

**School of Open Learning
University of Delhi**



**LIMITED TENDER FOR CONFIGURATION
& MAINTENANCE OF ORACLE RAC SERVICES**

Tender No. _____ || Dated:
Cost: Rs.500/- ||
Submission of tender 25/06/2015 (extended date)

Limited Tender for configuration & maintenance of Oracle RAC Services

The School of Open Learning [a part of the **Campus of Open Learning**] formerly known as **The School of Correspondence Courses and Continuing Education**, established under the **University of Delhi** in 1962, is a pioneer Institution in the field of Distance Education in India. The School offers learning through the distance education mode which is a viable alternative for students who need a flexible medium of instruction to attain higher education and vocational skills. The School seeks configuration & maintenance of Oracle RAC Services :-

1. Sealed bids are invited in two bid system (Technical & Commercial) for hiring of services for configuration and maintenance of Oracle RAC services in School of Open Learning, Delhi.
2. The tender document can be obtained from Assistant Registrar (General), Room No.206, (School of Open Learning, Delhi) on payment of Rs. 500/- by Demand Draft drawn in favor of Executive Director, SOL payable at Delhi. The tender document can also be downloaded from website <http://sol.du.ac.in> & <http://du.ac.in> and submitted with DD for an amount equal to the cost of tender document, drawn in favor of Executive Director, SOL payable at Delhi.

Scope of Work

We have Application on DoT NET Framework connecting with Oracle 11gR1 database on Windows 2008 platform. We want to **migrate the database from standalone setup to Oracle 11gR1, two node Real Application Cluster (RAC) RAID (1+0) setup on MS Windows 2012 standard platform to achieve High Availability and user connections load balancing.**

DATABASE SERVER INFRASTRUCTURE

- SOL is using DoT NET Application which is connecting to Oracle 11gr1 Standard Edition (standalone) database running on Windows 2008/64 bit platform.
- Production database server is located at our data Centre at University campus in Delhi.
- The size of production database is around 25 GB
- We have two DELL m600e servers (nodes) with MS Windows 2012 -64 bit operating system and also configured & mounted with shared SAN storage device (around 300 GB) on both the servers to create database file system.
- Both servers have 24 GB memory and Intel XEON E5 2620 processor.

Support to be provided from SOL

The following set up will be provided by SOL in order to ensure that the vendor provides timely and efficient support delivery

1. Windows 2012 standard operating system (64 bit with necessary service packs).
2. Creation of partitions on shared storage and same accessible on both RAC nodes.
3. Arranging following network components:
 - One SCAN IP in DNS server– resolving **3 IP'S** in same domain.
 - One Public IP (for each nodes bonded to first NIC).
 - One **Private IP** (for each nodes bonded to second NIC with different subnet mask)
 - Private interconnect connected with 2 gig (or higher) FC switch.
 - One Virtual IP (for each nodes).

Steps IN DETAIL FOR IMPLEMENTATION OF ORACLE 11gr1

1. Backup of existing Oracle 11gr1 Production database

- a) Backing-up the existing Oracle 11gr1 production database running on Windows 2008 platform using RMAN & cold backup.(activity to be performed by Vendor)
- b) Installing the 2012 standard operating system on both RAC nodes. (**activity to be performed by SOL**)
- c) Implementing RAID (1+0) for RAC

2. Implementation of Oracle 11gr1 RAC database (All activities to be performed by Vendor)

- a) Implementation of Oracle 11gr1 Grid, ASM & Clusterware (11.1.0) software.
- b) Implementation of Oracle 11gr1 RAC DB (11.1.0) software.
- c) Data porting into 11gr1 RAC DB using the existing database backup.

3. Configuration of RMAN & Data pump backups (All activities to be performed by Vendor)

- a) Configuring the scripts to take RMAN disk backups.
- b)** Configuring the scripts to take logical backups.

A documentation is mandatory to be provided by the vendor after the completion of RAC activity.

Apart from this, the School wants to get into AMC contract for this RAC as per following terms:-

The recommended numbers of support visits for the maintenance of the database server infrastructure (spread over a period of one year) are listed below.

| Activity | Standard Support calls | Reflex calls |
|--------------------------------------------------------|-------------------------------|---------------------|
| Oracle 11gr1 (two node) RAC database setup maintenance | 12 | 4 |

Senior Oracle DBA should be assigned to perform the above activity. Vendor is requested to share resource details with SOL separately in the form escalation matrix.

