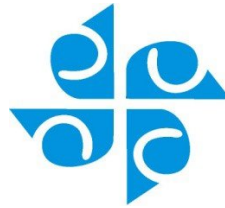


Request for Proposal (RFP)

For Selection of

Agency for DBA Services for Data Center & DR Site

**The Akola Janata Commercial Co-operative Bank Ltd.
Akola
(Multistate Scheduled Bank)**



**Head Office,
“Janvaibhav”,
Old Cotton Market,
Akola - 444001**

Tender Reference No. : AJCCB/IT/2018-19/CBS-DBA

Date : 15.11.2018

The information provided by the bidders in response to this Request For Proposal (RFP) will become the property of The Akola Janata Commercial Co-operative Bank Ltd., Akola and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and such amendments will be binding upon the Bidders. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever. This document is prepared by The Akola Janata Commercial Co- operative Bank Ltd., Akola for Selection of Agency for DBA Services for Core Banking Solution & Services. It should not be reused or copied or used either partially or fully in any form.

Invitation for tender offers

The Akola Janata Commercial Co-operative Bank Limited, Akola (hereinafter referred to as Bank) is one of the leading Multi-State Scheduled Co-operative Bank with the network of 1 Head Office Premises and 40 branches spread across Maharashtra and MP. Bank has already erected Data Center and Disaster Recovery Site and implemented Core Banking System.

Goal

The Akola Janata Commercial Co-operative Bank has implemented CBS (Core Banking Solution) in all of its branches & HO. Bank has implemented different banking applications. Multiple applications have necessitated deployment of various databases such as Microsoft SQL as a database. The Akola Janata Commercial Co-operative Bank proposes to engage an agency for providing support for multiple database technologies. This support should include support of support on line and on site, when necessary.

The details are given below:

Tender Reference	AJCCB/IT/2018-19/CBS-DBA
Earnest Money Deposit (EMD)	Rs. 25,000/-
Date of Publication of tender document on bank's website	15/11/2018
Last Date and Time for receipts of tender offers	26/11/2018 Up to 4.00 P.M.
Address of Communication	Chief Executive Officer The Akola Janata Commercial Co-operative Bank Limited. Akola " Janvaibhav" Old Cotton Market, P. B. No. 90, Akola 444001, Maharashtra
Email address	cbs.ajccb@gmail.com
Contact Telephone Numbers	0724 – 2430012, 241, 639
Bids to be given to	Chief Executive Officer, The Akola Janata Commercial Co-operative Bank Limited. Akola

Earnest Money Deposit mentioned above favoring "**THE AKOLA JANATA COMMERCIAL CO-OPERATIVE BANK LIMITED, AKOLA-**" must accompany all tender offers (technical bid) as specified in this tender document. Technical Specifications, Terms and Conditions, the formats and pro forma for submitting the tender offer are described in this tender document and its Annexure.

Chief Executive Officer

The Akola Janata Commercial Co-operative Bank Ltd. Akola

About The Akola Janata Commercial Co-operative Bank Limited, Akola

The Akola Janata Commercial Co-operative Bank Limited, Akola, established as a Co-operative Bank having 40 Branches spread across Maharashtra and Madhya Pradesh. Bank proposes for DBA services as per the scope of work for various databases of its banking applications.

Instructions to Bidders

1. Two Bid System Offer

One hard copy of the Technical Bid and One Copy of the Commercial Bid must be submitted at the same time, giving full particulars in separate sealed envelopes at the Bank's address given below on or before the schedule given above. All envelopes should be securely sealed, numbered and stamped. **The sealed envelope containing Commercial Bid must be submitted separately to the Bank.**

Chief Executive Officer

The Akola Janata Commercial Co-operative Bank Limited, Akola
"Janvaibhav", Old Cotton Market, P.B. No. 90 Akola - 444001

All the envelopes must be super scribed with the following information –

- Type of Offer (Technical Bid, Commercial Bid)
- Tender Number
- Due Date
- Name of Bidder
- Name of the Authorized Person
- E-mail ID of the authorized person to contact.
- Mobile Number
- Correspondence Address

All schedules, Formats and Annexure should be stamped and signed by an authorized official of the bidder's company.

