

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**“Renewal of Oracle Annual Technical Support (ATS) Services”**



**UNITED INDIA INSURANCE COMPANY LIMITED**

INFORMATION TECHNOLOGY DEPARTMENT

Registered: 24, Whites Road, Chennai 600014

Head Office: #19, Nungambakkam High Road, IV Lane, Chennai – 600034

**CIN: U93090TN1938GOI000108**

### **IMPORTANT NOTICE**

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Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The Bidder must quote for all the items asked for, in this tender.

The Bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by UIIC. UIIC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

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## 1. DEFINATION AND ACRONYMS

<b>Company/UIIC/purchaser</b>	United India Insurance Company Limited
<b>BG</b>	Bank Guarantee
<b>Bidder</b>	Is a company, which participates in the tender and submits its proposal
<b>Successful Bidder</b>	A company, which, after the complete evaluation process, gets the Letter of Acceptance
<b>Letter of Acceptance / LOA</b>	A signed letter by the Purchaser stating its intention to award the work mentioning the total Contract Value
<b>RFP</b>	Request for Proposal
<b>PO</b>	Purchase Order
<b>ATS</b>	Annual Technical Support
<b>TCO</b>	Total Cost of Ownership
<b>CSI</b>	Customer Support Identifier
<b>T&amp;C</b>	Terms and Conditions
<b>EMD</b>	Earnest Money Deposit

## 2. BID SCHEDULE AND ADDRESS

S.No.	Particulars	Description
1	Name of the Tender	Renewal of Oracle Annual Technical Support (ATS) Services
2	Tender Reference Number	<b>000100/HO IT/RFP/1/2022-2023</b>
3	Tender Release Date	12.04.2022
4	Last date for submission of bid	<b>04.05.2022 on or before 03:00 PM</b>
5	Date of opening of Eligibility cum Technical Bid	<b>04.05.2022 at 04:00 PM (online)</b>
6	Last date for pre-bid queries through email	18.04.2022 <queries from bidder who paid the tender fee will only be considered>
7	Address for Bid Submission and Correspondence	The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. For further instructions regarding submission of bids online, the bidders shall visit the e-tender portal ( <a href="https://uiic.enivida.com">https://uiic.enivida.com</a> ) and can also refer RFP point no. 27.
8	Tender Fee (Non-refundable)	Rs.5,000 (Rupees Five Thousand Only)
9	EMD Amount	Rs.5,00,000 (Rupees Five Lakhs Only)
10	Email ID for communication	<b>rfp.oracleats@uiic.co.in</b>

### Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. Any queries relating to the process of online bid submission or queries relating to e-Nvidia Portal, in general, may be directed to the 24x7 e-Nivida Helpdesk.
3. The contact numbers for the helpdesk are **Gagan (8448288987/89/eprochelpdesk.01@gmail.com)**, **Ambika (8448288988/94/eprochelpdesk.02@gmail.com)**, **Retnajith (9355030607)**, **Sanjeet (8882495599)**, **Rahul Singh (8448288982)**, **Amit (9355030624)**, **Abhishek Kumar (9355030617)**, **Tariq (9355030608)**

### 3. INTRODUCTION

#### 3.1 About the Company

United India Insurance Company Limited (UIIC) is one of the four leading public sector General Insurance Companies transacting Non-Life Insurance business in India with Head Office at Chennai, 30 Regional Offices, 6 Large Corporate and Brokers Cells and 1800+ Operating offices geographically spread throughout India. United India Insurance Company Limited, hereinafter called “UIIC” or “The Company”, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed/ to include its successors and permitted assigns, issues this bid document, hereinafter called Request for Proposal or RFP inviting response from Bidders.

#### 3.2 Notice Inviting Bids

United India Insurance Company Limited invites online bids from eligible Bidders for “Request for proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS)” / Software Licenses Maintenance Charges 2022-23 Oracle Database Enterprise Edition with RAC, partitioning, tuning and diagnostics packs.

