



AB BANK PLC

Request for Proposal

for Renewal of Annual Technical Support (ATS) for
Oracle Licenses

AB Bank PLC

Department of Information Technology
30-31 Dilkusha C/A, Dhaka 1000
Bangladesh

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

DISCLAIMER

The information contained in this Request for Proposal (“RFP” or “Tender”) document or information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of AB Bank Limited (“ABBANK”), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by ABBANK to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

Subject to any law to the contrary, and to the maximum extent permitted by law, ABBANK and its directors, officers, employees, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of ABBANK or any of its directors, officers, employees, representatives, agents, or advisers.

ABBANK may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

CONFIDENTIALITY / NON-DISCLOSURE

By opening this RFP, the bidder agrees not to use or share with other parties the information contained herein. ABBANK reserves the right to use the information submitted in response to this RFP in any manner deemed appropriate. Bidder may request confidential treatment of any portion of its response with written indication of which portion of the document. After review of the request, if confidentiality cannot be granted, vendor will be permitted to withdraw its proposal.

1 INTRODUCTION

Introducing Bangladesh to its very first private sector bank; AB Bank PLC. was incorporated in 31st December, 1981. Arab Bangladesh Bank as formerly known started its effective operation from 12th April, 1982 with the mission to be the best performing bank of the country.

2 INVITATION TO BID

This request for proposal is solely for the renewal of Oracle Annual Maintenance Support (known as Annual Technical Support or ATS) from **Oracle Corporation** for **CSI#19081640** for the period **29-May-2024 to 28-May-2025**.

3 CURRENT LICENSES

ABBANK currently holds the following Oracle Licenses:

Sl.	Product	License Metric	License Type	CSI	Quantity
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1	Oracle Database Enterprise Edition	Processor	Perpetual	19081640	7
2	Advanced Security	Processor	Perpetual	19081640	7
3	Oracle Database Enterprise Edition	Named User Plus	Perpetual	19081640	50
4	Advanced Security	Named User Plus	Perpetual	19081640	50

4 SCOPE OF WORK

Renewal of Annual Technical Support for one year from 29-May-2024 to 28-May-2025 of aforementioned Oracle Licenses in section 3 Current Licenses.

5 INSTRUCTIONS TO BIDDERS

5.1 GENERAL INSTRUCTIONS

No Bid will be considered unless it is prepared as per the requirement of this RFP by the Bank. Bids must be made in duplicate and must include all documents required as part of technical and commercial bids and the Annexures.

Bidders must acquaint themselves fully with all the Terms and Conditions of this RFP. No plea of insufficient information or lack of information will be entertained at any time after the closing of the tender at the specified date and time.

The Bidder must furnish all the particulars called for in Technical and Commercial bids along with all other details and information expected to be submitted with the Bid. Additional information or technical details should not be submitted after closing the Tender unless otherwise the Bank requested in writing to do so.

No modifications or alterations with respect to the submitted documents will be permitted after closing of bid submissions.

In the absence of a written request to do so by the Bank, submission of written or verbal clarifications to the Bank will be considered as a disqualification.

The signatory from the Bidder who signs on the bid response forms may be either the Chief Executive Officer or the Managing Director or his duly Authorized Representative, in which case he shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative and the principal.

The power of authorization or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid. Bank may reject outright, any bid not supported with adequate proof of the signatory's authority.

Every Bidder must be prepared to submit documents and other evidence of his ability to execute the contract if called upon to do so, by the Bank

Private companies who submit a Bid should declare the names of current Directors of the Company, Public Companies should declare the names of current Directors and the Proprietorship/Partnership should declare the names of Proprietors/Partners.

The Bidder should be the Principal Owner and have property rights, or be authorized by the Principal Owner to sell the product. In case the Bidder is an authorized partner / reseller for the particular offer of item, authorization from the developer / manufacturer should be submitted to ensure that the regular upgrades and support services requested by the Bank will be made available to the Bank from time to time.

Please note that all the information requested in this RFP needs to be provided by the Bidder. Bids with incomplete information may lead to disqualification.

The Bank reserves the right to change the dates mentioned above or in the RFP, which will be communicated to the prospective bidders.

The Bank reserves the right of rejecting any or all bids and the right of accepting any portion of the bid without citing any reason.

5.2 COMPLETENESS OF PROPOSAL

By submission of a proposal, the Bidder warrants that all components required to fully activate the license support have been identified and included in the proposal.

5.3 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.

5.4 PROCEDURE FOR SUBMISSION OF BIDS

The Bank expects only soft copy of the technical proposal and hard copy of the commercial proposal in **separate** submissions addressed to Head of Administration.

Hard copy of only the commercial proposals in seal-gala envelope addressed to Head of Administration should be submitted to the address below.

Head of Administration
 AB Bank PLC
 The Skymark
 18 Gulshan Avenue, Dhaka 1212
 Bangladesh

Soft copy of only the **technical proposal** should be submitted via email to **rfp@abbl.com**.

The submission must be made by closed of business dated 26th September 2024.

5.5 FORMAT FOR TECHNICAL BID

Technical Bid must be made in an organized and structured manner in the following form:

- a) Table of Contents.
- b) Letter of Proposal.
- 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) Certificate of prior experience in Bangladesh market.

5.6 FORMAT FOR COMMERCIAL BID

The commercial offer must include the following table duly filled up:

Sl.	Product	License Metric	License Type	CSI	Qty.	Total Cost incl. VAT and Taxes
1	Oracle Database Enterprise Edition	Processor	Perpetual	19081640	7	
2	Advanced Security	Processor	Perpetual	19081640	7	
3	Oracle Database Enterprise Edition	Named User Plus	Perpetual	19081640	50	
4	Advanced Security	Named User Plus	Perpetual	19081640	50	

Note: Bidders are requested to note the following:

1. Grand total cost should be inclusive of all VAT and taxes.
2. All prices must be quoted in Bangladeshi Taka (BDT) only.
3. All submitted price should be inclusive of VAT & TAX. ABBANK will provide a Withheld Tax Certificate in case applicable taxes are deducted during payments.
4. The commercial bid should be accompanied by a cover letter duly signed by Bidders' Managing Director or Chief Executive Officer or equivalent signatory

5.6.1 PAYMENT TERMS

- No advance payment is allowed.
- 100% payment after submitting the proof of renewal of Oracle ATS with Oracle for the desired period.

5.7 COST OF BID

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. In any case, Bank shall not be liable for those costs, regardless of the conduct or outcome of the bidding process.

5.8 LANGUAGE OF BIDS

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Bank, shall be written in the English language.

5.9 PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for 60 days after the date of opening of Technical Bids prescribed by the Bank. No bidder shall be entitled to withdraw, cancel or revoke their offer within the said period except as mentioned in **Confidentiality / Non-Disclosure** under **Disclaimer** section of this RFP.

The Bank may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax or by email).

5.10 INSPECTION OR RIGHT TO AUDIT

Due to regulatory requirement, the bidder shall allow the authorized personnel of ABBANK and/or its regulators the opportunity of inspecting and auditing the bidder's operations and the business records which are directly relevant to the services provided by the bidder.