STANDARD SUPPORT Calls

| Deliverables | Description | Frequency |
|------------------------------------|--------------------------------------------------------------------------|-------------------------------|
| Verification of parameter settings | Checking whether the init.ora parameters have been optimally configured | During Standard Support Visit |
| Patch management | Testing & Applying Oracle patches/ patch sets | As & when required |
| Service Request Management (TAR) | Participate in raising the Technical Assistance Request (TAR) to Oracle. | As & when required |

CRITICAL SUPPORT PROGRAM (CSP)

The following activities should be carried out when the Oracle Database is not available to users for carrying out the day to day business activities. These sets of activities are carried out through the **Reflex Visits**.

| Deliverables | Description | Frequency |
|---------------------|----------------------------------------------------------------------------------|----------------------|
| Data Recovery | Recovery of Oracle database | as and when required |
| Issue Resolution | Oracle errors would be resolved (for critical issues & database related bugs) | As & when required |

ORACLE DATABASE ACTIVITIES

| Deliverables | Description |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monitoring of Alert Logs & Error resolution | Monitoring the Alert Log for any recent block corruption/ errors/events/database errors in the Oracle alert log and resolution of errors. |
| Monitoring / Truncating of Listener log | Monitoring the Listener & truncating listener.log |
| Monitoring of Lock and Latch Space Monitoring | Monitoring the contention for locks, if any Monitoring the tablespaces reaching their storage capacity & monitoring whether the load is adequately balanced across the tablespaces. Defining optimal threshold values to avoid application outages due to space crunch |
| Monitoring of Redo Log files | Monitoring whether the Oracle redo-log buffer is sufficiently sized, or is there a large number of requests waiting for redo log space |
| Monitoring at SGA level (Cache) | Monitoring whether the library cache, dictionary cache, and the data buffer cache has been adequately sized |
| Database space management | Monitoring system & database space availability w.r.t. disk capacity. |
| Invalid objects | Identification of Invalid Objects, DB Link, Materialized Views, Packages, Procedures, Functions etc |

| | |
|-----------------------------|------------------------------------------------------------------------------------|
| Fragmentation | Identification of fragmented tables & indexes |
| Standby Database monitoring | Checking log shipping process & synchronizing the Standby database with production |

Eligibility criteria .

- a) The bidder should be in the business of software support services for the last three years. A certificate to this effect from the authorized signatory of the company is to be submitted along with the bid.
- b) The bidder should have a minimum turnover of Rs. 10,00,000/- per annum in IT Software Service Operations alone during last three financial years 2011-12, 2012-13, 2013-14. Copy of certificate from chartered Accountant in this regard is to be submitted.
- c) At present, the bidder should be executing IT software service operations for at least one other central/State Govt./Ministry/Department/PSU amounting to Rs 5 lakh. The proof for the same is to be submitted.
- d) The bidder must have a permanent Account Number (PAN/ TIN).A copy of PAN/TIN is to be submitted.
- e) The bidder should not have been blacklisted by any central /State Government/Ministry Deptt/PSU during last 3 years. A certificate to this effect is to be submitted.

3. Bid Security (EMD)

- a) The bidder shall finish bid security of Rs.10,000/- (Ten thousand) only in the form of Demand Draft drawn in favor of Executive Director, SOL Payable at Delhi.
- b) The bid security of unsuccessful bidder shall be returned without interest within 30 days after conclusion of contract EMD of successful bidder shall be returned without interest after receipt of performance security.
- c) The bid security of bidder may be forfeited: i) if a bidder withdraw his bid after opening of bid ii) In case of successful bidder, if bidder fails to execute work and furnish performance security.

Submission of Bid

- 1) Technical Bid (As per format given in Annexure I & II) along with EMD and documents establishing bidder eligibility will be submitted in a sealed envelope superscribing "Technical Bid for configuration and maintenance of Oracle RAC Services (2015-16)".
- 2) Commercial bid (as per format given in Annexure IV) in a separate envelope superscribing "Commercial bid for configuration and maintenance of Oracle RAC service (2015-16)".
- 3) Both the bids will be placed in third envelope superscribing Technical & Commercial bid for confirmation & maintenance of Oracle RAC services (2015-16).

The commercial bid of only those bidders will be opened whose bids are found to be technically compliant.

