



GIC HOUSING FINANCE LTD

**TENDER DOCUMENT FOR
The Renewal of Oracle ATS (CSI: 18567018) Licenses**

RFP Reference Number: REF:GICHF:2022-23/01, Dt. 13.05.2022

RFP- Renewal of Oracle ATS

1. GIC Housing Finance Ltd (hereinafter referred to as GICHFL) is a company registered under Section 25 of the Companies Act, 1956 with its Registered Office at National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020 and its 74+ Offices are located across PAN India.

Our Promoters are General Insurance Corporation of India, The New India Assurance Company Ltd, United India Insurance Company Ltd, The Oriental Insurance Company Ltd and National Insurance Company Ltd.

2. We are in the process of renewing Oracle ATS for the licenses detailed in Annexure -II. The licenses are currently under ATS with Oracle India Pvt. Ltd. which are going to be expired on 31st May, 2022
3. Proposals along with the following documents must be submitted in a **non-window sealed envelope** super scribing “**RFP – Renewal of Oracle ATS - 2022-23/IT/02**”:
 - a. Authorization letter from Oracle indicating that the vendor is an authorized partner/ business associate of Oracle for supply of Oracle product licenses and to provide Annual Technical Support (ATS). The authorization letter should be valid at least till the expiry of bid validity.
 - b. Technical bid [as per format given in Annexure - IV] in a separate non-window sealed envelope super scribing “Technical Bid – Renewal of Oracle Annual Technical Support – 2022-23/IT/02”.
 - c. Commercial Bid [as per format given in Annexure - V] in a separate non-window sealed envelope super scribing “Commercial Bid - Renewal of Oracle Annual Technical Support – 2022-23/IT/02”
4. The Bid information, general terms and conditions and commercial bid format are given in the following annexures:
 - a. Annexure I – Bid Information
 - b. Annexure II – Present setup & deliverables under Oracle ATS
 - c. Annexure III – General Terms and Conditions
 - d. Annexure IV – Technical Bid Format
 - e. Annexure V – Commercial Bid format

The proposals received after due date and time will not be accepted. Clarifications, if any, may be sought in writing on or before the time mentioned in Bid Information Sheet.

Annexure - I

| Bid Information Sheet | | |
|------------------------------|---|--|
| S.No. | Bid Reference | REF:GICHF: 2022-23/IT/02, Dt.13.05.2022 |
| 1 | Purpose | Renewal of Annual Technical Support (ATS) for Oracle licenses 2022-23. |
| 2 | No. Of Envelopes (Non window, sealed) to be submitted | 02 (Two) First envelope [non-window sealed] containing: <ol style="list-style-type: none"> 1. Bid Forwarding letter 2. Authorization letter from Oracle. 3. Technical bid in prescribed format. Second envelope [non-window sealed] containing <ol style="list-style-type: none"> 1. Commercial Bid |
| 3 | Address for Submission of Bids | GIC HOUSING FINANCE LTD National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020. |
| 4 | Bid Validity | One Month from the date of submission of bid. |
| 5 | Last Date & Time for submission | 20th May, 2022 06:00 pm |
| 6 | Date & Time of opening the bids | 23rd May,2022 11.00am National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020. |
| 7 | Contact Details | Mr. Ramanathan B Group. Executive -IT 9892313811 |
| 8 | E-mail ID's | ram@gichf.com |

Annexure II**Present Setup & Deliverables under Oracle ATS****1. Present Setup**

We are using Oracle database for its internal use. Details of licenses currently being used by us are as under:

| Sr. No. | License Description | No. of licenses |
|---------|--|-----------------|
| 1 | Oracle Database-Enterprise Edition-Processor Based CSI #: 18567018 | 2 |

Currently, above licenses are under ATS with Oracle with CSI # 18567018

2. Scope of work under this RFP:

The vendor shall be required to renew the ATS with Oracle for all the above mentioned licenses for the period June 1, 2022 – May 31, 2023 and submit renewal certificate in the name of GIC Housing Finance Ltd. in physical/ electronic form.

3. Deliverables under Oracle ATS:

- i. **Updates Subscription Services:** The Updates Subscription Services should be provided to GICHFL with rights to Oracle product upgrades, maintenance releases and patches released during the subscription period and distributed on CD Packs.
- ii. **Product Support:** Oracle Product Support services to be offered to GICHFL for direct access via both the telephone and the web to Oracle skilled staff of technical analysts for problem resolution, bug reporting, and technical guidance on a 24x7 basis. This service should be provided through telephone, fax, e-mail and Oracle's Web Interface Metalink directly.
- iii. GICHFL should be provided with a 10 digit Customer Support Identifier (CSI) number from Oracle directly. GICHFL should be in a position to access Oracle global support infrastructure for problem resolutions directly using CSI number.
- iv. GICHFL should also be in a position to access Oracle Support Portal METALINK at **<http://metalink.oracle.com>** and log a Technical Assistance Request (TAR) or search the database for known problem resolutions and bug fixes directly.
- v. GICHFL should get Latest versions by sending a mail to **supsale.delhi@oracle.com** or **supsale.Mumbai@oracle.com** e-mail ids by mentioning the CSI number of GICHFL and delivery address. The latest versions should be shipped to GICHFL within 2 weeks of receiving GICHFL's request. Vendor would be required to coordinate and provide the latest versions.
- vi. Vendor should submit Oracle's licensing policy in detail for the Renewed Oracle products.
- vii. Transfer of licenses from one platform to other during ATS period as and when required by GICHFL.