ENVELOPE- I (Technical bid)

The Technical bid should be complete in all respects and contain all information asked **for except prices**. The **Technical bid should not contain any price information**. The TECHNICAL BID should be complete to indicate that all products and services asked for are quoted and should give all required information

This envelope should also contain the EMD for Rs. 25,000/- (Rupees Twenty Five Thousand only) favoring **"The Akola Janata Commercial Co-operative Bank Limited, Akola"**.

ENVELOPE- II (Commercial Bid)

The Commercial bid should give all relevant price information and should not contradict the TECHNICAL BID in any manner.

The prices quoted in the commercial bid should be without any conditions. The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the RFP either with the technical or commercial bids submitted.

All the covers thus prepared should indicate clearly the Name and Address of the Vendor. Also, technical bid envelope should be super scribed as “Technical Bid for DBA” and commercial bid envelope should be super scribed as “Commercial Bid for DBA”. Both the envelopes must be kept in a third larger envelope with superscription as “Tender for DBA Services”.

The bidder shall bear all the costs associated with the preparation and submission of the bid and The Akola Janata Commercial Co-operative Bank Limited, Akola will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.

Bids submitted without EMD will not be considered for evaluation. Bids sent by fax or e-mail will not be considered for evaluation.

Offers received after the date and time specified for receiving the offers will be rejected.

Technical and Commercial Offers must be submitted in separate envelopes. It may be noted that if any single envelope is found to contain both Technical and Commercial Offer together, such offer will be rejected.

2. Schedule of the Requirements

The desired Database Administration Services (DBA Services) are as per Annexure A – Scope of Work.

It may be noted that the requirements given in this tender is indicative only. Bank reserves the right to accept or reject any quotation as also to alter any or all the terms and conditions without assigning any reason thereof.

3. Qualification Criteria

Only vendors, who fulfill all the qualifications mentioned in “qualification criteria” of the tender, are eligible to participate in the tender. The Bank reserves the right to relax or enhance the eligibility criteria depending on merits and may accept/reject any or all of the offers without assigning any reason whatsoever.

4. Terms and Conditions

Terms and conditions for vendors who participate in the tender are specified in the section called “Terms and Conditions”. These terms and conditions will be binding on all the vendors. These terms and conditions will also form a part of the purchase order, to be issued to the successful vendor(s) on the outcome of the tender process.

5. Offer validity Period

The offer should be kept open for acceptance for a period of 90 days from the closing date of the tender.

6. Address For Communication

Offers should be addressed to the following officer at the address given below:

Chief Executive Officer
The Akola Janata Commercial Co-operative Bank Ltd
"Janvaibhav"
Old Cotton Market, P. B. No. 90,
Akola 444001

7. Proposal Ownership

The proposal and all supporting documentation submitted by the vendor shall become the property of the Bank.

8. Opening of Technical offers

Technical Offers received within the prescribed closing date and time will be opened by the authorized personnel of the Bank.

9. Preliminary Scrutiny

Offers not meeting the qualification criteria will be rejected. The Bank will scrutinize the offers received to determine whether they are complete and as per tender requirement, whether technical documentation as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the vendors and the Bank reserves the right to exercise such waivers.

10. Clarification of Offers

In order to facilitate scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarifications on the offer made by them. The request for such clarifications and the vendor response shall necessarily be in writing.

11. No Commitment to Accept Lowest or Any Offer

The Akola Janata Commercial Co-operative Bank Limited, Akola is under no obligation to accept the lowest or any other Offer received in response to this tender and reserves the right to reject any or all the offers including incomplete offers without assigning any reason whatsoever. The

Akola Janata Commercial Co-operative Bank Limited, Akola reserves the right to make any changes in the terms and conditions of the RFP. The Bank will not be obliged to meet and have discussions with any vendor and / or to entertain any representations.

12. Format for Technical offer

The suggested format for submission of technical offer is as follows:

1. Index
2. Covering letter. This should be as per Annexure B.
3. Scope of Work as per Annexure A.
4. Details of the vendor, as per Annexure C.
5. Terms and Conditions Deviations Compliance as per Annexure F.
6. Details of Track Record / Past installation, as per Annexure D.
7. Valid EMD of Rs. 25,000/- in favor of The Akola Janata Commercial Co-op Bank Ltd., Akola drawn at Akola
8. Vendor's Financial Details and other supporting documents, as asked in the tender document.

