



Request for Proposal For  
Renewal of Annual Technical Support (ATS) for  
Oracle Licenses

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Ref: Meghna Bank Ltd/IT/Oracle/Licenses/ATS/2022-2023 dated 14/06/2022

**Meghna Bank Limited**  
Information Technology Division  
Noor Holding, Level-4, Gulshan-1, Dhaka-1212, Bangladesh

**Meghna Bank Limited** is a 4<sup>th</sup> Generation Commercial Bank in Bangladesh committed to provide best customer services to our valuable customers. The Bank is in process for renewal of Oracle Support Renewal Service from **Oracle Corporation** for **CS#19209988, Renewal period: 31-Aug-2022 to 30-Aug-2023**.

**Scope of Work:**

Renewal of Annual Technical Support for one year from **31-Aug-2022 to 30-Aug-2023** of following Oracle Licenses:

Sl #	Product	Number of Licenses	Type /Level of Licenses	License Metric	Oracle CSI No.
1	Oracle Database Enterprise Edition – Processor Perpetual	6	Full	Processor	19209988
2	Oracle Active Data Guard- Processor Perpetual	6	Full	Processor	19209988
3	Tuning Pack- Processor Perpetual	6	Full	Processor	19209988
4	Diagnostics Pack - Processor Perpetual	6	Full	Processor	19209988

**Eligibility Criteria:**

Only those Bidders, who fulfill the following criteria, are eligible to respond to the RFP. Bids received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

1. The bidder should be a legal entity registered in Bangladesh.
2. The bidder must submit the Manufacturer’s authorization letter (i.e. MAF) from OEM (M/s Oracle).
3. The bidder must have experience with at least three years in banks for same support service business.

Proposals along with the following documents must be submitted in 2 separate sealed envelopes marked as:

- 1) “RFP – Renewal of ATS for Oracle Licenses-Eligibility”
  - 2) “RFP – Renewal of ATS for Oracle Licenses- Commercial Bid”.
- 1) Contents – Envelope 1-“RFP – Renewal of ATS for Oracle Licenses- Eligibility”:
- a) Letter of Proposal.
  - b) Authorization for signing all the documents related to RFP as per the template.
  - c) Manufacturer’s Authorization Letter from OEM (i.e. M/s Oracle) authorizing the vendor to submit the bid for Renewal of ATS for Oracle Licenses as mentioned in the RFP.
  - d) Experience Certificate for successful completion of ORACLE Support Service in Banking Industry.
- 2) Contents – Envelope 2 -“RFP – Renewal of ATS for Oracle Licenses- Commercial Bid”
- a) Commercial bid in a separate sealed envelope (as per Annex. 1).

Bids not submitted in the above manner shall be summarily rejected.

Proposals complete in all respects should be put in the tender box kept at the following address latest **by 5.00 P.M. on 27 June, 2022**.

**Chairman, Procurement Committee**

Meghna Bank Limited  
 Address: Subastu Imam Square (Level-06)  
 65 Gulshan Avenue, Gulshan-1, Dhaka 1212

## **Bid Currencies:**

Prices for all the components shall be quoted in Bangladesh Taka (BDT) only.

## **Late Bids:**

Bids received after the date and time specified in the Schedule of Events will not be considered and will be rejected. Meghna Bank Limited may, at its sole discretion, change the date/time of submission and Meghna Bank Limited's decision in this matter will be final.