#### 3.3 Objective of the RFP

For continuing the product support and getting the software upgrades from M/s Oracle for the database as well as other packages which we are using in our applications, it is essential that we keep the Annual Technical Support renewed for total number of 328 Oracle Database Enterprise Edition Licenses and 112 RAC, Partitioning, Tuning and Diagnostic Pack Licenses. Now the Oracle Annual Technical Support (ATS) is coming up for renewal from 01.06.2022 for a period of one year.

#### 3.4 Disclaimer

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Company, 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 document is not an agreement and is not an offer or invitation by the company to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The company makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Company in its absolute discretion, but without being under any obligation to do so, can update, amend or supplement the information in this RFP. Such change will be communicated and it will become part of RFP. The Company reserves the right to reject any or all the proposals received in response to this RFP document at any stage without

assigning any reason whatsoever. The decision of the company shall be final, conclusive and binding on all the parties.

#### 4. ELIGIBILITY CRITERIA FOR BIDDERS

Only those bidders fulfilling the following criteria shall respond to this tender.

Sl. No	Bidder Eligibility Criteria	Supporting documents Required
1	The bidder must be a Government Organization/PSU/PSE/partnership firm/LLP or limited company existing in India	Certificate of Incorporation
2	The bidder must be Oracle India Authorised Software Support Renewal Partner / Oracle Partner Network (OPN) Members	Manufacturing Authorization Form
3.	The bidder should not have been blacklisted by Central / any State Government / PSU's as on the date of bid submission	Self-Declaration by Bidder as per format provided in <a href="#">Annexure III : No Blacklisting Declaration</a>

#### 5. INSTRUCTIONS / GUIDELINES TO BIDDERS:

- UNITED INDIA INSURANCE COMPANY LIMITED invites bids for “Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services”.
- Tender Bidding Methodology: Single Stage online submission & Two stage of online opening [Eligibility cum Technical Bid & Commercial Bid].
- The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. Bidders should submit hard copy if demanded or a clarification is sought in this regard.

##### 5.1 Online Submission

- The bidders can access the documents in the company e-tendering portal <https://uiic.enivida.com/>. Bidders can avail the service of the e-tendering service provider for registering themselves, accessing tender documents and completing the tender submission formalities. The service provider will provide all necessary assistance to bidders for online bidding.
- For further instructions regarding submission of bids online, the bidders shall visit the e-tender portal (<https://uiic.enivida.com/>).
- The relevant tender documents can be purchased/downloaded from the e-tendering site with the bidders authorized user credentials.
- The bidders should mandatorily fill in all relevant details as per the requested form in the e-tendering portal in all two sections i.e. Eligibility cum Technical Bid and Commercial Bid and all relevant scanned copies to be attached.



## 5.2 Online Documents to be uploaded

The bidders should mandatorily attach scanned copies of the following documents in the respective sections.

### Eligibility cum Technical Bid (Online Submission – Scanned Documents):

- Proof of payment of tender Document Fee (Non-Refundable)
- Proof of Earnest Money Deposit (EMD) Payment
- Power of Attorney for signing the bid documents - Proof for Authorized Signatory of the Bidder's organization
- **Annexure I:** Eligibility Criteria with supporting documents
- **Annexure II:** Bidder Profile
- **Annexure III:** No Blacklisting Declaration
- **Annexure IV:** Undertaking for NIL Deviations
- **Annexure V:** Bank Guarantee (if online EMD amount is not credited)
- **Annexure VI:** Letter of Authorization for bid opening
- **Annexure VII:** Pre Contract Integrity Pact
- Copy of RFP & Corrigendum (if any) published in the website (<https://uiic.co.in/tender>) and <https://uiic.enivida.com/> duly signed and stamped as a token of acceptance of all terms and conditions.
- **Annexure IX:** Check List

### Commercial Bid Documents (Online Submission – Scanned Documents)

- Commercial bid is to be submitted as per **Annexure – VIII**.

