre-Qualification Bid Evaluation**

The bidder needs to submit the necessary supporting documents in compliance to this pre-qualification criteria as per Annexure – 03. Vendors who meet these criteria would only qualify for the commercial bid opening.

The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

### **2) Commercial Bid Evaluation**

The commercial bids of only those bidders who qualify in pre-qualification bid evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the qualified bidders. The commercial bids submitted by bidders will be evaluated based on total cost of ownership (TCO).

The commercial bids submitted by vendors will be evaluated based on discounted total cost of ownership. The discount rate will be used @ 10%. The key considerations of the TCO would be the total payouts for entire project through the contract period, discounted at 10% to arrive at the present value of the future cash outflows. Accordingly, the L1 (Lowest Vendor) would be arrived at. The calculation performed by the Bank in this regard is as follows:

- The discounted rate will be calculated on yearly basis based on the formula  $A/(1+i/100)^n$  where A= Total Value in each Year; i=10% and n =Year
- The Present Value will be calculated for all components where the payment is recurring year on year. The Present Value for the component will start from the year of purchase of that component / start of the services and calculated till the end year of the contract. Further n – number of period will be '0' in the year of purchase of that component / start of the services and subsequently increased by 1 for subsequent years.
- Any component / service for which the payment is a One Time Cost the NPV cost of the equipment / service for that year will be considered and the relevant year's

NPV cost will be added as part of Present Value calculation for that year. Further the payment of the OTC component / services is not recurring in nature hence the present value for that component / services will be considered in the year of purchase only and not in subsequent years.

#### **E. NORMALIZATION OF BIDS**

The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the bidders to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the bidders will, by responding to this tender, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The bidders, by submitting the response to this tender, agree to the process and conditions of the normalization process.

#### **F. CONTRACT PERIOD**

The contract entered with the successful vendor will be for a period of -03- years from date of acceptance of PO. Bank based on its requirement during this contract period will place orders for the required quantity as and when required. However Bank will have the right to renegotiate these prices at the end of the contract period.

#### **G. OTHER TERMS**

Please note that any response which does not provide any / all of the information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard.

The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses within the stipulated time. Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank. Those vendors who do not fulfill any one of the required specifications and not meeting other criteria will not be considered.

#### **H. PAYMENT TERMS**

The payment will be released as follows:

- a) Analysis of Database & Optimization cost – After successful delivery of Analysis & optimization report, duly signed by bank's identified project manager.
- b) Support Cost - Quarterly as per support provided for the previous quarter. The vendor needs to submit quarterly support-delivery report along with the invoice. The payment will be released from IT Department, BCC as per the payment terms on submission of related documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected vendor within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the



dispute stands resolved. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.

The Vendor must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the vendor, in case of delays or defaults on the part of the vendor. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the vendor in the price bid against such activity / item.

#### **I. DELIEVERY TIMELINE**

Analysis of Database & optimization should be completed within -15- days from bank's intimation.

#### **J. DOCUMENTATION**

Vendor will have to supply all necessary documents in English related to the certificate along with their bid submission.

#### **K. FORCE MAJEURE**

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented.

If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

#### **L. ARBITRATION**

In the event of a dispute or difference of any nature whatsoever between BOB and the vendor during the course of the assignment arising as a result of this proposal, the same will settled through the process of arbitration conducted by a Board of Arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. BOB and Vendor will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at BOB's office that placed the order. The provisions of Indian Arbitration Act 1996 shall apply to the Arbitration proceeding.

#### **M. INDEMNITY**

The vendor will indemnify, protect and save the Bank against all claims, losses, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. in respect of the SSL Certificates supplied by him.



## **N. CONFIDENTIALITY**

The vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party without consent in writing by BOB. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by BOB. Further, BOB shall have right to regulate vendor staff.

## **O. INFORMATION AND SECRECY**

The Vendor must provide a written undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. The Vendor will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Vendor if it fails to comply with the conditions imposed. The external and internal auditors of the bank will be given right to review the books and internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity of the internal controls of the bank.