## **General Terms and Conditions**

1. **Cost Details & Validity:** The Quoted Rate / Cost should be inclusive of all levies / taxes like Goods and Services Tax and VAT applicable thereon. The proposal submitted against this RFP should remain valid till at least three months from the last date of submission of proposal.
2. **Payment Terms:**
  - 100% payment after submitting the proof of renewal of Oracle ATS with Oracle for the desired period.
  - All the payments will be made by and from Meghna Bank Limited; Head Office
3. Meghna Bank Limited reserves the right to accept or reject any quotation in full or part, and to suspend this process and reject all quotations or part thereof, at any time prior to the award of contract, without thereby incurring any liability to the affected vendors on the grounds of the purchaser's inaction.
4. **Bid Submission:** Vendors should submit the bids strictly in accordance with the information given in the Schedule of Events under RFP.
5. Meghna Bank Limited reserves the right to consider/ reject any or all applications without assigning any reason thereof.
6. **Responsive Bid:** Bid conforming to the following essential requirements shall be considered as responsive:
  - i. Bid shall be submitted at the prescribed address on or before the stipulated date and time.
  - ii. Bid shall contain the following documents (as mentioned in Page 2) :
    01. Letter of Proposal
    02. Authorization letter for signing all the documents related to RFP;
    03. Manufacturer's Authorization letter from OEM as per the format i.e. Annexure (Manufacturer's Authorization Form) authorizing the bidder to submit the bid for Renewal of ATS of Oracle Licenses.
    04. Experience Certificate for successful completion of ORACLE Support Service in Banking Industry.
    05. Commercial Bid in the prescribed format i.e. Annexure 1, in a separate non-window sealed envelope.
7. **Opening of Bids:** Bids received before the closing date and time specified in the Schedule of Events will be opened in the presence of bidders' "representatives (maximum two representatives per bidder)" who choose to attend the opening of the bids on the specified date, time and venue as given in the Schedule of Events.
8. Bids not accompanied with the documents mentioned in the Clause 6(ii) above will be considered as NON-RESPONSIVE. No further communication will be done in this regard with the bidder whose Bid is considered as NON-RESPONSIVE.

### Schedule of Events under RFP

SL #	Event/Activity	Details
1.	Date of Release of RFP	14 June, 2022
2.	Address for Receipt of Bids	<b>Information Technology Division</b> Meghna Bank Limited Address: Level-4, Noor Holding, Gulshan 1, Dhaka-1212
3.	Address for Submission of Bids	<b>Chairman, Procurement Committee</b> Meghna Bank Limited Suvastu Imam Square (Level-06) 65 Gulshan Avenue, Gulshan-1, Dhaka 1212
4.	Method of Bid Submission	Proposals along with the accompanying documents must be submitted in 2 separate sealed envelopes marked as 1) "RFP– Renewal of ATS for Oracle Licenses Eligibility". 2) "RFP– Renewal of ATS for Oracle Licenses- Commercial Bid". Proposals completed in all respects should be put in the tender box kept at the above address latest by <b>5.00 P.M. on 27 June, 2022.</b>
5.	Last date & time of submission of bid	<b>27 June 2022 @ 5.00 PM BST</b>
6.	Eligibility Bid Opening Date, Time and Venue	<b>Time will be inform Later.</b>  <b>Venue :</b> <b>Chairman, Procurement Committee</b> Meghna Bank Limited Suvastu Imam Square (Level-06) 65 Gulshan Avenue, Gulshan-1, Dhaka 1212
7.	Commercial Bid opening Date, Time and Venue	Will be intimated to Eligible Bidders through display on our website and/or through email.
8.	Contact Number	PABX : + (8802)9857251 Ext-6004 Mobile : +8801732324202
9.	Contact Email-id/Mobile	Email ID: <a href="mailto:imran.heron@meghnabank.com.bd">imran.heron@meghnabank.com.bd</a>
10.	Contact Person	Md. Imran Hussain Heron
The dates are subject to change. Notice in writing of any changes will be displayed on our website wherever feasible.		

**Annexure 1: Commercial Bid**

Ref: Meghna Bank Ltd/IT/Oracle/Licenses/ATS/2022-2023 dated 14/06/2022

RFP – Renewal of ATS for Oracle Licenses (Amount in BDT)

Sl. #	Item Description	License Metrics	Qty.	CSI No.	Total Cost incl. Tax & VAT
1	Oracle Database Enterprise Edition	Processor Perpetual	6	19209988	
2	Oracle Active Data Guard	Processor Perpetual	6	19209988	
3	Tuning Pack	Processor Perpetual	6	19209988	
4	Diagnostics Pack	Processor Perpetual	6	19209988	
	<b>Grand Total</b>				
	<b>Grand Total in Word :</b>				

**Note:** Bidders are requested to note the following:

1. Grand total cost should be inclusive of all taxes.
2. All the payments will be made by and from Meghna Bank Limited, Head Office.

