

India Trade Promotion Organisation

(A Govt. of India Enterprise)

Computer Department

Pragati Bhavan, Pragati Maidan

New Delhi

Notice Inviting Tender

(Tender No. ITPO/CD/RAC/2008 dated July 11th, 2008)

General Manager, Computer Department on behalf of CMD, India Trade Promotion Organisation invites technical and commercial bids from ISO 9001-2000 certified companies for DBA support for Oracle server on annual basis .

Background

ITPO has about 20 tailor-made software modules developed for various Divisions of ITPO running on Oracle 9i database on Sun Solaris platform with real application cluster (RAC) environment. The non-availability of a database administrator in ITPO for routine database operations results in operational snags in the database thereby adversely affecting the routine functioning of the user departments. In order to overcome this situation, ITPO is planning to have some regular database administration arrangements environment on annual basis.

Job description

The job would broadly include the following:

1. Maintenance of Oracle Server
2. Scripts for back-up
3. Troubleshooting of problems – unlimited
4. Periodic visits by specialist for preventive maintenance

Objective

The objectives of annual support contract would be:

- i) to improve the availability window of the applications to the users by making the application database robust and improve its response time
- ii) take preventive action for the database to be available to the users
- iii) plan for disaster recovery and in time performance and tuning

The above objectives are envisaged to be achieved by:

- Performance tuning of the database on a period basis
- Preventive/pro-active action against possible disaster
- Security of Oracle database

The services would normally be required during 10-00 AM to 06-00 PM on working days (Monday through Friday) except public holidays. However, in case of a break-down, the service provider would immediately deploy requisite man-power and put the same on the job which

would continue to work till the resolution of the problem irrespective of time and date (be it working day, holiday or public holiday).

- Cost of tender document : Rs. 500/- through demand draft or in cash
 - Earnest money deposit : Rs. 10,000/- through demand/bank draft
 - Last date for sale of tender document & clarifications : July 25 2008 (upto 05.00 pm)
 - Last date for submission of sealed bids : July 28, 2008 (upto 05.00 pm)
- (1) Bids are to be submitted in two parts separately viz. (1) Technical Bid and (2) Commercial Bid.
 - (2) Tender document can be collected in person on payment of Rs. 500/- in cash or a demand/bank draft for the said amount favouring **India Trade Promotion Organisation**, payable at New Delhi. Tender form can also be downloaded from our website: www.indiatradefair.com and the tender cost deposited alongwith the Technical Bid in the form of DD.
 - (3) Technical bid should be submitted in the prescribed format in sealed envelope with “**Technical Bid for DBA Support (RAC Environment)**” clearly written on the envelope.
 - (4) Interested bidding companies must have a minimum **annual turnover of Rs. 25 lakhs during each of the last three years** for database administration jobs.
 - (5) Bidders are requested to submit the following along with the Technical Bid:
 - i) copy(s) of authorization letter(s)/certificate(s) from the manufacturer to the effect of being their authorized distributor/reseller/channel partner,
 - ii) copies of certificates of VAT/TIN and Service Tax registration,
 - iii) copy of ISO 9001-2000 registration (*please also mention the website URL in the relevant column of Technical Bid for verification*)
 - iv) audited copy of latest balance sheet,
 - v) proof of a minimum of five permanent qualified software engineers on the roll of the company.
 - vi) earnest money deposit of Rs. 10,000/- in the form of bank/demand draft favouring **India Trade Promotion Organisation, New Delhi**
 - vii) demand/bank draft towards the tender document cost of Rs. 500/- if not already deposited with ITPO or the copy of the receipt from ITPO if tender fee has already been deposited
 - viii) Copies of job orders for maintenance of database, websites etc. from Central/State ministries, PSUs etc. issued to the bidding company during the last one year are also desirable.
 - (6) Commercial bid contained in separate envelope and “**Commercial Bid for DBA Support (RAC Environment)**” written on the envelope should contain the unit price and the tax amount. The percentage of tax applicable should also be mentioned.
 - (7) Rates quoted in the commercial bid should be valid at least for 45 days from the last date for submission of bids.
 - (8) Clarifications, if any, may be sought from the above on or before July 25th, 2008 between 10.30 am and 05.00 pm.

- (9) Services of two resident hardware engineers in ITPO's premises during the working days for the maintenance of items covered under maintenance would be compulsory.
- (10) ITPO reserves the right to reject any bid without assigning any reason.
- (11) Technical and commercial bids must be submitted latest by July 28th, 2008 (upto 05.00 pm) to:

Shri Prem Singh
Market Analyst
Computer Department
India Trade Promotion Organisation
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Tel: 011-23371952

General Manager
Computer Department