## **P. PUBLICITY**

The vendor shall not advertise or publicly announce that he is undertaking work for BOB without written consent of BOB.

## **Q. STANDARDS**

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

## **R. TERMINATION FOR DEFAULT**

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part, if the Vendor fails to perform any obligation(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar services.

## **S. AUDIT**

Vendor shall allow the Reserve Bank of India (RBI) or persons authorized by it to access BOB documents, records or transaction or any other information given to, stored or processed by Vendor in relation to the services hereunder within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI.

Vendor should allow the Reserve Bank of India (RBI) to conduct audits or inspection of its Books and account with regard to BOB documents by one or more RBI officials or employees or other persons duly authorized by RBI.

## **T. NO EMPLOYER EMPLOYEE RELATIONSHIP**

The Vendor or any of its holding / subsidiary / joint venture / affiliate / group / client companies / or any of their employees / officers / staff / personnel / representatives / agents / shall not under any circumstances be deemed to have any employer – employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

## U. AUTHORIZED SIGNATORY

The Vendor shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The Vendor shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Vendor shall furnish proof of signature identification for above purposes as required by the Bank.

For any further clarifications you may contact following officials:

Contact Person Name	Designation	Contact No.
Mr. Anupam P Bharti	Manager (IT Procurement)	022 6698 1554
Mr. Arnab Das	Sr. Manager (IT Procurement)	022 6698 3237
Ms. Archana Save	Chief Manager (IT Procurement)	022 6698 1556

E-mail all your queries to [rfp.it.procurement@bankofbaroda.com](mailto:rfp.it.procurement@bankofbaroda.com) cc to [anupam.bharti@bankofbaroda.com](mailto:anupam.bharti@bankofbaroda.com)

## Annexure 01 - E-Procurement Guidelines

### Instructions to Bidders for E-Tendering

#### General Instructions

To view the Tender Document along with this Notice and its supporting documents, kindly visit following e-Tendering website of Bank of Baroda:

**[www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB)**

The bidders participating first time for e-tendering on Bank of Baroda e-tendering portal will have to complete the Online Registration Process on the e-tendering portal. A link for enrolment of new bidders has been provided on the above link. All bidders interested in participating in the online e-tendering process are required to procure Class III Digital Signatures e-Token having -02- certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The bid should be prepared & submitted online using the bidder's authorized Class III Digital Signature (Individual certificate is allowed for proprietorship firms) Digital e- Token.

If any assistance is required regarding e-tendering (registration / upload / download / Bid Preparation / Bid Submission) please contact Tenderwizard Help Desk as per following:

**Helpdesk Contact No.: +91-11-49424365**

**email: [eprocurebob@etenderwizard.com](mailto:eprocurebob@etenderwizard.com)**

#### Primary Contact Number

- Mr. Krupesh Kulkarni : +91-8800907637

#### Alternate Contact Numbers

- Mr. Sandeep Gautam : +91-8800496478
- Mr. Kamal Mishra : +91-8800115821

#### Contact No. for other activities

- Registration Help Desk : +91-11-49424365

(Kindly put "REGISTRATION/PROFILE UPDATE" in the subject line of the email to [eprocurebob@etenderwizard.com](mailto:eprocurebob@etenderwizard.com))

- e-procurement queries : +91-11-49424365

(Kindly put "E-PROCUREMENT QUERIES" in the subject line of the email to [eprocurebob@etenderwizard.com](mailto:eprocurebob@etenderwizard.com))

*Note: please note support team will be contacting through email and whenever required through phone call as well. Depending on nature of assistance support team will contact on the priority basis. It will be very convenient for bidder to schedule their online demo in advance with support team to avoid last minute rush.*

#### Downloading of Tender Document

The tender document is uploaded / released on Bank of Baroda e-tendering portal link as mentioned above. Tender document and supporting documents may be downloaded from same link. Subsequently, bid has to be prepared and submitted ONLINE ONLY as

per the schedule given in Notice Details. The Tender document will be available online only. Tender document will not be sold / issued manually.

