

**MADRAS FERTILIZERS LIMITED
(A GOVT. OF INDIA UNDERTAKING)
MANALI, CHENNAI 600 068**

Tender No: MIS/DBA/ENQ/2018 Dated. May 8, 2018

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Dear Sir(s)

Sub: Database Administrator (DBA) Support for a period of One year

Sealed quotations are invited under two part bidding system as detailed below for **Database Administrator (DBA) Support for a period of one year**

Cover 1. To contain Techno-Commercial bid and be superscribed as "Cover1- Techno-Commercial bid for Tender No: MIS/DBA/ENQ/2018"

Cover 2. To contain Price bid per format prescribed in Annexure and be superscribed as "Cover 2- Price bid for Tender No: MIS/DBA/ENQ/2018"

All the above two sealed covers should be put in a separate 3rd outer cover. The 3rd cover should be sealed and superscribed as Tender No: MIS/DBA/ENQ/2018 and the same be reached to

**The Chief Manager - MIS
Madras Fertilizers Limited
Manali, Chennai – 600 068**

at 15.00 hrs. on or before 28/05/2018. The technical bids of those bidders shall be opened at 15.30 hrs. on the same day.

SCOPE OF WORK

Sequence of Support Activities for DBA

1. The following activity to be covered in the Database Maintenance Support

- ✓ **Setup and Installation**
 - Oracle Database server re-installation if required
 - Oracle Client installation
- ✓ **Design and Configuration**
 - Database creation
 - Logical and physical structure design
 - Configuration of INIT parameters
 - Listener configuration
- ✓ **General Maintenance and Monitoring**
 - Database alert file monitoring
 - Monitor archive contention
 - Monitor object growth
 - Database free space monitoring
 - OS free space monitoring
- ✓ **Performance Monitoring and Tuning**
 - Monitor and tuning instance performance
 - INIT parameter tuning
 - Monitor and tune SGA memory structures
- ✓ **Backup Strategies**
 - Formulation of backup methods and frequency
 - Enable archive logging (if required)
 - Backup testing and implementation
- ✓ **Database Re-Organization**
 - Data-file re-organization
 - Tables-space re-organization
 - Index re-organization
- ✓ **Trouble shooting**
 - Database connectivity issues
 - Solve Database performance bottlenecks

2. The following activity to be covered in the Application Server Maintenance Support

- ✓ **Setup and Installation**
 - Oracle Application server re-Installation if required
 - Oracle web Client installation
- ✓ **Design and Configuration**
 - Configuration of cache parameters
 - Configuration of default path settings
 - Reports Server configuration

✓ **General Maintenance and Monitoring**

- Cache area monitoring
- Log area monitoring
- OS free space monitoring
- OS Network traffic monitoring
- Oracle Client installation

3. Mode and Frequency of support

There shall be a regular visit once in a month by DBA to monitor and check the health of the database & Application server in consultation with MIS Manager. Apart from this all support activities shall be done on call basis. The DBA can be available over phone for any technical help as and when required.

All issues to be attended over phone or remote. If the situation demands, the vendor shall visit the MFL Head Office, Manali in person and ensure that the problem is resolved

4. Eligibility Criteria

- The vendor should have a Head Office in Chennai
- The vendor should have previous experience (Minimum of 5 years) in Oracle Database & Application server Installation and Maintenance activity in a large organization. Proof to be attached.
- Then vendor should have an Oracle Certified Professional. Proof to be attached.

5. Terms and Conditions

- The vendor should attach their present Client List
- The vendor should visit MFL once in a month (On-site) for General Maintenance of Data base and Application servers
- The vendor should attend Remote operations on (24X7 basis) and if possible attend to the issue on-site (MFL Head Office) within 4 hours
- On critical basis, the vendor should visit MFL and resolve the issue for trouble free OLIS operations in MFL
- The price quoted will be exclusive of all applicable taxes
- MFL reserves the right to accept or reject any or all the tenders or any part thereof without assigning any reason whatsoever
- The vendor should provide bank RTGS details

6. Period of Contract

The contract will be for a period of one year from the date of purchase order. On mutual acceptance, the contract shall be extended for a period of one more year, with the same rate, terms and conditions

7. PAYMENT TERMS

Payment will be made within 30 days only thru RTGS, from the date of submission of bill on completion of each quarter, subject to our acceptance. The tenderer shall neither be entitled to claim interest for the pending bills with MFL nor will the delay in payment if any, give any right to tenderer to suspend the work under the contract. Bill amount is payable at the end of each quarter on pro-rata basis of annual contract value finalized.

