F.No.2-2(3)/2016-G.II
UNION PUBLIC SERVICE COMMISSION
GENERAL-II SECTION

SUBJECT**: <u>TENDER FOR MAINTENANCE OF ORACLE DATABASE IN UPSC.</u>**

Sealed bids are invited from the reputed firms involved in the field of Oracle database administration as per Scope of Work indicated in Annexure-I. The firms interested in undertaking the work as per prescribed Scope of Work may submit quotation in duplicate to The Under Secretary (G), Union Public Service Commission, Dholpur House, Shahjahan Road, New Delhi between 10.00 A.M. to 5.00 P.M. on all working days. The last date of submission of bids is 07.09.2016. The bidders shall enclose the original copy of tender document with the bids. The estimated value of the tender for three years is Rs.1,94,000/-(Rupees One Lakh Ninety Four Thousand only).

GENERAL TERMS AND CONDITIONS:

1. Tender must be submitted to Shri R.K. Dixit, Under Secretary (G) by **3:00 P.M. on 07.09.2016** as per details given in para 24 below.

2. <u>An Earnest money of Rs.9,700/-(Rupees Nine Thousand Seven Hundred only) shall be deposited in the form of a Demand Draft/Pay Order payable to the Secretary UPSC at Delhi/New Delhi</u> failing which the tender will be summarily rejected. No exemption would be permitted from submission of EMD under any circumstances.

3. **Specifications:**
    As per Scope of Work (Annexure-I) enclosed. Bids to be submitted should strictly conform to the requirement as defined under the scope of work failing which the bids are liable to be rejected.

4. **Eligibility of DBA:**
    Only Oracle authorized service providers are required to be appointed as Database Administrators on "call basis" for regular products as per scope of work. The DBA should have 3 years experience in the relevant field.

5. **Payment Terms:**
    Quarterly payment post satisfactory services certificate issued by IS wing of this Office for the actual calls attended by the DBA.

6. **Performance Security:**
    The successful bidder shall deposit 10% of the bid cost as Performance Deposit in the form of a Demand Draft/Pay order/Bank Guarantee in favour of the Secretary, Union Public Service Commission payable at Delhi within ten days of receipt of letter of intent. This amount shall be refunded to the bidder by the UPSC after the completion of contract after adjustment of dues, if any, that may arise as per the contract.

7. All claims regarding qualifications & experience etc. should be supported by documentary evidence.

8. Each copy of the bid should be a complete document and should preferably be bound as a volume. Different copies must be bound separately. Each page shall be numbered properly.

9. The UPSC reserves the right to revise the Scope of Work before the acceptance of any tender.

10. Incomplete bids, amendments and additions to bid after opening and late bids i.e. bids received after the prescribed time and date shall not be considered at all.

11. The prices quoted for each year shall remain firm for the period of contract. Taxes, if any, shall be indicated separately, failing which, the rates quoted by the bidder would be taken as inclusive of all taxes.

12. The vendor shall execute the work strictly as per Scope of Work after the call is reported. The vendor shall attend the call within 4 to 6 hours after registering of call failing which a penalty of 10% of amount payable to the vendor for that particular quarter would be deducted. The call will be considered closed only after the user certifies that the reported problem has been rectified.

13. The DBA should possess a minimum BE/B.Tech/MCA degree with minimum three (03) years of experience in maintenance & fine tuning of Oracle RDBMS. The DBA must be Oracle Certified Professional (OCP) for database administration.

14. The rates shall be quoted for services on "call basis" for regular preventive/corrective calls related to Oracle Database and its allied products.

15. All questions, disputes or difference arising under and out of, or in connection with the contract, if concluded, shall be referred to the sole arbitration by an arbitrator appointed under the provisions of Indian Arbitration Act by Secretary, UPSC.

16. Printed terms and conditions of the tenderers will not be considered as forming part of the tenders. In case terms and conditions of the contract applicable to this invitation to tender are not acceptable to any tenderer, he should clearly specify the deviation(s) in his tender. UPSC reserves the right to accept or reject them and will not be bound to give reasons for its refusal to consider the tender with such deviations.

17. Hypothetical and conditional quotations will not be entertained.

18. **Income Tax:**
    Recoverable at source form tender bills, as applicable. Tenderers should furnish their permanent I.T. A/C No.(PAN). They are also required to furnish a certificate as under if paying Income Tax:

    "It is certified that I/we have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years".

19. Secretary, UPSC, reserves the right to accept or reject any quotation without assigning any reason.

20. List of major clients including Govt. Departments/Reputed Educational institutions like IITs/Public Service Commissions or reputed private companies shall be indicated with documentary proof which will be one of the criteria for deciding firm's technical capabilities.