Only those tender offers shall be accepted for evaluation for which non-refundable Application Money and Earnest Money Deposit (EMD) is deposited as per the terms mentioned in this RFP.

### **Preparation & Submission of Bids**

The bids (Pre-Qualification, Eligibility, Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted "ONLINE" or by any other mean shall be summarily rejected. No other form of submission shall be permitted.

### **Do's and Don'ts for Bidder**

- ▶ Registration process for new Bidders should be completed within first week of release of tender.
- ▶ The e-procurement portal is open for upload of documents from the start of the bid submission date. Hence bidders are advised to start the process of upload of bid documents well in advance.
- ▶ Bidders have to prepare for submission of their bid documents online well in advance as
  - The encrypt/upload process of soft copy of the bid documents large in number to e-procurement portal may take longer time depending upon bidder's infrastructure and connectivity.
  - To avoid last minute rush & technical difficulties faced by bidders in uploading/submission of bids, bidders are required to start the uploading of all the documents required -01- week in advance for timely online submission of bid.
- ▶ Bidders to initiate uploading of few primary documents during the start of the tender submission and any request for help/support required for uploading the documents / understanding the system should be taken up with e-procurement service provider well in advance.
- ▶ Bidders should not raise request for extension of time on the last day of submission due to non-submission of their bids on time as Bank will not be in a position to provide any support at the last minute as the portal is managed by e-procurement service provider.
- ▶ Bidder should not raise request for offline submission or late submission since ONLINE submission is accepted only.
- ▶ Partly or incomplete submission of bids by the bidders will not be processed and will be summarily rejected.

### **Guidelines to Bidders for Electronic Tendering System**

#### **Pre-requisites to participate in the Tenders**

##### Registration of bidders on e-procurement portal of Bank of Baroda:

The bidders unregistered on e-procurement portal of Bank of Baroda and interested in participating in the e-tendering process shall be required to enroll/register on the e-procurement portal. To enroll, bidders have to generate User ID and password on [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB). The bidders may obtain the necessary information on the process of registration/enrollment either from Helpdesk Support Team: +91-11-

49424365 or may download Vendor Help Manuals available under “Help Manuals/ Latest Circulars/ Formats” on home page of e-procurement portal i.e. [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB).

### **Preparation of Bid & Guidelines for Digital Certificate**

The Bid Data that is prepared online is required to be signed & encrypted and the hash value of the Bid Data is required to be signed electronically using a Class III Digital Certificate. This is required to maintain the security of the Bid Data and also to establish the identity of the Bidder transacting on the System. This Digital Certificate should be having Two Pair (1. Sign Verification 2. Encryption/ Decryption). Encryption Certificate is used to encrypt the data / information and Signing Certificate to sign the hash value during the Online Submission of Tender stage.

The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender must be submitted only using the Digital Certificate. In case, during the process of preparing and submitting a bid for a particular tender, the bidder loses his / her Digital Signature Certificate (i.e. due to virus attack, hardware problem, operating system problem), he / she may not be able to submit the Bid online. Hence, the bidders are advised to store his / her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need.

In case of online tendering, if the Digital Certificate issued to an authorized user of a partnership firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate / power of attorney to that user to submit the bid on behalf of the Partnership Firm. The Partnership Firm has to authorize a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same form is required to authorize) to use the digital certificate as per **Indian Information Technology Act, 2000**.

Unless the Digital Certificate is revoked, it will be assumed to represent adequate authority of the Authority User to bid on behalf of the Firm for the Tenders processed on the Electronic Tender Management System of Bank of Baroda as per **Indian Information Technology Act, 2000**. The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorized User.

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorization Certificate will have to be signed by the Director of the Company or the Reporting Authority of the Applicant.

The bidder should Ensure while procuring new digital certificate that they procure a pair of certificates (two certificates) one for the purpose of Digital Signature, Non-Repudiation and another for Key Encipherment.

### **Recommended Hardware and Internet Connectivity**

To operate on the Electronic Tendering System, the bidders are recommended to use Computer System with at least 2 GB of RAM and broadband connectivity with minimum 1 Mbps bandwidth. However, Computer Systems with latest i3 / i5 Intel Processors and Broadband/4G connection is recommended for better performance.