## 5.3 Important Points to be noted

- I. UIIC however reserves the right to extend the last day for submission of bids without assigning any reasons and such extensions shall be published in UIIC's website (<https://uiic.co.in/tender>) as well as in UIIC e-Nivida portal (<https://uiic.enivida.com/>).
- II. Bid once submitted to the above authority shall be treated as final and no further amended bid will be accepted. However, if UIIC amends the RFP before expiry date of bid submission and a bidder had already submitted his bid, the competent authority at its discretion shall permit fresh submission of bids before the expiry date of bid submission.

## 6. TENDER FEE

A non-refundable tender document fee of **Rs.5,000/- (Rupees Five Thousand Only)** shall be remitted through electronic credit only at least two days prior to the tender submission date.

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No.	200999095210000100ORACLE22
Bank details	Indusind Bank
Remarks	TENDER_FEE_ORACLE<Depositors name>

## 7. EARNEST MONEY DEPOSIT (E.M.D.)

- The intended bidders shall submit Bank Guarantee (**Ref. Annexure- V: Bank Guarantee Format for EMD**) / electronic credit for EMD of Rs.5,00,000 (Rupees Five Lakhs Only).
- The Bank Guarantee shall be drawn in favor of “United India Insurance Company Limited” payable at Chennai. The BG submitted EMD should have a validity of 6 months.
- In case of Electronic Credit, the EMD shall be electronically credited to our Bank Account as given below:

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No.	200999095210000100ORACLE22
Bank details	Indusind Bank
Remarks	EMD_ORACLEATS<Depositors name>

- The EMD will not carry any interest.
- The electronic credit should be affected positively at least two days prior to the tender submission date.

## 8. FORFEITURE OF EMD

The EMD made by the bidder will be forfeited if:

- The bidder withdraws the tender after acceptance.
- The bidder withdraws the tender before the expiry of the validity period of the tender.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.
- The successful bidder fails to furnish the required Performance Security within 15 days from the date of receipt of LOA (Letter of Acceptance)

## 9. REFUND OF EMD

- EMD will be refunded to the successful bidder, only after submission of PBG and signing of contract as per timelines defined in the RFP
- In case of unsuccessful bidders, the EMD will be refunded to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

## 10. UIIC RESERVES THE RIGHT TO

- Accept / Reject any of the Tender/s.
- Revise the quantities at the time of placing the order.
- Add, Modify, Relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- Reject any or all the tenders without assigning any reason thereof.
- Seek clarifications from the prospective bidders for the purpose of finalizing the tender

## 11. REJECTION OF TENDERS

The tender is liable to be rejected *inter alia*:

- I. If it is not in conformity with the instructions mentioned herein.
- II. If it is not accompanied by the requisite EMD.
- III. If it is not properly signed by the bidder.
- IV. If it is received after the expiry of the due date and time.
- V. If it is incomplete including non-furnishing of the required documents and/or evasive.
- VI. If it is quoted for period less than the validity of tender
- VII. If it is received from any blacklisted bidder or whose past experience is not satisfactory.

## 12. VALIDITY OF TENDERS

Tenders should be valid for acceptance for a period of **45 (Forty-Five) days** from the date of opening of the Bid. Offers with lesser validity period would be rejected.

## 13. GENERAL TERMS AND CONDITIONS

- The successful bidder shall sign the agreement within 07 days from the date of Letter of Acceptance (LOA) from UIIC.
- The agreement shall be in force for a period of 1 (ONE) year from 01.06.2022 and may be extended on mutually agreed terms.
- The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer.
- Addendum/Amendments/Corrigendum, if any, will be communicated through UIIC e-Tendering portal <https://uiic.enivida.com> only. UIIC reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.
- Tender queries shall be communicated only through e-mail and response to those queries will be published in UIIC official website (<https://www.uiic.co.in>).
- UIIC reserves its right to carry out inspection of the proposed solution facility, if required. There shall not be any additional charges for such inspection.
- UIIC is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by **The Ministry of MSME, GOI**. The policy details are available on the website [www.dcmsme.gov.in](http://www.dcmsme.gov.in).
- These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
- Such MSEs would be entitled for exemption from furnishing tender fee. In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.

- Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.
- The bidder to note that splitting of order would not be applicable in this tender.

#### **14. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER**

- UIIC is under no obligation to accept the lowest or any other offer received in response to this tender and reserves the right to reject any or all the offers including incomplete offers without assigning any reason whatsoever.
- UIIC reserves the right to make any changes in the terms and conditions of the tender. UIIC will not be obliged to meet and have discussions with any Bidder or to entertain any representations.

#### **15. FORMAT AND SIGNING OF BID**

- a. Proposals submitted in response to this tender must be signed by (in all the pages) the Authorized signatory of the Bidder's organization as mentioned in the Power of Attorney or Letter of Authorization.
- b. The bid shall be in A4 size papers, numbered with index, highlighted with technical specification details, shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract and neatly bound or filed accordingly.
- c. Any interlineations, erasures or overwriting shall be valid only if the person signing the bid counter signs them.
- d. Bidders responding to this tender must comply with the format requirements given in various annexures of the tender. Bids submitted in any other format/type will be treated as non-compliant and may be rejected.
- e. ADDITIONAL INFORMATION: Include additional information which will be essential for better understanding of the proposal. This might include diagrams, excerpts from manuals, or other explanatory documentation, which would clarify and/or substantiate the bid. Any material included here should be specifically referenced elsewhere in the bid.
- f. GLOSSARY: Provide a glossary of all abbreviations, acronyms, and technical terms used to describe the services or products proposed. This glossary should be provided even if these terms are described or defined at their first use in the bid response.

#### **16. PRICE**

- The bidders should quote only the base price. All applicable taxes will be paid as actuals.
- There shall be no escalation in the prices once the prices are fixed and agreed to by UIIC and the Bidder. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Purchaser/Company.
- All the items should be quoted in INR (Indian Rupees) only.

## 17. LIQUIDATED DAMAGES

Software Updates and Product Support shall be renewed from 01.06.2022 for a period of one year or maximum of 01 weeks from the date of purchase order which is earlier.

In the event of delayed renewal i.e. renewal after the expiry of the renewal mentioned in above para, the vendor shall be liable to pay a penalty at a percentage on the order value, subject to a maximum of 5% (five percent) as detailed below.

@ 1% for the first week;

@ 2.5% for the second week; and

@ 5% for the third week and above.

For the purpose of this clause, part of the week is considered as a full week.

After the renewal is made, if it is discovered that the items supplied are not according to our specification, such supply would be rejected and has to be replaced with the item of correct specification at the supplier's cost.

## 18. PAYMENT TERMS

- 100% payment on submission of Proof of Renewal and within 30 days from the receipt of Invoice.
- All payments will be made to the Bidder in Indian Rupees only.

## 19. ORDER CANCELLATION

If the bidder fails to deliver the Proof of Renewal the stipulated time schedule or the extended date communicated by UIIC, it will be a breach of contract.

## 20. RELAXATION / WAIVE

UIIC shall have the right to relax or waive or alter any of the provisions of the tender document.

## 21. COMPLIANCE OF TECHNICAL SPECIFICATIONS:

If the bidder wishes to depart from the Technical Specification in any respect he shall draw the attention to such points of departure explaining fully the reasons thereof and furnish separately. If there are no deviations, the bidder has to compulsorily furnish **NIL deviation statement**. If the same not provided, then the requirements of the Technical Specification will be deemed to have been accepted in every respect. UIIC reserves the right to accept / reject any or all of the deviations shown by the Bidder.

## 22. FORCE MAJEURE

Neither the Vendor nor the Purchaser shall be liable to the other for the delay in or failure of their respective obligations under this Agreement/tender caused by occurrences beyond the control of Vendor or Purchaser (as the case may be) due to fire, floods, acts of the Public enemy, war, insurrections, riots, sabotage, any

law, statute or ordinance, order, action or regulations of the Government or any compliance therewith similar to the above. Either party shall promptly notify the other of the commencement and cessation of such contingency and prove that such is beyond their control and affects the fulfillment of their obligations under this Agreement adversely and if such contingency continues beyond a period of sixty days, the Purchaser may at his option terminate this contract by giving 10 days' notice in writing to the Vendor.