8. SECURITY DEPOSIT

5% of the contract value shall be collected, if the value of the contract exceeds ₹ 2.0 lacs

9. PENALTY CLAUSE

Since the services are highly time bound, if the vendor is not able to solve the issues initially through remote operation, otherwise to be solved within 4 hours by deputing an engineer, **MFL reserves the right to levy a penalty as follows:**

“Levy a penalty up of 0.2% of the quarterly AMC value per day from the bill up to a maximum of 5% of the total quarterly AMC value” per contract.

10. ARBITRATION

- Any or all disputes arising out of the contract/agreement shall be settled by mutual discussions and in the event of failure to do so, such dispute(s) shall be referred to a sole arbitrator, who will be appointed by mutual consent for settlement of such dispute(s) and whose decision shall be final and binding. In the event of failure to appoint such a sole arbitrator, with mutual consent, then the sole arbitrator will be appointed through the high court of judicature at Madras. Subject as aforesaid, the arbitration and conciliation act 1996 shall apply to the arbitration proceedings under this clause and such arbitration shall be in English and taken place in the city of Chennai, Tamil Nadu.

ANNEXURE -I

PRICE BID FORMAT

Tender No: MIS/DBA/ENQ/2018

PARTICULARS	PRICE IN INR
Data Administrator (DBA) support for a period of one year	
TAXES	GST 18% (SGST 9% and CGST 9%) or as applicable at the time of invoice is extra
Payment in favour of	
Payment Terms	Payment will be made within 30 days after submission of error free invoice at the end of each quarter. Payment made thru RTGS only

ANNEXURE -II

INFORMATION ABOUT TENDERER

Sl. No.	Information Required	To be Filled in by Tenderer
1	Name of the Tenderer	
2	Address of Registered Office and Branches	
3	Telegraphic Address and Phone Number, Fax Number, Email ID etc.	
4	GST Regn. Details	
5	TIN NO.	

Annexure-III

MADRAS FERTILIZERS LIMITED
BANK DETAILS & AUTHORISATION FOR RTGS/NEFT PAYMENT

REQUIRED DETAILS	TO BE FURNISHED BY THE VENDOR		
VENDOR NAME			
ADDRESS			
TELEPHONE NO.		FAX No.	
EMAIL ID			
CONTACT PERSONS'S NAME		Designation :	
MOBILE NO.			
EMAIL ID			
COMPANY'S PAN NO.			
IMPORT EXPORT CODE			
BANK ACCOUNT NO.			
VENDOR'S BANK NAME			
BANK ADDRESS / PHONE NO.			
VENDOR'S BANK CODE (MICR) NO.		GRPT CODE	
VENDOR'S BANK ACCOUNT NO.		NEFT CODE	
		RTGS CODE	
BANK SWIFT CODE (For foreign vendors)			
	Type of Account	Saving Acct / Current Acct. (Strike out which is not applicable)	
ARE YOU A	Manufacturer YES / NO	Dealer- YES / NO	Agent YES / NO
CATEGORY OF THE FIRM	A. Micro	B. Small	C. Medium
REGISTERED WITH	CST No.	SSI No.	EC No. TIN No.

We hereby authorize Madras fertilizers Limited to make all the payments due to us with respect to above referred Enquiry through RTGS/NEFT Transfer

Place:

Signature of Authorised Signatory:

Date:

Name :

SEAL:

Designation:

(To be filled by MFL in case of ordering)

MFL Purchase Order No.	
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RTGS-Real Time Gross Settlement Code

NEFT-National Electronic Funds

IFSC- Indian Financial System Code