- **Operating System Requirement**

Windows 7 & above

- **Browser Requirement (anyone from following)**

Microsoft Internet Explorer (IE) version 11 and above

Mozilla Firefox - Latest version

Google Chrome - Latest version

- **Browser settings**

1. Disable the 'Popup Blocker' in the browser under Tools. Make sure this is in 'Turn Off' mode.

2. Add the e-procurement domain name in the 'Compatibility View' list of your browser Turn off the 'SmartScreen Filter' in the browser.

- **Supported File Types**

1. General Documents such as DOC, XLS, JPG, BMP, GIF, PNG, PDF, ZIP formats are allowed

2. Files with .EXE, .PSD extensions are not allowed

3. File size not to exceed 5 MB per attachment

4. All uploaded files should be virus free and error free

- **Minimum System Configuration**

1. CPU speed of 2.0 GHz

2. USB Ports

3. 2 GB of System Memory (RAM)

4. Anti-virus software should be enabled and updated regularly

- **Requirement of utility software**

1. Java Run Time Engine (JRE – 1.8.0) or higher.

2. Microsoft Office 2003 with MS Word and MS Excel

3. Adobe Acrobat Reader, PKI Installation Driver for Digital Signature

### **Steps to participate in the e-Tenders**

#### 1) Online viewing of Detailed Notice Inviting Tenders

The bidders can view the Detailed Tender Notice along with the Time Schedule (Key Dates) for all the Live Tenders released by Bank of Baroda on the home page of bank's e-Tendering Portal on [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB).

#### 2) Download of Tender Documents

The Pre-qualification / Main Bidding Documents are available for free downloading. However, to participate in the online tender, the bidder must pay application money via Demand Draft/NEFT/RTGS mode & submit the details in the e-procurement portal.

#### 3) Online Submission of Tender

Submission of bids will be preceded by Online Submission of Tender with digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key dates) published in the Detailed Notice Inviting Tender. The Bid Data is to be prepared in the templates provided by the Tendering Authority of BOB. The templates may be either form based, extensible tables and / or upload-able documents. In the form-based type of templates and extensible table type of templates, the bidders are required to enter the data and encrypt the data/documents using the Digital Certificate / Encryption Tool wherever applicable.



4) Close for Bidding

After the expiry of the cut-off time of Online Submission of Tender stage to be completed by the Bidders has lapsed, the Tender will be closed by the Tender Authority.

5) Online Final Confirmation

After submitting all the documents bidders need to click on “Final Submission” tab. System will give pop up “You have successfully completed your submission” that assures submission completion.

6) Short listing of Bidders for Commercial Bidding Process

The Tendering Authority will first open the Technical Bid documents of all Bidders and after scrutinizing these documents will shortlist the Bidders who are eligible for Commercial Bidding Process. The short-listed Bidders will be intimated by email.

7) Opening of the Commercial Bids

The Bidders may remain present in the office of the Tender Opening Authority at the time of opening of Commercial Bids. However, the results of the Commercial Bids i.e. TCO of all bidders shall be made available on the bank’s e-procurement portal after the completion of opening process.

8) Tender Schedule (Key Dates)

The bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. All the online activities are time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

**Important Points:**

The Bid hash values are digitally signed using valid Class – III Digital Certificate issued by any Certifying Authority. The bidders are required to obtain Digital Certificate well in advance.

- a. The bidder may modify bids before the deadline for Online Submission of Tender as per Time Schedule mentioned in the Tender documents.
- b. This stage will be applicable during both Pre-bid / Pre-qualification and Financial Bidding Processes.