The respective obligations of the parties shall be extended for the period of Force Majeure provided notices as required above are given in time and the contingency established if so required by the other party.

### **23. ROYALTIES AND PATENTS**

Any royalties or patents or the charges for the use or infringement thereof that may be involved in the contract shall be included in the price. Bidder shall protect the Company against any claims thereof.

### **24. OTHER TERMS AND CONDITIONS**

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this tender, the parties shall be subject to the jurisdiction of courts at Chennai, India only.

### **25. LIMITATION OF LIABILITY**

The limitation of liability on any default of vendor will not be more than the purchase order value of products.

Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for:

- i) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages, or
- ii) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.

### **26. ARBITRATION**

All disputes/differences of any kind whatsoever arising out of or in connection with this tender shall be resolved by Arbitration. The place of arbitration shall be city of **Chennai**.

**ANNEXURE I: ELIGIBILITY CRITERIA**  
**[To be included in 'Cover – A' Eligibility Bid Envelope]**

Ref. No. 000100/HO IT/RFP/1/2022-2023 - "Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services"

Only those bidders fulfilling the following criteria shall respond to this tender.

SI No	Bidder Eligibility Criteria	Supporting documents Required	Complied (Yes/No)	Remarks (If Any)
1	The bidder must be a Government Organization/PSU/PSE/partnership firm/LLP or limited company existing in India	Certificate of Incorporation		
2	The bidder must be Oracle India Authorised Software Support Renewal Partner / Oracle Partner Network (OPN) Members	Manufacturing Authorization Form		
3.	The bidder should not have been blacklisted by Central / any State Government / PSU's as on the date of bid submission	Self-Declaration by Bidder as per format provided in <a href="#">Annexure III : No Blacklisting Declaration</a>		

**ANNEXURE II: BIDDER PROFILE**  
**[To be included in 'Cover – A' Eligibility Bid Envelope]**

**(All details in appropriate columns should be filled-in. Incomplete details will entail rejection)**

Ref. No. 000100/HO IT/RFP/1/2022-2023 - “Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services”

1) Name of the Company:

2) Registered Address of the Company:

3) GST/ST/VAT Registration Number:

4) Details of authorized Official of the bidder:

- i. Name :
- ii. Designation :
- iii. Phone :
- iv. Fax :
- v. Mobile :
- vi. Email ID :

Signature

\_\_\_\_\_

Name

\_\_\_\_\_

Designation

\_\_\_\_\_

Date

\_\_\_\_\_

**(Company Seal)**





**ANNEXURE III: NO BLACKLISTING DECLARATION**

*(To be submitted in the Bidder's letter head)*

**[To be included in 'Cover – A' Eligibility Bid Envelope]**

To

The Deputy General Manager  
Information Technology Department,  
United India Insurance Company Limited,  
Head Office, NALANDA # 19, 4th Lane,  
Nungambakkam High Road,  
Chennai – 600 034

Subject: Submission of No Black Listing Self-Declaration for Tender Ref. No. 000100/HO IT/RFP/1/2022-2023 for  
***“Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services”***

Dear Sir/Madam

We do hereby declare and affirm that we have not been blacklisted/debarred by any Central / State Government / PSU's or any regulatory bodies as on the date of bid submission.

(Authorized Signatory of Bidder)

Date \_\_\_\_\_

(Company Seal)



**ANNEXURE IV: UNDERTAKING FOR NIL DEVIATIONS**

*(To be submitted in the Bidder's Letterhead)*

**[To be included in 'Cover – A' Eligibility Bid Envelope]**

To  
The Deputy General Manager  
Information Technology Department,  
United India Insurance Company Limited,  
Head Office, NALANDA # 19, 4th Lane,  
Nungambakkam High Road,  
Chennai – 600 034

Subject: Undertaking for Nil Deviations for Tender Ref. No. **000100/HO IT/RFP/1/2022-2023** ***“Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services”***

Dear Sir,

This is to confirm that we have submitted a no deviation bid and unconditionally accept all requirements, payment terms, integrity pact, SLAs, Scope and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by United India Insurance Co. Ltd. Any assumption or exclusion submitted by us in the proposal which are contradictory to the RFP or subsequent corrigendum/amendment stands null and void.

Yours faithfully

(Signature of Authorised Signatory)

Date:  
(Company Seal)

**ANNEXURE V: BANK GUARANTEE FORMAT FOR EMD**

To  
The Deputy General Manager  
Information Technology Department,  
United India Insurance Company Limited,  
Head Office, NALANDA # 19, 4th Lane,  
Nungambakkam High Road  
Chennai – 600034

Whereas..... (Hereinafter called “the Bidder”) has submitted its bid dated..... (Date of submission of bid) for the “REQUEST FOR PROPOSAL (RFP) FOR RENEWAL OF ORACLE ANNUAL TECHNICAL SUPPORT (ATS) SERVICES “(hereinafter called “the Bid”), we..... (Name of Bank), having our registered office at..... (Address of bank) (Hereinafter called “the Bank”), are bound unto United India Insurance Co. Ltd (hereinafter called “the Purchaser”) for the sum of INR 5,00,000 (Rupees Five Lakhs only) for which payment well and truly to be made to the said Purchaser, the Company binds itself, its successors, and assigns by these presents.

THE CONDITIONS of this obligation are:

- If the Bidder/System Integrator withdraws his offer after issuance of letter of acceptance by UIIC;
- If the Bidder/System Integrator withdraws his offer before the expiry of the validity period of the tender
- If the Bidder/System Integrator violates any of the provisions of the terms and conditions of this tender specification.
- If a Bidder/System Integrator, who has signed the agreement and furnished Security Deposit backs out of his tender bid.
- If a Bidder/System Integrator having received the letter of acceptance issued by UIIC, fails to furnish the bank guarantee and sign the agreement within the 15(Fifteen) days from the letter of acceptance.

We undertake to pay the Purchaser up to the below amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of all/any of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including ninety (90) days from last date of bid submission, and any demand in respect thereof should reach the Company not later than the above date. Notwithstanding anything contained herein:

1. Our liability under this bid security shall not exceed INR 5,00,000
2. This Bank guarantee will be valid upto ..... (Date);
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before ..... (Date).

In witness whereof the Bank, through the authorized officer has set its hand and stamp on this..... day of .....at .....

(Signature of the Bank)

NOTE:

1. Bidder should ensure that the seal and CODE No. of the authorized signatory is put by the bankers, before submission of the bank guarantee.
2. Bank guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of appropriate value.
3. Bid security should be in INR only.
4. Presence of restrictive clauses in the Bid Security Form such as suit filed clause/ requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non-responsive.

Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Company.

The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance bank guarantee.



**ANNEXURE VI: LETTER OF AUTHORIZATION FOR BID OPENING**

**(To be submitted in the Bidder's letter head)**

**[To be included in 'Cover – A' Eligibility Bid Envelope]**

To  
The Deputy General Manager  
Information Technology Department,  
United India Insurance Company Limited,  
Head Office, NALANDA # 19, 4th Lane,  
Nungambakkam High Road,  
Chennai – 600 034

**LETTER OF AUTHORISATION FOR attending bid opening for Tender No: 000100/HO IT/RFP/1/2022-2023**

The following persons are hereby authorized to attend the bid opening on \_\_\_\_\_ (date) in the tender for  
***“Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services”*** on behalf of  
M/s \_\_\_\_\_ (Name of the Bidder) in the order of preference given below:

Order of Preference Name Designation Specimen Signature

1.

2.

(Authorized Signatory of the Bidder)

Date:

**(Company Seal)**

1. One person can be authorized for attending the bid opening.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not submitted.