13. Format for Commercial Offer

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of Commercial offer is as follows:

- Index
- Covering letter as per Annexure E1
- Commercial Version of Price Schedule (as per Annexure E2). This must contain all price information. This commercial offer should strictly adhere to our format and offers which are not in that format may be liable for rejection.

14. Erasures or Alterations

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" will not be acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and hence unacceptable.

15. Locations of Installation

The database installation & maintenance is at Data Center & DR Site with following Address.

Data Center	The Akola Janata Commercial Co-operative Bank Limited, "Janvaibhav", Head Office, Old Cotton Market, Akola 444 001
DR Site	The Akola Janata Commercial Co-operative Bank Limited, Sarvodaya Market, Gandhi Baug, Nagpur 440 002

16. Short-listing of Vendors

The Bank will prepare a short-list of technically qualifying vendors and the commercial offers of

only short listed vendors will be opened.

17. Costs

The offer must be in fixed price basis in Indian Rupees only, including the following:

1. Basic Cost of the Services.
2. GST
3. All costs should be given in Figures and Words.

18. Fixed Price

The Commercial Offer shall be on a fixed price basis, inclusive of levies. All taxes extra.

19. Negotiation

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, Bank reserve the right to enter into any price negotiations.

20. Downloading of Tender Document

Vendors are required to download the Tender document from site www.akolajanatabank.com.

21. Amendment to RFP Contents

At any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a prospective bidder, modify the RFP contents by amendment. Amendment will be notified in writing or by e-mail to all the prospective bidders.

Bank reserves the right to scrap the tender at any stage without assigning any reason.

Qualification Criteria

Pre-requisite

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully implement the replication solution and support services sought by The Akola Janata Commercial Co-Operative Bank Ltd., Akola for the entire period of the contract. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below:

1. Eligibility Criteria

- 1 The bidder should be a registered firm.
- 2 The Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2017-18.
- 3 Bidder should provide at least two customer references (preferably from banking vertical) to whom the bidder is currently providing DBA services for minimum 1 year for mission critical applications.
- 4 The Bidder should not be currently blacklisted by any bank / institution.

Failure to provide the desired information and documents may lead to disqualification of the Bidder.

2. Track Record of installations

The bidder should provide details of the DBA Services given in past with name of the clients and contact details thereof. The Bank may on its discretion to ask these clients about performance of bidder's services.

3. Earnest Money Deposit (EMD)

Vendors are required to submit only Demand Draft from any Bank favoring "THE AKOLA JANATA COMMERCIAL CO-OPERATIVE BANK LIMITED, AKOLA for the amount mentioned above as Earnest money Deposit (EMD) payable at Akola along with their technical offer. Offers made without valid E.M.D as mentioned above will be rejected. No interest will be paid by the Bank on the Earnest Money Deposit. EMD to unsuccessful bidder shall be refunded immediately after award of the contract and for successful bidder the same shall be refunded only after signing of SLA (Service Level Agreement) against the order. EMD shall not be accepted in the form of Bank Guarantee. If the successful bidder fails to execute the order in given time, the EMD will be forfeited and the contract may be awarded to other bidder.

Terms and Conditions of the Tender

1. Reference Checks

Vendors are required to provide a minimum of two reference sites where the DBA Services are provided in line with this RFP. These Clients preferably should be in the banking industry. All the details of reference sites requested for in Annexure D should be provided along with the names and contact details of persons who will be available for discussions. The Bank, at its option, will contact these reference sites to obtain information on the solution and implementation.

2. Notification of Award

After selection of the Bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, The AJCCB will send Notification of Award or Purchase Order to the selected Bidder.

Upon the successful Bidder accepting the Purchase Order and signing the contract and NDA, AJCCB will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

AJCCB will award the Contract to the successful Bidder after the completion of AJCCB's internal procedure who has been determined to qualify to perform the Contract satisfactorily, and whose bid has been determined to be responsive.

