

Request for Proposal (RFP)/Tender Document for Procurement of Oracle Standard Edition Licenses along with Technical Support
Tender Ref No.: LIC/CO-ERM-IT-CSD/2025-2026/GRC/Oracle License dated 11 August 2025

Pre-Bid queries

Page No. of RFP	Clause No	RFP Clause	Bidder's Query / Bidder's Request to Change	LIC's Response
Page-3	Clause 1: Activity Schedule	Point No: 7. Earnest Money Deposit (EMD) (BY Online/Bank Guarantee) INR 4,00,000 (Rupees Four Lakhs Only) to be deposited online using Virtual Account Number (VAN) LIC9CS00 and IFSC code UBIN0902217 of "Life Insurance Corporation of India" or by Bank Guarantee as per Annexure V	Please share Bank Guarantee Format	Please refer additional Annexure for EMD-Bank guarantee format
Page-3	Clause 1: Activity Schedule	Point No: 7. Earnest Money Deposit (EMD) (BY Online/Bank Guarantee) INR 4,00,000 (Rupees Four Lakhs Only) to be deposited online using Virtual Account Number (VAN) LIC9CS00 and IFSC code UBIN0902217 of "Life Insurance Corporation of India" or by Bank Guarantee as per Annexure V	We request you to kindly provide Bank Guarantee Format for providing EMD	Please refer additional Annexure for EMD-Bank guarantee format
Page-8	Clause 8: Scope of Work	Perform installation and initial configuration of the Oracle software, ensuring compatibility with existing infrastructure and alignment with best practices.	Need to know existing infrastructure. What is the server type and OS(AIX/Linux/Windows) for database?	OS - RHEL 7.9 (Maipo)
8	Clause 8: Scope of Work	Perform installation and initial configuration of the Oracle software, ensuring compatibility with existing infrastructure and alignment with best practices.	Will the partner be responsible for installing all six licenses? Installation will happen remote or onsite	Onsite installation of all six licenses to be managed by the Successful bidder.
8	Clause 8: Scope of Work	Perform installation and initial configuration of the Oracle software, ensuring compatibility with existing infrastructure and alignment with best practices.	What do you mean by ensuring compatibility with existing infrastructure and alignment?	Bidder should have thorough knowledge to resolve any issue in existing infrastructure (OS - RHEL 7.9 (Maipo)).

Request for Proposal (RFP)/Tender Document for Procurement of Oracle Standard Edition Licenses along with Technical Support
Tender Ref No.:- LIC/CO-ERM-IT-CSD/2025-2026/GRC/Oracle License dated 11 August 2025

Pre-Bid queries

Page No. of RFP	Clause No	RFP Clause	Bidder's Query / Bidder's Request to Change	LIC's Response
8	Clause 8: Scope of Work	Perform installation and initial configuration of the Oracle software, ensuring compatibility with existing infrastructure and alignment with best practices	Request you to kindly clarify at which Location the 6 Oracle Standard Edition 2 Licenses have to be installed	LIC of India, Central Office:ERM/IT-CSD, Ieervan Seva Building, Second Floor, VileParle-West, Mumbai-400054
8	Clause 8: Scope of Work	Perform installation and initial configuration of the Oracle software, ensuring compatibility with existing infrastructure and alignment with best practices	Request you to kindly confirm the timeline to perform installation and initial configuration of the Oracle software, ensuring compatibility with existing infrastructure	No Change
Page-8	Clause 8: Scope of Work	The bidder shall be responsible for installing all major version upgrades, patch updates, and enhancements.	Assuming this is production database server, database patches are deployed in UAT first, standby thereafter and then production. Whether we need to deployed on UAT/standby also or client will take care for UAT and standby databases?	The bidder shall be responsible to deploy on UAT/standby also; all three servers (Production, UAT and DR) are at the same location.
Page-8	Clause 8: Scope of Work	The bidder shall be responsible for installing all major version upgrades, patch updates, and enhancements.	Will the vendor need to update to the latest version released over the next four years? Hope this limitation only applicable to these six database licenses?	Yes, Successful bidder needs to update the latest version released over the next four years, this limitation only applicable to these six database licenses. N-1 Quarterly patch to be deployed.
Page-8	Clause 8: Scope of Work	Updates must be applied periodically, ensuring compatibility with the operating system and client database systems, in line with the applicable compatibility matrix.	What will be the frequency of database patch deployment? (Quarterly/Six Months/Yearly).	(N-1)Quarterly Patch deployment
Page-8	Clause 8: Scope of Work	The bidder must deploy personnel who are both trained and certified in the proposed solution.	Assuming onsite support, how many persons will be required for support? What will be the support window(24*7)? Is certification compulsory? What kind of certification is required(OCA/OCPP)?	Onsite support as and when required, who is trained and certified in OCP for the proposed solution.