21. A certificate that all terms & conditions of the tender are acceptable to the bidder should be enclosed with the Technical Bid.

22. Copies of IT returns and balance sheets for the last three years including 2014-15 shall be enclosed along with Technical Bid.

23. The contract will be valid for a period of three years. However, Secretary UPSC, reserves the right to extend the contract for a further period of up to six months on the same terms, conditions and rates.

24. THE BIDDER SHALL SUBMIT THE BID IN TWO SEALED COVERS AS PRESCRIBED BELOW ADDRESSED TO **SHRI R.K. DIXIT, UNDER SECRETARY(G)**, BY NAME LATEST BY **3:00 P.M.** ON **07.09.2016** IN THE TENDER BOX KEPT AT RECEPTION (Gate No. C) OF THIS OFFICE.

    (i) The First Sealed Cover superscribed "TECHNICAL BID for maintenance of ORACLE DATABASE" shall contain the following

    a) Earnest Money Deposit of Rs.9,700/- (Rupees Nine Thousand Seven Hundred only) in the form of a Demand Draft/Pay Order payable to The Secretary, UPSC.
    b) Copy of PAN Card.
    c) Copy of VAT/TIN Registration Certificate.
    d) Confirmation of understanding of 'Scope of Work' as indicated in (Annexure-I.)

e) A detailed note explaining the Scope of Work as understood by the firm.

f) A List of Govt. Department/Reputed Educational Institutions/Public Service Commissions or reputed private firms for whom the tenderer has executed DBA Services along with copies of the Work Orders.

g) Copies of IT Returns of the firm for the preceding three years including the year 2014-2015.

h) Copies of Audited Balance Sheets of the firm for the preceding three years including the year 2014-2015.

i) Copies of Certificates duly signed by the authorized signatory as at Annexure-III & Annexure-IV.

All documents referred to from **(a)** to **(i)** above should be submitted in a single cover and each item of the documents **should be indexed and page numbered.**

(ii) The Second Sealed Cover superscribed "FINANCIAL BID for Maintenance of ORACLE DATABASE" shall contain:

(a) The Financial Bid for executing the work as per the Scope of Work should be submitted in the given format for Price Schedule as at Annexure-V. Taxes should be mentioned separately for the first year. If taxes are not mentioned separately, it will be assumed that the rates quoted by the bidder are inclusive of taxes. No request for payment of taxes will be entertained subsequently. The taxes for the second and third year will be determined on actual basis, subject to production of supporting documents

(b) A copy of EMD must be submitted along with the Financial Bid.

25. The L-1 bidder will be decided on the basis of NPV (Net Present Value). The rate of discounting will be taken as 10% annually. Since the rate of discounting is pre-disclosed, the calculation of NPV has been illustrated in the Proforma of Financial Bid.

26. The bidder will submit an undertaking that he has not quoted lower rates than UPSC in any other Ministries/Govt. Organizations. The undertaking should be submitted in the Proforma prescribed at Annexure-IV.

The Technical Bids will be opened on the last date of submission of bids i.e. **07.09.2016** at **3:30 P.M.** in the room of undersigned in the presence of the bidders who may like to be present.

(R.K. Dixit)
Under Secretary (G)

SCOPE OF WORK

1. INTRODUCTION

1.1 The Union Public Service Commission, a constitutional body, conducts various examinations to All India and Central Services. UPSC at present conducts 9 examinations for recruitment to Civil Services Posts and four Defence Services. In addition, Recruitment by interview is made for filling up vacancies to various Ministries and Departments. In UPSC, there are approximately 650 numbers of Desktops and 18 numbers of small LAN's. The main examination related data is residing on Pre & Post Examination Servers. The data is based on Oracle. The version of Oracle is 9i & the Servers are running on WINDOWS 2003/2008 R2 platform. The application software required for Pre & Post Examination groups have been developed by M/s CMC Ltd. The package is developed in Visual Basic on front end and is under network Environment. To resolve the database related issues and to plan for future up-gradation, UPSC has decided to appoint Database Administrator for Oracle 9i or higher version as and when updated who can plan for future, coordinate and direct the work related to configuration, development and implementation of Oracle Database in a proper and organized way, in both pre & post examination servers and other servers such as in DP branch etc.

