A Century of Service to the Nation

NOTICE INVITING TENDER

No. T-1739   Dated: 29.12.2021

Renewal of Oracle ATS for software updates and product support for a Oracle Database Standard Edition [Processor based perpetual] installed at The Institution of Engineers (India), 8 Gokhale Road, Kolkata-700020 along with technical support

1. The Institution of Engineers (India) invites sealed Tenders from eligible bidder(s) in Single Stage two Envelope bid system for Renewal of Oracle ATS for software updates and product support for a Oracle Database Standard Edition [Processor based perpetual] installed at The Institution of Engineers (India), 8 Gokhale Road, Kolkata-700020 along with database technical support

2. **The sealed tenders are to be submitted duly stamped and signed and dated on each page of the tender document** as their unconditional acceptance to the terms prescribed by the Institution. Details/supporting documents wherever applicable, if attached with the tender should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.

3. The tender shall be in two parts viz. **Technical Part – (Envelope – 'A')** and **Financial bids (Envelope 'B')** (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the envelopes separately). **Technical Part (Envelope – 'A')** shall comprise of compliance documents against Qualification Requirement, company profile and any other document in support of technical capability. The Technical bid should not contain any financial indication, violation of which will invite disqualification. Financial bid shall comprise of quoted price only in the format provided with the tender document in **Envelope – 'B'.** Both Envelope – A & B shall be put in a third envelope, sealed and submitted within the prescribed date & time and with signature of the tender applicant over it.

4. The sealed tender duly superscribed, "**Renewal of Oracle ATS**" with Tender No. should be addressed to **Director (Administration)** sent at the Institution's address either by registered post/speed post or by hand. Postal / courier of the tender document must reach to this office within stipulated date & time i.e., **upto 16.00 hrs of 07.01.2022.**

5. Tenders received after the stipulated date and time shall not be entertained. The Institution shall not be liable for any postal delays for what so ever reason and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason and any correspondence.

Shukla Das
Director (Administration)

Qualification Criteria

1. Bidder must be CMM-5 level company

2. Company must be ISO/IEC 27001 certified

3. Bidder shall be a registered / member of Modernized Oracle Partner Network

4. Company shall have their office in Kolkata

5. The company shall have minimum 20 nos. of qualified IT professionals in oracle technology in their Kolkata office out of which 15% should be Oracle Certified Associate (OCA)

6. The bidder must have single fully functional contact support centre with 24 X 7 support

7. Vendor should be capable of providing support to Oracle Database on Linux Platform

Guidelines on Bid submission:

1. The language of the documentation & details in the Bids must be in English.
2. **Tender shall be valid for three years and advance payment shall be made annually.**

3. **All bids to be submitted in single stage two envelope in separate covers**:

   i) **Technical Bid** :- Envelope A should be superscribed with Tender No and Name of Job i.e.**"Renewal of Oracle ATS"** and word "TECHNICAL BID" along with the duly signed and stamped photocopy of documents and signed by authorized representative:
      a. Proof of CMM-5 certificate
      b. Proof of ISO/IEC 27001 certificate
      c. Proof of Modernized Oracle Partner Network
      d. Proof of GST Registration certificate

   ii) **Financial Bid** :- Envelope B should be superscribed with Tender No and Name of Job i.e.**"Renewal of Oracle ATS"** and word "FINANCIAL BID" containing rate coated by the party duly signed and stamped by authorized representative.

4. These two bids to be placed in separate large envelope superscribed with Tender No and Name of Job i.e.**"Renewal of Oracle ATS"**

5. For any query please contact:
   Sudip Roy, Deputy Director
   Information Technology Section
   9830744323 / sudip.roy@ieindia.org

6. The contract shall be for a period of one year and may be extended in case of satisfactory performance, if so desires by IEI. However the decision of IEI shall be final in this regard

7. IEI reserves the right to reject any or all the quotations without assigning any reason whatsoever.

8. Vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee

9. Payment shall be made on completion of renewal process and submission of invoice in original

Scope of Work

1. Renewal of existing Oracle ATS subscription.

2. Quarterly health monitoring of Database and subsequent corrective measures, if any

3. The bidder must have single fully functional contact support centre with 24 X 7 support facility

4. Bidder has to provide support on Oracle database installed in Linux platform

5. Bidder has to perform database tuning for optimum performance whenever required

6. Upgrading of database version(s) in case of a new release by Oracle and applicable under Oracle ATS renewal scope, if so desires by IEI

7. Application of patches released by Oracle Corporation, in case, it is applicable to the Oracle database installed at IEI and desires by IEI

8. Provide technical support in case of a database failure or troubleshooting

9. Tuning / reconfiguration of database backup and other scripts

10. Migration, configuration and restoration of database whenever required

11. Bidder must be capable of providing onsite support at Kolkata

12. The vendor has to provide onsite support, if required