3. Term of Contract

Initially, the contract shall be for the period of 3 years from the date of commencement of the engagement and renewable on annual basis. Renewal of the engagement would inter-alia, be based on the quality of database support services provided, which would be reviewed every 6 months.

4. Signing or Acceptance of Contract

The successful Bidder shall accept the Notification of Award or Purchase Order within 5 days of receipt of the same and sign SLA within 15 days. Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

5. Taxes

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rates while making any payment.

Commercial Bid should clearly mention GST or any other taxes.

The benefits realized by the Bidder due to lower rates of taxes, duties, charges and levies shall be

passed on by the selected Bidder to AJCCB.

6. Delivery

The DBA services should start from the date mentioned in the Notification of Award of Contract or Purchase Order.

7. Penalty for Default in Delivery

In case the DBA services not provided within 2 weeks from the date of Notification of Award of Contract or Purchase Order, penalty would be imposed at a rate of INR 5000/- for every week of delay.

8. Service Level

AJCCB requires service level of 99.99% of DBA services for both Onsite and Offsite support. In case of default, relevant penalty clause will be applicable for deficiency of service level percentage.

9. Payment Terms

Payment term should be clearly mentioned in commercial bid submitted.

10. Price

Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore no request for any escalation of the cost / price shall be entertained.

11. Extension of Contract

The term of this Contract shall be initially for a period of three years from the date of providing of DBA Services and acceptance of the same by AJCCB. AJCCB reserves the right to extend the contract thereafter on monthly basis subsequently or on the yearly basis and also reserves right to float altogether new tender.

12. Inter-working of DR with Primary DC

The vendor must integrate all databases and components installed at primary DC at Head Office, Akola with databases and components installed at DR site at Nagpur, so as to make the system integrated and functional. The vendor will give support to locate the nature of the problem/fault(s) and rectify the same except for the problems if any.

13. Acceptance Tests

At the discretion of The Akola Janata Commercial Co-operative Bank Limited, Akola, acceptance test will be conducted by the vendor at the site in the presence of the officials of The Akola Janata

Commercial Co-operative Bank Limited, Akola and/or its nominated consultants. The tests would check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by The Akola Janata Commercial Co-operative Bank Limited, Akola for carrying out this acceptance test. The Akola Janata Commercial Co-operative Bank Limited, Akola will take over the system on successful completion of the above acceptance test.

14. Penalty for downtime

Any database installed at primary Data Center or DR site if reported to be down on a given date, should be made up & operational within 2 hours. The reporting will be through a telephonic message or any other mode as The Akola Janata Commercial Co-operative Bank Limited, Akola may decide.

In case vendor fails to meet the above standards of maintenance, there will be a penalty of Rs.2,500/- per day, which will be deducted from the payment towards the respective invoice.

15. Indemnity

Vendor shall indemnify, protect and save The Akola Janata Commercial Co-operative Bank Limited, Akola against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc.

16. Publicity

Any publicity by the vendor in which the name of The Akola Janata Commercial Co-operative Bank Limited, Akola is to be used should be done only with the explicit written permission of The Akola Janata Commercial Co-operative Bank Limited, Akola.

17. Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the vendors will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. Disclosure of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the vendors, pre-mature termination of the contract, or legal action against the vendors for breach of trust. Successful bidder shall sign NDA with the Bank.

18. Force Majeure

The vendor shall not be liable for liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of The Akola Janata Commercial Co-operative Bank Limited, Akola in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify The Akola Janata Commercial Co-operative Bank Limited, Akola in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by The Akola Janata Commercial Co-operative Bank Limited, Akola in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, The

Akola Janata Commercial Co-operative Bank Limited, Akola and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

19. Resolution of Disputes

a) It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Bidder from misconstruing the meaning and operation of the RFP and the breach that may result. In case this attempt fails, arbitration process will be followed as per Indian Laws and the resulting award will be binding for all concerned.

b) All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator: acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the chairman of the proceedings. The award of the Arbitrator shall be final and binding on both the parties. The Arbitration and Reconciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be Akola.

c) The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.

d) The venue of the Arbitration shall be in Akola.

20. Compliance with Laws:

The Contract shall be interpreted in accordance with the laws prevalent in India.

Compliance in obtaining approvals/ permissions/ licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and

its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder .

Annexure A - Scope of Work

Database Administration (DBA) Services:

Service provider shall ensure Database uptime & availability at bank's Data Center & Disaster Recovery Site. Service provider is expected to deliver database administration services including performance monitoring, performance tuning, optimization, maintenance of table spaces, log files, troubleshooting, resolution on breakdowns, installation/re-installation of databases either on existing hardware or new hardware, database migration activities in case bank goes for new application etc.

Responsibilities of Service Provider:

Services Coverage

- a. The DBA services shall cover existing production, DR, testing & development DB environments that are in the organization at all locations ensuring DC & DR sites are in synchronization and high availability mode
- b. New DB implementation & support
- c. Migration of MS SQL database to other database like Oracle or any other whenever required
- d. Includes Support & Services for Microsoft SQL 2012 or higher product and different editions and different versions
- e. End-to-end management of databases on ongoing basis to ensure smooth functioning.
- f. Change management of database schema, storage, disk space, table space, user roles, backup and purging etc.
- g. Database patch management with minimum downtime and recommend appropriate patches of Operating System relevant to database.
- h. Managing database upgrades
- i. 24 x 7 Support requirement with combination of onsite & offsite support
- i. Onsite support is required is required on a call or remote basis. In case the issue cannot be resolved remotely, the database engineer is expected to travel to our site for support.
- j. Service provider to ensure DBA resources working on our setup have minimum 4 – 5 years' experience and ensure L3 level support availability for regular review and need based support

Technical Support & Troubleshooting inclusive of but not limited to points mentioned below:

- a. Performing database starting, shutdown, handling critical database errors & troubleshooting, resolution of errors, database crash recovery is part of the DBA services.
- b. Trouble shooting of issues related to database and providing solution for the same.
- c. Co-ordinate with application and other teams to resolve the technical issues

- even though they are not directly related to databases.
- d. Logging of cases with relevant OEMs like Microsoft or any other operating system etc. to resolve the corresponding issues
 - e. Database administration & maintenance to meet performance standards; maximize efficiency and minimize outages on regular and need basis.
 - f. Deploy and manage scripts to check for basic database health and proactive monitoring after relevant approvals.
 - g. Proactively monitor and review database logs and errors and take appropriate measures to resolve the same.
 - h. Setting and tuning system parameters for optimum database response and performance
 - i. Database indexing, buffer and cache management, monitoring databases for faults & errors, reorganizing databases, managing database space & table space and aligning database management with IT infrastructure requirements of the organization.
 - j. Administration of all database objects, tables, clusters, indexes, views, sequences, packages and procedures.
 - k. Quarterly review of database performance & ensure appropriate measures for improvement post approvals. Publish quarterly performance reports. This is applicable to all databases.
 - l. Recommendation of standard operating procedures for optimizing performance of database.
 - m. Support for User management including user creation, maintenance of user profiles, granting user access and authorization including roles and responsibilities. Password management is a part of support functionality.
 - n. Support for Database Activities like
 - o Validate the weekly sheets filled by bank
 - o Checking database health
 - o Checking resource usage of database server like CPU, MEM, IO etc.
 - o Check alerts and warning of the database
 - o Review the space usage and provide solution
 - o Verify backups on random basis
 - o Perform maintenance activity like rebuild / reindex if required
 - o Provide monthly db check report

Backup & Archival

- a. Regular backups of all databases in accordance with policies prevalent in the organization and on need basis. Testing of recovery/ restoration of databases with appropriate approvals.
- b. Maintain, update and implement database archival procedures where ever required and recover from an outage and/ or corruption of databases in a timely manner.

Support for Replication Implementation & DR Drill

Implementing, Maintaining, & updating database replications where ever required and report and resolve lags if any observed.