Annexure - III**General Terms and Conditions**

The Bidders are expected to examine all instructions, forms, terms and specifications in this bidding document. Failure to furnish all information as required in the bidding document may result in the rejection of bids and will be at the bidder's own risk.

1. Clarification of Bids

- a. Clarification sought by bidder should be made in writing (E-mail) and submitted at least one day prior to the date of submission.

2. Amendment to the bidding document

- a. At any time prior to the date of submission of Bids, GICHFL, for any reason, may modify the Bidding Document, by amendment.
- b. The amendment will be posted on our website (URL- <https://gichfindia.com/IT%20Department.html>).
- c. All Bidders must ensure that such clarifications have been considered by them before submitting the bid. GICHFL will not have any responsibility in case some omission is done by any bidder.
- d. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, GICHFL, at its discretion, may extend the deadline for the submission of Bids.

3. Language of Bid

The bid prepared by the Bidders as well as all correspondence and documents relating to the Bid exchanged by the Bidder and GICHFL and supporting documents and printed literature shall be written in English.

4. Cost Details & Validity:

The quoted Rate / Cost should be inclusive of all levies/ taxes, if any.

5. Payment Terms:

- a. 100% payment after submitting the proof of renewal of Oracle ATS with oracle India Pvt. Limited for desired period.
- b. All the payments will be made by GIC Housing Finance Ltd., Mumbai
- c. TDS shall be deducted as per applicable rates/rules.

6. GICHFL reserves the right to accept or reject any quotation in full or part, and to suspend this process and reject all quotations or part 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.

7. **Contact person of Oracle India Ltd.:** Vendors should provide name, address, e-mail address, dedicated telephone/mobile number of Account Manager at Oracle India Pvt. Ltd. Further, vendor should also provide contact numbers of Oracle call center and Call escalation procedure and contact details.

8. **Licensing policy and service level agreement:** Vendor is required to submit Oracle Licensing policy for the products along with the license migration policy if any. Also vendor is required to provide a copy of Service Level Agreement mentioning all the offered support

level/ type under Oracle ATS.

9. Clarification of bids:

- a.** During evaluation of Bids, GICHFL, at its discretion, may ask the Bidders for clarifications of their Bids. The request for clarification and the response shall be in writing (eMail), and no change in the price of substance of the Bid shall be sought, offered or permitted.
- b.** Bidder to submit point by point compliance to the technical compliance and it should be included in the Bid.
- c.** Any deviations from the specifications should be clearly brought out in the bid.
- d.** Bidder to quote for entire package on a single responsibility basis for the services it proposes to offer under the contract.

Annexure IV**Technical Bid Format****1. Minimum Eligibility Criteria:**

Vendor should be authorized partner / business associate of Oracle for providing renewal of Oracle Annual Technical Support services and upgrade of oracle products in India. A copy of authorization letter from Oracle should be enclosed with the proposal.

2. Details be Furnished:

- I. Name of the company: _____
- II. Number of Years the field of delivering Oracle ATS Services: _____
- III. Type of tie-up with Oracle India Pvt. Limited.: _____
- IV. Support document from Oracle India Ltd for providing renewal of Oracle ATS services.

3. Details of Oracle Account Manager for GICHFL with following details :

- I. Name of Account Manager for GICHFL at Oracle India Pvt. Ltd: _____
- II. Toll Free Number of Oracle for support related issues: _____
- III. E-mail ids of Oracle to send support related queries: _____

4. List of existing two customers to whom the vendor is providing similar support services with following details:

| S.No | Name of Customer | Address | Contact person Name & Phone No |
|------|------------------|---------|--------------------------------|
| | | | |
| | | | |

5. Any other related information, not mentioned above, which the vendor wish to furnish.
6. Any Deviation from General Terms & Conditions, which vendor wish to furnish.

After selection of the L1 bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, GICHFL will send Notification of Award/Purchase Order to the selected Bidder.

Annexure – V**Commercial Bid Format**

Amount in Rupees

| Sr. No. | Product/License Description | Qty | Unit Cost Details | | | | | | Total Cost Details | |
|-------------------|--|-----|-------------------|-----------------|-----------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| | | | Unit Cost | | Taxes | | Total Unit Cost | | Software Update | Product Support |
| | | | Software Update | Product Support | Software Update | Product Support | Software Update | Product Support | | |
| 1 | Oracle Database-Enterprise Edition-Processor Based | 2 | | | | | | | | |
| Total Cost | | | | | | | | | | |

Note: Bidders are requested to note the following:

- Cost should be inclusive of all taxes at current rate, and will be used to arrive at L1 vendor.
- Period of renewal of above licenses is from 1st June, 2022 to 31st May, 2023.
- TDS will be deducted as per rules applicable.
- CSI # **18567018**