General Terms & Conditions

- i) The price shall be quoted in Indian Rupee only.
- ii) Price quoted shall remain firm & fixed for the entire duration of contract.
- iii) The bid should be duly signed on all pages and addressed to the Asstt. Registrar (General), Room no. 206, School of Open Learning, should be dropped on or before the due date in the tender box, placed in the room.
- iv) The last date for receipt of bid is 25/06/15 till 3.00 pm. and will be opened on same day at 4.00 p.m. pm in presence of the authorized representatives of the bidders who choose to remain present.
- v) The bid shall remain valid for 60 days after the date of bid opening.
- vi) Any delay in receipt of bid would be considered late submission of bid and would be summarily rejected.
- vii) Payment terms :-
 - (a) Configuration charges will be paid after 15 days of commissioning of RAC.
 - (b) AMC Charges will be paid after completion of each quarter of AMC.
 - (c) Taxes as applicable will be deducted.
- viii) Performance Security –Successful bidder shall have to furnish Performance Security for an amount equal to 05 (five) percent of value of work in the form of DD or bank guarantee from any Public Sector Bank, drawn in favor Executive Director, SOL payable at Delhi. The performance Security shall be valid for 60 days beyond the expiry of date of contract.
- ix) Check list (as per Annexure III) duly filled in should be submitted.
- x) The Executive Director, SOL reserves the right to accept/ reject the bid without assigning any reason whatsoever.

Asstt. Registrar offtg. (Gen.)

Annexure I

General Information Proforma

(To be filled in by the bidder for the technical bid)

1. Name of the company: _____

2. Head/Regd. Office Address: _____

(a) Postal _____

(b) Fax No. _____

(c) Telephone No.(s) _____

(d) E-mail Address _____

(e) Website Address _____

3. Former name of company (if any) _____

4. Delhi Office Address: _____

(a) Postal _____

(b) Fax No. _____

(c) Telephone No. (s) _____

(d) E-mail Address _____

5. Type of Organization

Individual

Partnership

Incorporated

6. Service Centre Details

(a) Postal address _____

(b) Contact Person _____

(c) Fax No. _____

(d) Telephone No. (s) _____

(e) Mobile No. _____

(f) Working hours _____

(g) E-mail address _____

7. (i) Year of establishment _____

(ii) Year in which Computer Software Support Services were started.

8. Amount of EMD deposited _____

Draft No. _____

Bank Detail _____

Amount _____

10. Details of supporting documents enclosed.

11. Name and address of the authorized signatory /contact person for this AMC

12. Whether letter of authority for attending bid opening enclosed with tender?
13. Total staff strength of the company on its payroll regular for last 2 years
DBA/other
Staff Daily wagers
14. Whether PAN certificate is attached?

Annexure II

Details of all Software Support AMC's Executed /under execution since 2012.

(to be submitted along with Technical bid)

| S.NO. | Name of Organization/ Address | Contract Period | Type of Support |
|-------|----------------------------------|-----------------|-----------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Check List

Annexure III

Documents

Page No.

- a) Bid Security in the form of Demand Draft for Rs. 10,000/-.
- b) Proof of being in business of Software Support maintenance service for last three years.
- c) Proof /copy of current work order of executing software service operations of at least one other Central/State Govt./Ministry/Deptt/PSU.
- d) Copy of certificate from chartered Accountant of having annual turnover of at least Rs. Ten Lakh per annum in IT software services alone during the last three years in 2011-12, 2012-13, 2013-14.
- e) Copy of Pan /TIN number.
- f) Copy of registration as limited/ Pvt. Firm.
- g) Proof of execution of one single AMC orders Government Organization/ PSU amounting to Rs. 5 lakh.
- h) Certificate of non- blacklisting by any government organization/PSU.

Annexure IV

Commercial Bid

| S.No. | Description | Price (in Rupees) |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 1 | <p>Configuring Oracle RAC</p> <ol style="list-style-type: none">1. Backup of existing database.2. Implementation of Oracle 11g R1 Grid, ASM & Clusterware (11.1.0).3. Implementation of Oracle 11g R1 RAC DB (11.1.0).4. Data porting into 11gr1 RAC Database setup.5. Configuring the RMAN disk backups and datapump backups. | |
| 2. | <p>Maintenance of Oracle 11gr1 RAC (Real Application Cluster)</p> <p>production database setup for a duration of one year using support</p> <p>calls as below:</p> <ul style="list-style-type: none">• support calls: 12• reflex calls : 04 | |
| | Service Tax | |
| | Total | |
| | Total in Words | |