



**Social Islami Bank Limited**  
**Logistic Support Division**  
 90/1, Motijheel C/A, City Centre  
 Dhaka-1000

**INVITATION FOR TENDER**

Ref: SIBL/HO/LSD/2021/467

Date: 07.04.2021

**(Tender For renewal of IT Support Services for Oracle database, Real Application Cluster and Active Data Guard licenses and Database version upgradation)**

Sealed tenders are hereby invited for IT Support services for Customer Service Identifier of Oracle database, Real Application Cluster and Active Data Guard licenses, 24/7 local support and Database version upgradation. Please scroll below (or visit tender link of our website: [www.siblb.com](http://www.siblb.com)) for detail schedule, instructions, guidelines, eligibility and specifications etc-

**I. General Terms & Conditions.**

1	Name of the Bank	Social Islami Bank Limited			
2	Procuring Entity Name	Logistic Support Division			
3	Invitation for tender (IFT)	<b>Annual IT Support Services and Oracle Database upgradation-</b>			
		<b>SI</b>	<b>Product Description</b>	<b>CSI#</b>	<b>Qty.</b>
		01	Oracle Database Enterprise Edition – Processor based Perpetual License	19549302	12
		02	Oracle Real Application Clusters – Processor (Perpetual)	19549302	08
		03	Oracle Active Dataguard – Processor based – Perpetual	19549302	12
		04	24/7 Local Support and Maintenance		1 Lot
		05	Oracle Database upgradation from 11g to 19c		1 Lot
4.	Reference Number & Date	SIBL/HO/LSD/2021/467 date: 07.04.2021			
5	Procurement Method	Open Tendering Method			
6	Source of Fund	Social Islami Bank Limited			
7	Instructions for Submission of Tender	The tender shall be submitted in sealed envelopes with proper labeling and detail description of service activities. The tender will be opened on the specified tender opening date. If it is not possible to <b>submit or</b> open the tender on schedule date due to COVID-19 pandemic, <b>Tender may be submitted as email attachment by sending a folder link to “chspd@sibl-bd.com”</b> bank authority will open the tenders on any date after schedule time and inform the participants accordingly.			
8	Date & Time for Submission, Closing & Opening of Tenders	Submission Date	Start	Close	Opening Time
		<del>20.04.2021</del> 25.04.2021	10.00 am	12.05 pm	12.15 pm
9	Name and address of the Office for receiving tender(s)	Vice President, Logistic Support Division, Social Islami Bank Limited Level-29, City Centre, 90/1 Motijheel C/A, Dhaka-1000			
10	Time for Completion of Delivery	Within 20 (twenty) days after issuance of order.			
11	Place of opening tender documents	Social Islami Bank Limited, Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000.			
12	Eligibility of Bidder	All the bidders have to reproduce “Bidder’s Information and Qualifications/Eligibility” form in their letter heads and provide the information asked for.			
13	Tender Security	Tk. 1,00,000/- (Taka one lac) only in the form of Payment Order (Refundable) favoring “Social Islami Bank Limited”, <u>Not Applicable</u>			
14	Address of Official Inviting Tender	Vice President & Head, Logistic Support Division, Social Islami Bank Limited Level-29, City Centre, 90/1 Motijheel C/A, Dhaka-1000			
15	Contact Details	Telephone No. 09612001122- Ext: 50292, 50299, <b>Cell: +8801762103921 (SAVP,LSD)</b> email: <a href="mailto:chspd@sibl-bd.com">chspd@sibl-bd.com</a> .			
16	Service Delivery Site	Social Islami Bank Limited, Head Office, Level-19, 90/1, Motijheel C/A, Dhaka. Interested bidders are requested to contact with Head of ICT Division for security information required to verify with OEM.			
17	Type of Service	01 Job			
18	Validity of tender	90 (ninety) days			
19	Mode of payment	After delivery of certificate of extension from the OEM for each year and price for regular maintenance may be paid on quarterly basis after service delivery. Applicable Tax as per Government Rule shall be deducted from the bills. The Bank will pay VAT at actual.			
20	Special Instruction	The tender process will be guided as per Tender Bidding Policy of the bank. The Bank Authority reserves the right to reject any or all quotation prior to acceptance and is not bound to select the lowest bidder.			

Sd/-

**Vice President and Head**

Logistic Support Division

Phone- 09612001122- Ext-50292, 50299

E-mail address: [lsd@sibl-bd.com](mailto:lsd@sibl-bd.com)

**I have read the instructions.**

Signature & Seal of the bidder with date:

**II. Bidder's Information and Qualifications/Eligibility****(Tender For renewal of IT Support Services for Oracle database, Real Application Cluster and Active Data Guard licenses and Database version upgradation)**

SN	Description	Qualification	Response	Remarks
01	Name of the Bidder	Required		Attach NID copy
02	Designation of the Bidder	Required		
03	Company Name	Required		
04	Company Type	Required	Proprietorship, Partnership, Private Limited, Public Limited etc.	
05	Website address of the company	Required		
06	Bidder's Office Phone No.	Required		Attach bill copy
07	Bidder's email address	Required		Send "Hello" mail to <a href="mailto:chspd@sibl-bd.com">chspd@sibl-bd.com</a>
08	Bidder's Mobile No.	Required		
09	Verified Business Address	Required		Attach proof
10	Name of Contact Person	Required		Attach NID copy
11	Designation of the contact Person	Required		
12	Official email address	Required		Send "Hello" mail to <a href="mailto:chspd@sibl-bd.com">chspd@sibl-bd.com</a>
13	Valid Trade License No.	Required		Attach proof
15	Valid VAT Registration No.	Required		Attach proof
15	Valid ETIN	Required		Attach proof
16	Authorization of the OEM	Required		Attach proof
17	Bank solvency certificate	Required		Attach proof
18	Are you adequately solvent to sale on credit for a period of 6 months or more?	Yes/No.		
19	Experience: The bidder must have experience for supplying similar order in 3 different commercial Banks of Bangladesh	Required	Bank-WO-Date-Quantity	Attach proof
20	Principal's Name, Postal Address, Web address		Required	Might be verified
21	Are you Banned by any bank authority or government agency?	Yes/No		
22	Will you import the product from original equipment manufacturer? If no, who will import your products give its details	Yes/No./details		

Signature &amp; Seal of the bidder with date:

(On Bidder's Letter Head)

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**III. Financial Offer**

**(Tender for renewal of IT Support Services for Oracle database, Real Application Cluster and Active Data Guard licenses and Database version upgradation)**

**(Before VAT price to be quoted. Bank will pay VAT at Actual):**

Description				IT Support Service Price (Taka) Per Annum (Periods from 20.05.2021 to 19.05.2026)					
				21-22	22-23	23-24	24-25	25-26	Total
Renewal of CSI19549302	Oracle Database Enterprise Edition - Processor Perpetual	12 unit	1 Lot						
	Oracle Active Data Guard - Processor Perpetual	12 Unit							
	Oracle Real Application Clusters - Processor Perpetual	8 Unit							
Renewal of Local support and maintenance 24/7		1 Lot							
Oracle database version upgradation from 11g to 19c		1 Lot		Not Applicable					
<b>Total</b>									