Steps by step detailed Vendor Manual are available on homepage under Support section related to activities like Java Settings, Registration, Login Process, Tender Participation, Bid Download, upload & Submission, Corrigendum/Addendum, Clarifications, Re-submissions etc. on e-procurement portal i.e. [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB)

- ***Note: Bank and ITI Limited shall not be liable & responsible in any manner whatsoever for any failure to access & bid on the e-tender platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the event. Bidders are advised to ensure system availability and prepare their bid well before time to avoid last minute rush. Bidders can fix a call with support team members in case guidance is required by calling on helpdesk number.***



## Annexure 02 - Pre-Qualification Bid (Table of Contents)

#	Section Heading	Performa Given
1	Eligibility Criteria Compliance	Annexure 03
2	Masked price bid <i>(Please note that the masked price bid should be exact replica of the commercial bid. The masked price bid should not contain any financial information. Any commercial value in the masked price bid will lead to disqualification of bidder)</i>	Annexure 06
3	Conformity Letter	Annexure 07
4	Helpdesk Contact details	Annexure 08

## Annexure 03 - Eligibility Criteria

### Eligibility Criteria Compliance to be directly met by the bidder

S. No.	Eligibility Criteria	Complied (Yes/No)	Supporting Required
<b>A</b>	<b>General</b>		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or limited company.		Documentary Proof to be attached.
2	Should be in core business of providing Open-Source Software Product Support and Operational Support Services at least for a period of last -01- year (as on RFP date)		Proof of Successful implementation/ref. letters from Clients
3	Bidder should not be blacklisted / debarred by any Statutory or Regulatory Authorities in the past 1 year (Starting from 1 <sup>st</sup> April 2020)		Letter of confirmation
4	The bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation from bidder
5	The bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder.		Letter of confirmation from bidder
<b>B</b>	<b>Financial</b>		
1	The bidder must have registered a turnover of Rs. 1 Crore or above (from Indian Operations only) in each year during the last three completed financial years 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies)		Audited Financial statements for the financial years 2018-19, 2019-20 and 2020-21*  Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.
<b>C</b>	<b>Experience and Support Infrastructure</b>		

1	<p>The bidder should have provided Enterprise Premium Support for Postgre SQL for min -01- order of Rs. 25 Lakh value in each year for the past 3 Years</p> <p>Or</p> <p>-01- Order of Rs. 75 Lakh value in past 3 Years (from RFP date) to various branches / offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India.</p>		<p>Documentary Proof for implementation of order / contract execution copy / Customer Credentials / Performance Certificate.</p>
2	<p>Bidder should have direct support offices in Mumbai &amp; Hyderabad. In case direct support office of the bidder is not present in Mumbai &amp; Hyderabad then an undertaking to be provided by the bidder stating that direct support would be provided by the bidder at Mumbai &amp; Hyderabad whenever desired by the Bank without any additional cost.</p>		<p>Letter of confirmation</p>
3	<p>The bidder should have technically qualified engineers who have technical expertise to support the required services as per scope of work.</p>		<p>Letter of confirmation</p>

*\* If FY 2020-21 Financial Statements of any bidder is unaudited then Bank would consider the Audited Financial Statements of FY 2017-18 along with an undertaking letter from the bidder that the Financial Statements for FY 2020-21 are not audited All dates if not specified to be applicable from the date of the RFP.*

## Annexure 04 - Scope of Work & Technical Requirement

### Technical Criteria Compliance to be directly met by the bidder

The bank is required to procure the Premium Enterprise Support for Postgre SQL for one of its application. This support should cover, one-time complete analysis of the database and the best possible optimization, ticketing for all the future issues, and resolution of issues.

The broad scope of work is mentioned below and detailed scope of work will be finalized at the time of awarding the contract to the selected vendor. The scope for the Support is as follows but not limited to:

