



July 25, 2019

Sealed Quotation for Annual Maintenance Contract (AMC) of Oracle Products for Two (02) years.

Shahjalal Islami Bank Limited (Hereinafter referred to as "the Bank") wishes to receive bids from the bona fide firms for Annual Maintenance Contract (AMC) of Oracle Products for Two (02) years.

Below is the present status as well as requirement of Oracle Database Software of Shahjalal Islami Bank Ltd. (SJIBL) under Oracle Customer Support Identifier (CSI) number 20176582:

Name of Oracle product	Bank's Requirement
1. Oracle 11g Database Server for 16 cores 2. Real Application Clusters for 16 cores and 3. Oracle Diagnostic pack for 16 cores.	Renewal of AMC (Annual Maintenance Contract) for Oracle Products under CSI Number: 20176582 for next 2 years.

Vendors must submit the quotation with year wise breakdown of Price and price excludes VAT. **Related VAT to be borne by the bank**

Terms and Conditions:

1.1 Bidder's qualification

- Bidder shall possess his own office and adequately trained and experienced manpower
- Bidder shall be assessed under Income Tax Department
- Bidder shall be an authorized dealer for supplied brand Database Software.
- Bidder should have the capacity to solve and ensure any support related issue occurred between the client and the mother company of the Database Software within the warranty and AMC period.
- Bidder shall submit list and proof of certified OCP engineers for the Database Software
- 24x7 support need to be ensured.
- Preferable three (03) years of experience of selling and installation of oracle products in Bangladesh.

1.2 Documents comprising the bid

- a. Technical Description of the deliverables to demonstrate the specified technical requirement
- b. Schedule for financial proposal
- c. Photocopy of following documents may be submitted with the offer:
 - i. Valid Trade License and Company Profile (Establishment date, no of tech engineers, no of employees, no of bank clients etc.).
 - ii. E-TIN and VAT Certificate
 - iii. Name, contact number and e-mail address of the Contact person
 - iv. Highest amount of Work/Purchase order of servers (amount & Institution name)
 - v. Previous business relationship history with Shahjalal Islami Bank Ltd (if any)
 - vi. Experience Certificate of at least 3 (three) existing corporate customers (Banks should be preferable) at a date within last one year.
 - vii. Proof of Experience
 - viii. List of corporate clients with Certificates.
 - ix. Original Catalogue of all quoted items must be supplied and the offered model must be marked and signed, if any.
 - x. Copies of the Quality Certification obtained by the Vendors on the products they quoted and quality Certification on their process, if any.
 - xi. Proof of Documents/Certificates of Reseller/Authorized Dealer/Supplier from the manufacturer to be submitted.

1.3 Bid prices

Bidders shall quote the price **excluding VAT** in Bangladeshi Taka (BDT) for the items. Vendors must submit the quotation with year wise breakdown of Price. Related VAT to be borne by the bank.

1.4 Bid validity

Bid shall remain valid for a period of **90** days from the date of opening of technical proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

1.5 Sealing and marking of bid

The envelope shall:

1. Be addressed to the Bank at the following address: **EVP and Head of CSD, 2nd floor, Shahjalal Islami Bank Tower, plot#4, Block- CWN(C), Gulshan Avenue, Dhaka (adjacent to Agora, Gulshan branch).**
2. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.7.
3. If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.6 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **4:00 p.m. on August 5, 2019.**

1.7 Late Bids

Any bid received by the Bank after the deadline may be rejected and returned unopened to the bidder.

1.8 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required product. The Bank will carry out technical as well as financial evaluation according to the criteria of the bank. Bank will give emphasis on quality and the richness of the product as well as experience of the vendor during evaluation.

1.9 Price Negotiation

The Bank may request technically qualified bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank is no way responsible to award the lowest price bidder(s).

1.10 Award of Contract

The Bank will award the Contract to the successful bidder as per clause 1.8 and 1.9.

1.11 Bank's right to accept any bid and to reject any or all bids.

Notwithstanding Clause 1.10, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

1.12 Notification of Award/Work Order

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

1.13 Performance Security

The successful vendor will have to deposit an amount equivalent to **2% (Two)** of the total work order/contract value as performance security in the form of Payment Order / Bank Guarantee in favor of Shahjalal Islami Bank Limited for the period of **2 (two)** years (It may be extended) while accepting the Work Order. Performance security will be returned after successful completion of **2 (two)** years of Annual Maintenance Contract.





1.14 Product Delivery

Successful bidder is responsible to renew yearly existing Customer Support Identifier (CSI) number of the bank in the manufacturer website for each year within 15 days from the date of receiving the Work Order. Annual Maintenance Contract period of the Oracle's products will start on the date of renewal in manufacturer's website.

1.15 Penalty

In case of failure or any kind of delay regarding delivery of the product within due time, vendor will be liable to pay 1% of the total Notification of Award /work order value, as penalty, to the bank for delaying each week after the due date. Upon reaching the penalty to 2% of total Notification of Award / Work Order, the performance security as well as the Notification of Award / Work Order may be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final.

1.16 Payment

No advance payment will be made. Year wise payment (withholding the Performance Security) will be made after **15 (fifteen) days** from the date of renew of existing Customer Support Identifier (CSI) number of the bank in original manufacturer's website. Performance security will be returned to the vendor after entire renewal period of two (02) years.

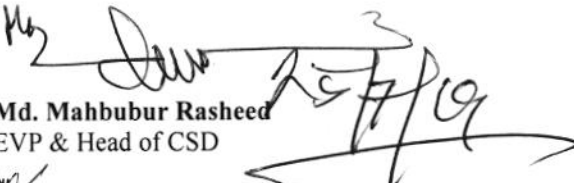
1.17 Withholding Sales Tax & VAT

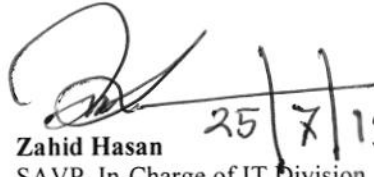
The bidder is hereby informed that the Government shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

1.18 Contact Person

The bidder may contract with below mentioned official(s) for any queries.

Md. Moniruzzaman
FAVP, IT Division
e-mail: mzaman1730@sjiblb.com
Cell: + 88-01911-310724


Md. Mahbubur Rasheed
EVP & Head of CSD


Zahid Hasan
SAVP, In-Charge of IT Division
25/7/19