

Request for Quotation (RFQ) for Database Administrator Services

Scope of Work:

Database Management:

- Perform routine database maintenance tasks, including validation of correctness of data backups, patch updates, and performance tuning.
- Monitor database performance and implement optimization strategies.
- Ensure data integrity and security protocols are implemented and maintained.
- Support to implement the security configuration document (SCD) as suggested by the regulator/SBI.
- Managing Users and Security as and when required.
- Responsibility of Database recovery in the event of a server failure or other type of data loss is to restore lost data to the system using existing backups.
- Restoration of Database to comply with the BCP requirement.
- Database upgrade to the latest version and required post support
- Database migration and cross platform support
- SQL tuning of long Running queries/reports
- Database Instance tuning
- Implement database security
- Database Patching and big fix
- Database Table partitioning support
- Database stats stability
- Implement Database monitoring scripts/tools
- AWR and ASH report analysis and ensure database health checks and running.
- Capacity planning

Troubleshooting and Support:

- Provide timely resolution to database-related issues and incidents.
- Offer technical support and guidance to users and IT staff regarding database usage and best practices.

DR Drill

- Validate DR setup, configuration, and maintenance.
- Switchover / Failover Test
- Database switchover and switchback activities based on Business requirements

Database Design and Development:

- Collaborate with stakeholders to design and implement new databases or enhance existing ones.

- Develop data models and schema designs to support application requirements.

Documentation:

- Maintain comprehensive documentation for database configurations, procedures, and standards.
- Provide training materials and sessions for staff on database usage and maintenance tasks.

Proposal Submission Requirements: Interested parties should submit their proposals including:

- Company profile and experience in providing DBA services.
- Overview of proposed approach and methodology.
- Detailed breakdown of pricing and cost structure on the Company Letter Head.
- References from previous clients.
- Any additional relevant information or credentials, if any.

Mode of Submission:

Quotation should be dropped or send through email with password protected file on or before **30.04.2024 up to 15.00** hrs. If the quotation is submitted through email, please submit a separate letter on company letter head with a mention that vendor is taking responsibility of confidentiality and integrity of the same and they have no objection to the process of submission of quotation through email. Password of the file (Quotation file) shall be shared to the company's authorised official by separate email only at the time of opening.

Bid Opening:

Quotation will be opened on **01 May 2024 AT 11.00** hrs at our corporate office. Vendors are requested to attend quotation Opening process, by reconfirming the date and time over telephone with our office on the morning of the said day.

Timeline:

Deadline for proposal submissions:

Evaluation and selection of proposals:

Contact Information:

For inquiries and proposal submissions, please contact:

Prateek Pal

Deputy Manager (Systems)

Contact-9987276324

Terms and Conditions

- Tender with counter condition will not be entertained.
- Rates are to be quoted for yearly basis with increment in charges if any in terms of percentage subject to maximum of 15%.
- DBA should be available during the working hours and beyond it if the situation so desires.
- The contract will be for a minimum period of 3 year. Any request for change in dissemination of service will not be accepted.
- The DBA should be present physically during the important upgrades and critical operations. 6. Complaint call to be attended within 2/3 hours on the same day.
- Your offer should be valid for at least 30 days from the due date specified. It should be inclusive of all costs and charges. Amount of Taxes must be mentioned. Quotation should be signed by authorized signatory with stamp/seal of the Firm/Company.
- All the invoices will be paid at the end of each quarter.
- Company reserves its right to reject any/all quote, without assigning any reasons for cancellation.
- Vendor must have an office/representative in Mumbai.
- If the Company is not satisfied with the support services during the period, then the Company may terminate the contract giving 1 month notice.
- At present, we have 2 Oracle instances (one at Production and 1 at DR), 1 Microsoft SQL Server standard instance and 2 MySQL instance (one at Production and 1 at DR).
- The company reserves the right to postpone the quotation opening date/time, cancel all quotation without mentioning any reason and without any prior notice.
- The price quoted should also include the cost for any additional database that may be added during the contract duration.