- Post onboarding one-time complete analysis of the database and help Bank to optimize it best possible way. This optimization will include latest updates, bug fix, latest security patches, plugins to monitor various activities etc. However, the decision to apply patches/ updates/ upgrades/ bug fixes will be of Bank.
- Since the Database is installed in closed environment, remote access of the system will not possible be possible in any circumstances. Vendor have to provide telephonic/ email support for the same. In any disaster situation when the issue is not able to resolve on telephonic / email communication, then bidder have to arrange physical visit of the resource to Mumbai/ Hyderabad Office within a period of 24 hours on Bank's request. Cost for same should be clearly mentioned in the Commercial Bid.
- During the contract, vendor will proactively inform Bank about bug fixes, hot fixes, upgrades, updates whenever available. If the Bank decided to implements these updates, then Vendor will provide hardened, compiled, tested and certified DB binaries confirming usability to existing application.
- The vendor will be responsible for providing technical support from experts backed by community leaders to provide defect level support services to resolve database engine level issues, address product compatibility and interoperability concerns. Should also have the ability to isolate and diagnose and provide resolution of database engine problem as per product support services SLAs.
- Bank may request for involving and providing proactive support on various issues faced during any of the stages of a critical project to avoid outages, maintain business continuity, and tune/configure database. Vendor will be actually involved in resolving/ addressing various issues which covers but not limited to the followings:
  - Implementation and maintenance issues both in Physical as well as Virtual environments.
  - Providing support on issues like performance bottlenecks, health check-up of a running database, resolution of any complex operational/ performance issue.
  - Data Migration, upgrading from an older version of the functional area, change in deployment platforms (e.g. migrating from onsite deployment to a cloud based one) and migrating from one functional area to another functional areas.
  - Database Management, Data Maintenance, Performance Tuning, Data Replication, Installation and maintenance of instances. Planning and implementation, backup and recovery policy and process. Plan and monitor database access, privileges.

- Providing support in resolving security concerns, VAPT, maintenance of security policy in systems (SCD configuration).&Implementation and enforcement of security for all of the PostgreSQL Databases.
- Providing support for resolving database vulnerabilities from detection to treatment.
- Support for performing ongoing tuning of the database instances and high availability configuration, real time unidirectional/bidirectional data replication.
- The support service should be independent of OS environment. The database could be implemented in any OS environment.
- Cluster administration – Support for configuring and managing high availability and failover. Planning and implementation, backup and recovery of the PostgreSQL databases.
- DC/DR configuration, switchover, data replication, data synchronization.
- Support for prevention of Data Loss and Data Recovery.
- Preparation of complex queries, optimize existing queries/ programs, preparation of query based tools/ utilities.
- Controlling migrations of programs, database changes, reference data changes and menu changes throughout the development life cycle.
- Expert advice on evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in PostgreSQL databases as per Bank’s requirements.
- Bidder has to support older versions of the software’s, in case the Bank chooses not to upgrade to latest version.
- ticketing for all the future issues and resolution of issue with following response time:

<b>PRIORITY</b>	<b>RESPONSE TIME</b>	<b>DESCRIPTION</b>
HIGH PRIORITY	Max. 30 minutes	Problems that cause downtime (such as core dumps within PostgreSQL) or problems that suggest potential data loss are classified as high-priority.
MEDIUM PRIORITY	Max. 4 hours	Issues that do not endanger the 24/7 operation but which stop development or lead to problems in the foreseeable future are classified as medium priorities.
LOW PRIORITY	Next business day”	Issues that are only intended for clarification are managed under low priority.

## Annexure 05 - Commercial Bid Format

S. No.	Description	OTC	Recurring Cost in Rs. (Year Wise)			Total Cost for 3 Years
			Year 1	Year 2	Year 3	
1	Analysis of Database & optimisation		x	x	x	0
2	Support Cost	x				0
<b>Total cost of ownership (in Rs.)</b>						<b>0</b>

### Note:

a) Cost for "Analysis of Database & optimisation" is one time cost which will be payable only after successful delivery of the services.

### General Terms & Conditions:

- For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
- All the commercial value should be quoted in Indian Rupees & shall be all inclusive of taxes excluding GST. GST will be paid extra as per actuals.
- If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All deliverables to be supplied as per tender requirements provided in the tender.
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.
- Bank will deduct applicable TDS, if any, as per the law of the land.

*Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.*

### Authorized Signatory

Name:

Designation:

Vendor's Corporate Name:

Address:

Email:

Phone:

## Annexure 06 - Masked Commercial Bid Format

S. No.	Description	OTC	Recurring Cost in Rs. (Year Wise)			Total Cost for 3 Years
			Year 1	Year 2	Year 3	
1	Analysis of Database & optimisation	X	x	x	x	0
2	Support Cost	x	X	X	X	0
<b>Total cost of ownership (in Rs.)</b>						<b>0</b>

### Note:

**b) Cost for "Analysis of Database & optimisation" is one time cost which will be payable only after successful delivery of the services.**

### General Terms & Conditions:

- g) For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
- h) All the commercial value should be quoted in Indian Rupees & shall be all inclusive of taxes excluding GST. GST will be paid extra as per actuals.
- i) If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- j) All deliverables to be supplied as per tender requirements provided in the tender.
- k) The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.
- l) Bank will deduct applicable TDS, if any, as per the law of the land.

*Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.*

### **Authorized Signatory**

**Name:**

**Designation:**

**Vendor's Corporate Name:**

**Address:**

**Email:**

**Phone:**



## Annexure 07 - Conformity Letter

*(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)*

To

The Chief Technology Officer,  
Bank of Baroda, Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

### **Sub: Tender for Enterprise Premium Support for Postgre SQL for 3 Years**

Further to our proposal dated ....., in response to the Tender for Enterprise Premium Support for Postgre SQL for 3 Years (Bank's Tender ref no. .... dated..... hereinafter referred to as "RFP") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

All the functional & technical features highlighted as part of scope of work & technical requirement (Annexure - 04) are covered in totality in the proposal submitted by us.

Yours faithfully,

### **Authorized Signatory**

**Name:**

**Designation:**

**Vendor's Corporate Name:**

**Address:**

**Email:**

**Phone:**

## Annexure 08 – Helpdesk Details

Contact Person Name	Email ID	Contact No.	Responsibility

### Escalation Matrix

Description	Contact Details
Level 1	
Level 2	
Level 3	

## Annexure 09 – Service Levels

(to be submitted only with invoice when claiming for payment against the delivered certificates)

The successful vendor must adhere to the following minimum Service Levels:

- Any fault/issue/defect/failure intimated by Bank through any mode of communication like call/e-mail/fax etc are to be acted upon, so as to adhere to the service levels. Deterioration of services shall be the key considerations for determining “Penalties” that would be levied on the vendor.

### Service Delivery Penalty

Deliverables	Timeline	Penalty Details
Analysis of Database & optimisation	Max. 15 Days	Penalty at an incremental rate of 5% of One Time Cost (OTC) for Analysis of Database & optimisation for each day, after 15 Days timeline subject to overall cap of 30% of the One-time Cost (OTC) for Analysis of Database & optimisation
High Priority Tickets	Max. 30 minutes	Penalty at an incremental rate of 0.5% of annual support cost for each -30-minute after -30- minutes timeline
Medium Priority Tickets	Max. 4 hours	Penalty at an incremental rate of 0.5% of annual support cost for each -04-hours after -04- hours timeline
Low Priority Tickets	Next business day	Penalty at an incremental rate of 0.5% of annual support cost for each day after -01- day timeline

The penalty would be calculated on per ticket basis and the calculated amount would be deducted from every subsequent quarterly payment.

If any of the service as per the scope of work is not available for any reason then successful vendor has to achieve the required timelines against the deliverables as per scope by any alternate mechanism. Non-compliance of any timelines will attract penalty as per the terms & conditions.

If Vendor materially fails to meet successful delivery of timelines without any penalty for three (-03-) consecutive events, the Bank may have the right to terminate the contract. In case if there are no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a Demand Draft payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank, failing which suitable legal action may be taken by the bank.

## Annexure 10 – Pre-bid Queries Form

*(Please note that all pre-bid queried need to be send by email in excel format only)*

*[Please provide your comments in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Curriculum Vitae, Experience in related projects etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion that you want to propose as shown below.]*

Name of the Bidder:

Contact Person Name:

Tel No:

e-mail ID:

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion
1				
2				
3				
4				
5				
6				
7				
8				
9				

### Authorized Signatory

Name:

Designation:

Vendor's Corporate Name:

Address:

Email:

Phone: