


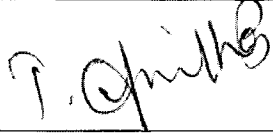
**TECHNICAL SPECIFICATION FOR ORACLE ATS**  
**INDENT NO: N8756004432 DT:03/03/2017**

**Scope of Work:**

1. The Vendor has to deliver Oracle Contract Certification for Software Update and Product Support for the items listed in Annexure-I, within 30 days from the date of receipt of Order.
2. Telephonic, Fax, e-mail support during Office hours of BHEL.
3. Product maintenance release in the form of free fixes and patches.
4. Product upgrades at no extra cost.
5. Knowledge sharing sessions on the Upgrades.
6. 24 x 7 access to WEB support through Oracle Metalink.
7. In the event of the problem not being sorted out by the above means, vendor should deploy persons to BHEL, Ranipet for solving the issues.
8. Vendor should provide onsite support during critical circumstances like complete database crash, Application server issues, Server hanging issues involving dedicated oracle consultancy group.
9. Vendor should provide the service escalation matrix to BHEL, Ranipet.
10. Vendor should provide onsite support for Server performance related issues which could not be resolved through off line support mechanism like phone, fax or email.
11. Vendor should help in problem investigation and provide workarounds if any.
12. Vendor should assist in applying Oracle patches, Fixes / patches on the specific hardware platform.
13. All the Licenses are to be procured as a single lot from one support partner, as the software items are inter related and form part of a set for which common support is required.

**Documents to be submitted along with Techno Commercial Bid:**

1. Confirmation of compliance to the Tender requirement (Annexure-II)
2. No Deviation Certificate (Annexure-III)
3. Un-priced Price bid format duly signed (Annexure-V)
4. Escalation Matrix (Annexure –VI)

	Prepared By	Approved By
Signature		
Name & Designation	A. Mahesh Sr. Engineer/IC	T. Anitha DM/IC

## Annexure – I

S.No	Description	Qty	BHEL Matl. Code CSI Numbers	Period
1	Software Update Oracle Database Enterprise Edition – Processor Perpetual	6	IM8751240000/ 15919839 &18738224	01/06/2017 to 31/05/2018
2	Product Support Oracle Database Enterprise Edition – Processor Perpetual	6	IM8751360000/ 15919839 &18738224	01/06/2017 to 31/05/2018
3	Software Update Real Application Clusters - Processor Perpetual	4	IM8751250000/ 15919839	01/06/2017 to 31/05/2018
4	Product Support Real Application Clusters - Processor Perpetual	4	IM8751370000/ 15919839	01/06/2017 to 31/05/2018
5	Software Update Diagnostics Pack - Processor Perpetual	4	IM8751260000/ 15919839	01/06/2017 to 31/05/2018
6	Product Support Diagnostics Pack - Processor Perpetual	4	IM8751380000/ 15919839	01/06/2017 to 31/05/2018
7	Software Update Tuning Pack - Processor Perpetual	4	IM8751270000/ 15919839	01/06/2017 to 31/05/2018
8	Product Support Tuning Pack - Processor Perpetual	4	IM8751390000/ 15919839	01/06/2017 to 31/05/2018
9	Software Update Oracle Database Enterprise Edition – Named User Plus Perpetual	150	IM8751280000/ 15919839 &18738224 &8938100470	01/06/2017 to 31/05/2018
10	Product Support Oracle Database Enterprise Edition – Named User Plus Perpetual	150	IM8751400000/ 15919839 &18738224 &8938100470	01/06/2017 to 31/05/2018
11	Software Update Real Application Clusters - Named User Plus Perpetual	100	IM8751290000/ 15919839	01/06/2017 to 31/05/2018
12	Product Support Real Application Clusters - Named User Plus Perpetual	100	IM8751410000/ 15919839	01/06/2017 to 31/05/2018
13	Software Update Diagnostics Pack - Named User Plus Perpetual	100	IM8751300000/ 15919839	01/06/2017 to 31/05/2018
14	Product Support Diagnostics Pack - Named User Plus Perpetual	100	IM8751420000/ 15919839	01/06/2017 to 31/05/2018
15	Software Update Tuning Pack - Named User Plus Perpetual	100	IM8751310000/ 15919839	01/06/2017 to 31/05/2018
16	Product Support Tuning Pack - Named User Plus Perpetual	100	IM8751430000/ 15919839	01/06/2017 to 31/05/2018
17	Software Update Internet Developer Suite - Named User Perpetual	8	IM8751320000/ 8938100470 &16124973 &9038100470	01/06/2017 to 31/05/2018
18	Product Support Internet Developer Suite - Named User Perpetual	8	IM8751440000/ 8938100470 &16124973 &9038100470	01/06/2017 to 31/05/2018
19	Software Update Programmer – Named User Plus Perpetual	1	IM8751330000/ 9038100470	01/06/2017 to 31/05/2018
20	Product Support Programmer – Named User Plus Perpetual	1	IM8751450000/ 9038100470	01/06/2017 to 31/05/2018
21	Software Update Internet application Server Enterprise Edition- Named user perpetual	50	IM8751340000/ 6265100470	01/06/2017 to 31/05/2018
22	Product Support Internet application Server Enterprise Edition- Named user perpetual	50	IM8751460000/ 6265100470	01/06/2017 to 31/05/2018
23	Software Update Internet application Server Enterprise Edition- Processor Perpetual	11	IM8751350000/ 16124973	01/06/2017 to 31/05/2018
24	Product Support Internet application Server Enterprise Edition- Processor Perpetual	11	IM8751470000/ 16124973	01/06/2017 to 31/05/2018

### CONFIRMATION OF COMPLIANCE TO THE TENDER REQUIREMENTS

S. No	Description	Accepted (Yes/No)	Remarks
1.	The Vendor has to deliver Oracle Contract Certification for Software Update and Product Support for the items listed in Annexure-I, within 30 days from the date of receipt of Order.		
2.	Telephonic, Fax, e-mail support during Office hours of BHEL.		
3.	Product maintenance release in the form of free fixes and patches.		
4.	Product upgrades at no extra cost.		
5.	Knowledge sharing sessions on the Upgrades.		
6.	24 x 7 accesses to WEB support through Oracle Metalink.		
7.	In the event of the problem not being sorted out by the above means, vendor should deploy persons to BHEL, Ranipet for solving the issues.		
8.	Vendor should provide onsite support during critical circumstances like complete database crash, Application server issues, Server hanging issues involving dedicated oracle consultancy group.		
9.	Vendor should provide onsite support for Server performance related issues which could not be resolved through off line support mechanism like phone, fax or email.		
10.	Vendor should also provide the service escalation matrix to BHEL.		
11.	Vendor should help in problem investigation and provide workarounds if any.		
12.	Vendor should assist in applying Oracle patches, Fixes / patches on the specific hardware platform.		
13.	Bidder should be an authorized Oracle support renewal partner and certificate from Oracle for this tender should be enclosed along with Technical bid.		
14.	The successful bidder should execute a Non-Disclosure Agreement as given in the format in Annexure – IV		
15.	Bidder should attach un priced – price bid format as given in Annexure-V.		
16.	Bidder should submit No deviation Certificate as given in Annexure – III		

Signed By:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Date &amp; Place: \_\_\_\_\_

Phone/Fax/Mobile/Email: \_\_\_\_\_

Stamp &amp; Seal: \_\_\_\_\_

**NO DEVIATION CERTIFICATE**

This is to certify that our offer is exactly in line with your tender enquiry no. \_\_\_\_\_  
\_\_\_\_\_ dated \_\_\_\_\_. This is to  
expressly certify that our offer contains **no deviation** either Technical or Commercial in either  
direct or indirect form.

**Signed By:**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Date & Place:** \_\_\_\_\_

**Phone/Fax/Mobile/Email:** \_\_\_\_\_

**Stamp & Seal:** \_\_\_\_\_

**THIRD PARTY NON-DISCLOSURE AGREEMENT**

I, \_\_\_\_\_, on behalf of the \_\_\_\_\_ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with BHEL on contract is confidential and that the nature of the business of the BHEL is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the BHEL. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data,

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to BHEL all documents and property of BHEL, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to BHEL's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the BHEL, and are reasonable given the nature of the business carried on by the BHEL. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

I will abide by the ISMS manual of BHEL, Ranipet.

Dated at \_\_\_\_\_, this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

Name

Company

Signature

## Annexure-V

## PRICE SCHEDULE

S.No	Description	Qty	BHEL Matl. Code CSI Number	Period	Price (Rs)	Applicable Tax1	Applicable Tax2	Total in Rs
1	Software Update Oracle Database Enterprise Edition – Processor Perpetual	6	IM8751240000/ 15919839 &18738224	01/06/2017 to 31/05/2018				
2	Product Support Oracle Database Enterprise Edition – Processor Perpetual	6	IM8751360000/ 15919839 &18738224	01/06/2017 to 31/05/2018				
3	Software Update Real Application Clusters - Processor Perpetual	4	IM8751250000/ 15919839	01/06/2017 to 31/05/2018				
4	Product Support Real Application Clusters - Processor Perpetual	4	IM8751370000/ 15919839	01/06/2017 to 31/05/2018				
5	Software Update Diagnostics Pack - Processor Perpetual	4	IM8751260000/ 15919839	01/06/2017 to 31/05/2018				
6	Product Support Diagnostics Pack - Processor Perpetual	4	IM8751380000/ 15919839	01/06/2017 to 31/05/2018				
7	Software Update Tuning Pack - Processor Perpetual	4	IM8751270000/ 15919839	01/06/2017 to 31/05/2018				
8	Product Support Tuning Pack - Processor Perpetual	4	IM8751390000/ 15919839	01/06/2017 to 31/05/2018				
9	Software Update Oracle Database Enterprise Edition – Named User Plus Perpetual	150	IM8751280000/ 15919839 &18738224 &8938100470	01/06/2017 to 31/05/2018				
10	Product Support Oracle Database Enterprise Edition – Named User Plus Perpetual	150	IM8751400000/ 15919839&18738224 &8938100470	01/06/2017 to 31/05/2018				
11	Software Update Real Application Clusters - Named User Plus Perpetual	100	IM8751290000/ 15919839	01/06/2017 to 31/05/2018				
12	Product Support Real Application Clusters - Named User Plus Perpetual	100	IM8751410000/ 15919839	01/06/2017 to 31/05/2018				
13	Software Update Diagnostics Pack - Named User Plus Perpetual	100	IM8751300000/ 15919839	01/06/2017 to 31/05/2018				
14	Product Support Diagnostics Pack - Named User Plus Perpetual	100	IM8751420000/ 15919839	01/06/2017 to 31/05/2018				
15	Software Update Tuning Pack - Named User Plus Perpetual	100	IM8751310000/ 15919839	01/06/2017 to 31/05/2018				
16	Product Support Tuning Pack - Named User Plus Perpetual	100	IM8751430000/ 15919839	01/06/2017 to 31/05/2018				
17	Software Update Internet Developer Suite - Named User Perpetual	8	IM8751320000/ 8938100470 &16124973 &9038100470	01/06/2017 to 31/05/2018				

S.No	Description	Qty	BHEL Matl. Code CSI Number	Period	Price (Rs)	Applicable Tax1	Applicable Tax2	Total in Rs
18	Product Support Internet Developer Suite - Named User Perpetual	8	IM8751440000/ 8938100470 &16124973 &9038100470	01/06/2017 to 31/05/2018				
19	Software Update Programmer – Named User Plus Perpetual	1	IM8751330000/ 9038100470	01/06/2017 to 31/05/2018				
20	Product Support Programmer – Named User Plus Perpetual	1	IM8751450000/ 9038100470	01/06/2017 to 31/05/2018				
21	Software Update Internet application Server Enterprise Edition- Named user perpetual	50	IM8751340000/ 6265100470	01/06/2017 to 31/05/2018				
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23	Software Update Internet application Server Enterprise Edition- Processor Perpetual	11	IM8751350000/ 16124973	01/06/2017 to 31/05/2018				
24	Product Support Internet application Server Enterprise Edition- Processor Perpetual	11	IM8751470000/ 16124973	01/06/2017 to 31/05/2018				

**Escalation Matrix**

**Commercial/Sales Team:**

<b>S.No</b>	<b>Name</b>	<b>Mobile No &amp; e-mail Address</b>	<b>Address</b>	<b>Level</b>
<b>1</b>				<b>L1</b>
<b>2</b>				<b>L2</b>
<b>3</b>				<b>L3</b>

**Technical Team:**

<b>S.No</b>	<b>Name</b>	<b>Mobile No &amp; e-mail Address</b>	<b>Address</b>	<b>Level</b>
<b>1</b>				<b>L1</b>
<b>2</b>				<b>L2</b>
<b>3</b>				<b>L3</b>