**ANNEXURE VII: PRE CONTRACT INTEGRITY PACT (FORMAT)**  
**(Bidders to submit 2 (two) copies of integrity pact in Rs. 100 stamp paper)**  
**(To be included in 'Cover – A' Eligibility Bid Envelope)**

Ref: RFP Ref. No. 000100/HO IT/RFP/1/2022-2023 "Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services"

Date:

## 1 General

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at \_\_\_\_\_ place \_\_\_\_\_ on \_\_\_\_\_ day of the month of \_\_\_\_\_, 2022 between United India Insurance Company Limited, having its Head Office at 24, Whites Road, Chennai – 600 014 (hereinafter called the "BUYER/UIIC", which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and M/s. \_\_\_\_\_ represented by Shri./Smt. \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/SELLER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to issue Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services and the BIDDER/SELLER is willing to offer/has offered the services and WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the BUYER to obtain the desired said stores/equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

## 2 Commitments of the BUYER

- 2.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 2.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

- 2.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **3 Commitments of BIDDERS**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contact stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- 3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, or has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agree upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

- 3.10 BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 if the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### **4 Previous Transgression**

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5 Earnest Money (Security Deposit)**

- 5.1 While submitting commercial bid, the BIDDER shall deposit an amount of INR 5,00,000 (Rupees Five lakhs only) as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.
- (i) in the form of electronic credit only to UIIC Bank Account.
  - (ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
  - (iii) The Earnest Money/Security Deposit shall be valid for a period of 3 months OR the complete conclusion of the contractual obligation to the complete satisfaction of both the buyer and bidder, including the warranty period, whichever is later.
  - (iv) In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provision of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
  - (v) No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.
  - (vi) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

#### **6 Sanctions for Violations**

- 6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue



- ii. The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
  - iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
  - iv. To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
  - v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
  - vi. To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER
  - vii. To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.
  - viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDDER, the same shall not be opened.
  - x. Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 7 The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

## 8 Fall Clause

- 8.1 The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## 9 Independent Monitors

- 9.1 The BUYER is in the process of appointing Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
- 9.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

- 9.3 The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.
- 9.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 9.5 As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER
- 9.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality
- 9.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings
- 9.8 The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

Sri. A. Vijay Anand, IAS (Retd.)	Sri. Joginder paul sharma, IAS (Retd.)
303,1 salarpuria paradis, aggas abbas ali road, Ulsoor, Benagaluru 560 042	D-266, sector – 47, Noida, UP - 20130

## 10 Facilitation of Investigation

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## 11 Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

## 12 Other Legal Actions

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## 13 Validity

- 13.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 3 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.
- 13.2 Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

- 14 The parties hereby sign this integrity Pact, at \_\_\_\_\_ on \_\_\_\_\_



BUYER

(a) for & on behalf of United India Insurance Co. Ltd  
**DEPUTY GENERAL MANAGER**

-----

In the presence of:

Witnesses - 1:

Witnesses - 2:

BIDDER

(a) for & on behalf of (BIDDER'S NAME)  
**CHIEF EXECUTIVE OFFICER**

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In the presence of:

Witnesses - 1:

Witnesses - 2:

U  
I  
C

## **ANNEXURE VIII: COMMERCIAL BID FORMAT**

**[To be included in 'Cover – B' Commercial Bid Envelope]**

RFP Ref. No. 000100/HO IT/RFP/1/2022-2023 "Request for Proposal (RFP) for Renewal of Oracle Annual Technical Support (ATS) Services"

### **Service Level: Software Updates**

S.NO	Product Description	QTY (Q)	License Type	Validity	Start Date	End Date	Unit Price (P)	Price (INR) (P X Q)
1	Oracle Database Enterprise Edition – Processor Perpetual	<u>328</u>	Full Use	One Year	01.06.2022	31.05.2023		
2	Oracle Diagnostic Pack – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
3	Oracle Partitioning – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
4	Oracle Real Application Clusters – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
5	Oracle Tuning Pack – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
<b>Total (A)</b>								