Responsibilities of DBA

1. Maintenance of Oracle Database
2. Day to day Operation checklist for the daily activity to be performed by the onsite DBA includes the following :
    - (i) Checking Disk Space
    - (ii) Checking Alert Log
    - (iii) Checking Trace Files(if any)
    - (iv) Checking Hit ratio's
    - (v) Checking Table Space size(usage)
    - (vi) Checking locks
3. Database migration procedure document
4. Patch/Bug Fix installation help
5. Resource Utilization
6. Backup's and Recovery strategy document – (Export/not)
7. Database Monitoring/Trouble Shooting
8. Database Crash Recovery
9. Database reorganization
10. Audit of the daily processes on the visit
11. Database general health check on the visit

From pre-page:

12. Database security
13. Tuning SGA size
14. Top 10 queries
15. Re-indexing activity
16. Taking RDA report
17. Index Rebuilding/checking unbalanced index
18. Schema/Table Analyze
19. Issues reported by concerned user

Requirement:

The DBA will have to attend one preventive/corrective call per month. In total minimum calls attended by DBA would be '12' in number during the annual contract period. However, in case more number of corrective calls is required by UPSC, it will be attended by the DBA at the same rates as approved.

For preventive calls, the DBA would be required to carry out detailed Health Check up of all the Servers and submit detailed report including suggestions and action to be taken by UPSC.

For corrective calls, the DBA will have to identify the problem in the Database and the call will be treated as complete only after DBA has taken necessary corrective action to the satisfaction of the user i.e. UPSC.

(R.K. Dixit)
Under Secretary (G)

CHECK LIST

S.No.	Particulars	Yes/No	Page No.
1.	Whether EMD enclosed.		
2.	Whether copy of PAN card enclosed.		
3.	Whether copy of VAT/TIN registration certificate enclosed.		
4.	Whether list of Govt. Departments where the firm has executed or is executing DBA services along with copies of the Work Orders enclosed.		
5.	Whether Audited Balance Sheet and Income Tax Return for last three financial years including 2014-15 enclosed.		
6.	Whether requisite certificates under Annexure-III & Annexure-IV signed and enclosed.		

(Authorized Signatory)

Name & Address of the Firm

Tel. No./Mobile No./Fax No.

NOTICE INVITING TENDER for MAINTENANCE OF ORACLE DATABASE IN UPSC

We _____
_____(Name & address of the firm) have in response to your NIT dated _____submitted a Technical & Financial Bid for Maintenance of Oracle Database in UPSC.   As required under NIT, we hereby certify as under:-

1.   That all the terms and conditions of the tender are acceptable to us.

2.   That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.

3.   That we fully understand the Scope of Work specified in the NIT and our bid is strictly in accordance with the scope of Work.

4.   That a detailed note explaining the scope of work as understood by us is enclosed.

5.   That our DBA is Oracle Certified Professional (OCP) for database administration.

(Authorized Signatory)
Name & address of the firm/bidder

Notice Inviting Tender for Maintenance of Oracle Database in UPSC

UNDERTAKING

WE,_____

_____

(Name & Address of the firm) have in response to NIT of Union Public Service Commission dated _____certify as under:

"The rate quoted for the item are not exceeding the rate quoted by us for any other Ministries/Govt. Organizations for similar work"

(Authorized Signatory)
Name & Address of firm/bidder
With rubber seal

PRICE SCHEDULE

Particulars of Work (1)	Charges per visit (2)			Taxes as applicable on the day of floating the tender (3)
	1st year (Y1)	2nd year (Y2)	3rd year (Y3)	
Maintenance of Oracle Database in UPSC.				

Note 1: Taxes, if any, shall be quoted separately failing which quoted rates would be taken as inclusive of taxes and no further request for inclusion of taxes would be entertained by this office.

The rate of discounting for year-wise quote will be taken as 10% annually. Therefore, the L1 will be decided on the basis of the NPV which will be calculated as below:

$NPV = \{Y1 + Y2/(1+0.1) + Y3/(1+0.1)^2\}$
NPV means Net Present Value
Y1 means Rate quoted for 1st Year
Y2 means Rate quoted for 2nd Year
Y3 means Rate quoted for 3rd Year

For example, if rate quoted for first year (Y1) is 1000, that for second year (Y2) is 1200 and for third year (Y3) is 1400, then NPV will be as under:

$$\textbf{NPV} = 1000 + (1200/1.1) + (1400/1.21)$$
$$= 1000 + 1090.91 + 1157.02$$
$$= \textbf{3247.93}$$

Thus, the NPV is Rs. 3247.93/-. The selection of L-1 vendor will be on the basis of NPV. However, the payment to L-1 vendor will be made on the basis of year-wise rate quoted by the vendor.

(R.K. Dixit)
Under Secretary (G)