- a. Verification of database synchronization and managing same to synchronize at all locations. (for ex. Database should be in sync at all three locations i.e. Primary, HA and DR sites)
- b. Participate & Support DR Drills, perform Switchover from primary site to DR & back
- c. Participate & Support in DR, perform failover of database at primary site to the DR site, ensure recovery of database on primary site

Implementation Support

- a. Database specific functionalities like Installation & Configuration,MS SQL cluster
- b. configuration & management, Database Replication (MS SQL Mirroring / log shipping etc.), Database version upgrade, instance monitoring/ tuning, instance failover and recovery, restoration of database in cluster environment shall be part of DBA services.
- c. Configuration support to achieve requirements of application as well as need basis resolution of problems if any.
- d. Perform Capacity Planning for database sizing, requirement of disk storage space, backup tapes and methodology for existing and new databases in consultation with relevant teams of the organization.
- e. Installation/ re-installation of all the databases of the organization.
- f. Migration from one database to other database.
- g. Creating databases, maintenance of databases for testing, development and production usage.

Service Level & Uptime

- a. Support databases with proper back to back arrangement with OEM and relevant central office support of skilled resources.
- b. Ensure database uptime of 99.99 % to be calculated on monthly basis with penalty clause introduced for non-compliance.
- c. Downtimes for incidents should not exceed 2 hours at a time at any instance. This includes the time of failover to alternate database but is not relevant if the failure is due to hardware and / or network.
- d. Ensure regular uptime reporting of database health on pre-defined intervals. Reports will be daily and monthly in nature. Report contents can be mutually discussed with successful bidder.
- e. Submit reports on database services, sync levels in case of Primary – High Availability – Disaster Recovery setup on a regular basis.

Annexure B - Tender Offer Cover Letter

Date:

Tender Reference No.: AJCCB/IT/2018-19/CBS-DBA

To,
Chief Executive Officer,
The Akola Janata Commercial Co-operative Bank Limited, Akola
Akola

Dear Sir,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer DBA Services in conformity with the said tender document in accordance with the Schedule of Prices attached in the commercial offer and made part of this tender.

We agree to abide by this tender offer till 60 days from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period. Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that AJCCB reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of AJCCB will be final and binding on us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive. We undertake to comply with the terms and conditions of the bid document. We understand that AJCCB may reject any or all of the offers without assigning any reason whatsoever.

Against EMD, we submit herewith Demand Draft bearing no.____dated_____drawn in favor of "The Akola Janata Commercial Co-Operative Bank Ltd.,Akola" for an amount of Rs.25,000 (Rs. Twenty Five Thousand Only) payable at Akola.

Dated :

Signature: _____

Designation : _____

Authorized to sign the tender

Annexure C – Bidder Details

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details
1.	Name of Company	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorized to make commitments to the The Akola Janata Commercial Co-operative Bank Limited, Akola	
6.	Email Address	
7.	Year of commencement of Business	
8.	Turn over of the company (not of group) for the year 2015-2016 2016-2017 2017-2018 Profit of the company (not of group) for the Year 2015-2016 2016-2017 2017-2018	
9.	GST Number (TIN)	
10.	Income Tax Number (PAN)	

Annexure D - Details of Track Record (Past Installations)

Name of the Bidder _____

Name of the Client	Details of the DBA Services & Year of Execution	Contact person <ul style="list-style-type: none">• Name• Tel. No.• Fax No.• Address

Date: __

Place: __

Signature of the Bidder

Annexure E1 - Commercial Offer Covering

Date:

Tender Reference No.: AJCCB/IT/2018-19/CBS-DBA

To,
Chief Executive Officer,
The Akola Janata Commercial Co-operative Bank Limited, Akola
Akola

Dear Sir,

Having examined the Bidding Documents placed along with the above referred RFP, we, the undersigned, offer to provide the required services in conformity with the said Bidding documents for the sum of Rs.....(Rupees all inclusive) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by The Akola Janata Commercial Co-Operative Bank Ltd., Akola up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is signed with the selected bidder, this Bid shall constitute a binding Contract between us.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2018.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure E2 - Commercial Format

Charges for DBA Services

S.No	Particulars	Cost
1	DBA service for 1 year as per SOW	
	Total	

1. GST will be payable extra as applicable at the time of invoicing.
2. Payment should be ___% advance, balance after ___ months.

Seal & Signature of Bidder

Annexure F - Terms & Conditions Deviation Compliance Statement

The following are the particulars of only deviations from the requirements of the tender specifications:

Term No	Short Description of the Terms & Conditions	Detailed explanation about deviation, if not complied

Seal & Signature of Bidder