### **Service Level: Product Support**

S.NO	Product Description	QTY (Q)	License Type	Validity	Start Date	End Date	Unit Price (P)	Price (INR) (P X Q)
1	Oracle Database Enterprise Edition – Processor Perpetual	<u>328</u>	Full Use	One Year	01.06.2022	31.05.2023		
2	Oracle Diagnostic Pack – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
3	Oracle Partitioning – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
4	Oracle Real Application Clusters – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
5	Oracle Tuning Pack – Processor Perpetual	<u>112</u>	Full Use	One Year	01.06.2022	31.05.2023		
<b>Total (B)</b>								

**Total Cost of Ownership (TCO) will be Total Cost of (A+B) = .....**

#### **Important Note: -**

1. All amount should be in INR only.
2. The Commercial Bid should contain the Total Cost of Ownership (TCO).



3. UIIC will not provide any reimbursement for traveling, Lodging / boarding, local conveyance or any other related expenses for the site visits.
4. All commercials quoted shall be **Exclusive of GST**.
5. L1 Bidder will be identified on the basis of **Total Cost of Ownership (TCO)**.
6. **CSI (Customer Support Identifier) #18066822**

***Further, we confirm that we will abide by all the terms and conditions contained in the Request for Proposal document.***

Place:

Date:

Seal & Signature of the Bidder

### **ANNEXURE IX: CHECKLIST**

S.No.	Documents	Submitted Online (Yes/No)
<b>Eligibility cum Technical Bid (Cover A)</b>		
1	Proof of Tender Fee (Non-Refundable)	
2	Proof of Earnest Money Deposit	
3	Proof for signing the bid documents (Power of Attorney copy)	
4	Copy of RFP published in the website ( <a href="https://uiic.enivida.com/">https://uiic.enivida.com/</a> ) duly signed and stamped.	
5	Annexure I: Eligibility Criteria along with Supporting Documents	
6	Annexure II: Bidders Profile	
7	Annexure III: No Blacklisting Declaration	
8	Annexure IV: Undertaking for NIL Deviation	
9	Annexure V: Bank Guarantee	
10	Annexure VI: Format for Letter of Authorization	
11	Annexure VII: Pre Contract Integrity Pact	
12	MSME Certificate (if applicable)	
<b>Commercial Bid (Cover B)</b>		
1	Annexure VIII: Commercial Bid	

## 27. INSTRUCTION TO BIDDERS FOR ONLINE SUBMISSION

The bidders are required to submit soft copies of their bid electronically on the e-Nivida Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Nivida Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Nivida Portal. For more information, bidders may visit the UIIC e-Nivida Portal (<https://uiic.enivida.com/>).

### 27.1 Registration Process on Online Portal

- Bidders to enroll on the e-Procurement module of the portal <https://uiic.enivida.com/> by clicking on the link “**Bidder Enrolment**”.
- The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process.
- This would be used for any communication from the e-Nivida Portal.
- Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

### 27.2 Tender Documents Search

- Various built-in options are available in the e-Nivida Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘Interested tenders’ folder.
- The bidder should make a note of the unique Tender No assigned to each tender; in case they want to obtain any clarification/help from the Helpdesk.

### 27.3 Bid Preparation

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted.
- Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

### 27.4 Bid Submission

- Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

- The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc.
- The bidders should follow this time during bid submission.
- All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

#### **27.5 Amendment of Bid Document**

At any time prior to the deadline for submission of proposals, the department reserves the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

#### **27.6 Assistance to Bidders**

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to e-Nivida Portal, in general, may be directed to the 24x7 e-Nivida Helpdesk. The contact number for the helpdesk is  
**Gagan (8448288987/89/eprochelpdesk.01@gmail.com), Ambika (8448288988/94/eprochelpdesk.02@gmail.com), Retnajith (9355030607), Sanjeet (8882495599), Rahul Singh (8448288982), Amit (9355030624), Abhishek Kumar (9355030617), Tariq (9355030608)**
- The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s). The bid should be submitted through e-Nivida portal (<https://uiic.enivida.com/>) only.

-----END OF RFP-----