Request for Proposal (RFP)/Tender Document for Procurement of Oracle Standard Edition Licenses along with Technical Support
Tender Ref No.: LIC/CO-ERM-IT-CSD/2025-2026/GRC/Oracle License dated 11 August 2025
Pre-Bid queries

Page No. of RFP	Clause No	RFP Clause	Bidder's Query / Bidder's Request to Change	LIC's Response
Page-8	Clause 8: Scope of Work	The bidder must deploy personnel who are both trained and certified in the proposed solution	The scope mentions deployment of "trained and certified personnel" for installation, updates, troubleshooting, and ATS activities. Kindly clarify: a) Whether the cost of such manpower is to be included in the commercial bid or will be borne separately by LIC. b) Whether manpower has to be deployed at LIC site for the entire duration of the Project which is 4 Years c) Whether the deployed personnel are required to be On-roll employees of the bidder or Off-roll/contractual resources are acceptable.	The scope mentions deployment of "trained and certified personnel" for installation, updates, troubleshooting, and ATS activities. Clarification: a) The cost of such manpower is to be included in the commercial bid b) The manpower has to be deployed at LIC site as and when need arises during the duration of the Project which is 4 Years c) The deployed personnel should be On-roll employee of the bidder.
Page-8	Clause 8: Scope of Work	The bidder shall be responsible for troubleshooting, resolving software issues, and raising service tickets as needed.	For raising tickets with Oracle, support credentials will be required from client. Whether it will be shared?	Credentials will be shared on need-to-know basis with the personnel available Onsite
Page-8	Clause 8: Scope of Work	Quarterly system health checks must be conducted to monitor and ensure optimal performance and reliability.	There are limitations of standard editions in terms of tuning and performance. Assuming client is aware of the same.	Yes
Page-8	Clause 8: Scope of Work	Quarterly system health checks must be conducted to monitor and ensure optimal performance and reliability.	Remote or Onsite?	Onsite
Page-8	Clause 8: Scope of Work	6 Oracle Standard Edition 2 Licenses have to be installed	Request you to kindly clarify if these 6 Oracle Standard Edition 2 Licenses to be installed are per User based or per Server/VM based	6 Oracle Standard Edition 2 Licenses to be installed on three servers (Production, UAT and DR). Two licenses per server.

Handwritten signature/initials

Request for Proposal (RFP)/Tender Document for Procurement of Oracle Standard Edition Licenses along with Technical Support
Tender Ref No.:- LIC/CO-ERM-IT-CSD/2025-2026/GRC/Oracle License dated 11 August 2025

Pre-Bid queries

Page No. of RFP	Clause No	RFP Clause	Bidder's Query / Bidder's Request to Change	LIC's Response
Page-9	10. Validity Period:	The prices of all the line items approved by LIC will be valid up to 31.03.2030. LIC may place order for any additional requirement arising during this period to the extent of 25% of the originally declared line item wise quantities.	The price of Oracle licenses changes every quarter based on the conversion rate of the dollar.	The price only for Oracle licenses approved by LIC will be valid up to 31.03.2026. The price for ATS approved by LIC will be valid up to 31.03.2030.
Page-10	Clause 15: Delivery Timelines and Penalties	The current delivery timeline is mentioned as T0 + 4 weeks.	We request LIC to revise the delivery timeline to T0 + 10 weeks	NO Change
Page-10	Clause 15: Delivery Timelines and Penalties	Associated Penalty: 1% of Purchase Order value for every week delay or part thereof, and maximum up to 10% of TCO.	We request you to kindly revise the Associated Penalty as below: 0.1% of Purchase Order value for every week delay or part thereof, and maximum up to 5% of TCO.	NO Change
Page-18	Annexure-I: Bidder's Profile	ISO 14001 certificate enclosed (OEM) ISO 20000 certificate enclosed (Bidder)	Please confirm if these two ISOs is mandatory to be submit ? as ISO 14001 & 20000 is not mandate for IT industry hence most of the bidder's does not having these certificates OR we can enclose a Self- Declaration with our Technical Bid that we will submit these Two Certificates within 30 day from the date of PO Received. Please confirm.	ISO 9001:2015 certificate enclosed (OEM and Bidder) ISO 27001 for bidder
Page-19	Annexure II: Eligibility Criteria	The Bidder must have an annual turnover of minimum Rs. One Crore per annum during the last 03 (three) years preceding the date of this RFP	The Bidder must have an annual turnover of minimum Rs. Hundred Crore per annum during the last 03 (three) years preceding the date of this RFP	NO Change

Request for Proposal (RFP) /Tender Document for Procurement of Oracle Standard Edition Licenses along with Technical Support
Tender Ref No.:- LIC/CO-ERM-IT-CSD/2025-2026/GRC/Oracle license dated 11 August 2025

Pre-Bid queries

Page No. of RFP	Clause No	RFP Clause	Bidder's Query / Bidder's Request to Change	LIC's Response
Page-19	Annexure II: Eligibility Criteria point number : 5	Bidder should have supplied Oracle Database Licenses/It's components' licenses during the last five years as on bid issue date, amounting to Rs. One Crore, incl GST to any Central Govt/State Govt Organization and PSU.	Can it be made During the last seven years instead of 5 years and to any Enterprise Organisation in addition to Central Govt/State Govt Organization and PSU. OR Can 2 cumulative orders from Enterprise Organisation for Hexadata will be consider for the same.	No Change
Page-41	Annexure XIII: Pre-Contract Integrity Pact	Annexure XIII: Pre-Contract Integrity Pact (To be executed in a Rs. 500 or more stamp Paper by the bidder and each page to be signed by the authorized signatory.)	Do we needs to submit Original Hard Copy also?	Yes, Original Hard copy to be submitted on the last date of Bid submission
NA	NA	General Clarification	As Migration is not mentioned in the RFP, we request you to kindly clarify if we have to consider New installation of Oracle licenses	Onsite installation of all six licenses to be managed by the Successful bidder. No migration is required.
NA	NA	General Clarification	Request you to kindly clarify if we have to factor in Physical installation Charges for the Oracle Licenses in the Commercial document as Servers are not accessible remotely	To be taken care by the Bidder in Commercial.

AO 


Assistant Secretary


Secretary