Annexure 2:

Manufacturer's Authorization Form (MAF)

**Date:** DD/MM/YYYY

To

**Chairman, Procurement Committee**

Meghna Bank Limited

Subastu Imam Square (Level-06)

65 Gulshan Avenue, Gulshan-1, Dhaka 1212

Ref: Meghna Bank Ltd/IT/Oracle/Licenses/ATS/2022-2023 dated 14/06/2022

Dear Sir/ Madam,

This is to confirm M/s. \_\_\_\_\_ is an Oracle Authorized Support Renewal Partner for Premier Support for Software in Bangladesh. Hence they are authorized to conduct Premier Support for Software Renewal business in Bangladesh and renew the Software Contracts with the Customers.

We hereby authorize M/s. \_\_\_\_\_ to participate in the subject mentioned RFP Ref: Meghna Bank Ltd/IT/Oracle/Licenses/ATS/2022-2023 dated 14/06/2022 for Renewal of Annual Technical Support (ATS) for Oracle License with Meghna Bank Ltd.

We, as OEM, commit ourselves to provide support and upgrades/ updates to Meghna Bank Ltd for our products during the AMC period, subject to the Premier Support for Oracle Software is back lined with Oracle, if the subject mentioned Tender is awarded to M/s.

Kindly consider this letter as an Authorization for the Participation in the subject mentioned RFP Ref: Meghna Bank Ltd/IT/Oracle/Licenses/ATS/2022-2023 dated 14/06/2022 for Renewal of Annual Technical Support (ATS) for Oracle License with Meghna Bank Ltd.

Yours faithfully,

**Annexure 3**

BEFTN/RTGS Mandate Form (Optional)

Ref: Meghna Bank Ltd/IT/Oracle/Licenses/ATS/2022-2023 dated 14/06/2022

PAYMENT DETAILS FOR ACCOUNT TRANSFER / RTGS

BENEFICIARY DETAILS:-

Name of the Firm:

1	Beneficiary Account No.	
2	Beneficiary Name	
3	Beneficiary Bank Name	
4	Branch/ Location	
5	Contact Person	

Authorized Signatory

**This letter should be on the letterhead of the Vendor duly signed by the authorized signatory and submitted with the Eligibility Bid**

Date: DD/MM/YYYY

To,  
**Chairman, Procurement Committee**  
Meghna Bank Limited  
Subastu Imam Square (Level-06)  
65 Gulshan Avenue, Gulshan-1, Dhaka 1212

Dear Sir,

1. Having examined the Request for Proposal including all its Annexures, we, the undersigned offer to procure and supply the items mentioned in the „Request for Proposal“ in conformity with the said RFP Documents and in accordance with the schedule of Prices indicated in the Commercial Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Documents / Purchase Order awarded as a result of the RFP.
3. We agree to abide by this Tender Offer for a period of 3 months from date of submission of our proposal and our offer shall remain binding on us and may be accepted by Meghna Bank Ltd at any time before expiry of the offer period.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in Bangladesh.
6. We agree that Meghna Bank Ltd is not bound to accept the lowest bid or any Bid that Meghna Bank Ltd may receive and Meghna Bank Ltd may reject any bid, or accept or entrust the entire work to any Vendor without assigning any reasons or giving any explanation whatsoever.
7. We certify that we have provided all the information requested by Meghna Bank Ltd in the format requested for. We also understand that Meghna Bank Ltd has the exclusive right to reject this offer in case Meghna Bank Ltd is of the opinion that the required information is not provided or is provided in a different format.

Dated at this day of 22

**Authorized Signatory**

Name :  
Designation :  
Phone No :  
Fax No :  
E-mail Address :