REQUEST FOR INFORMATION (RFI) 27/2023/24:

ORACLE DATABASE LATEST SOFTWARE PROVISIONING AND SUPPORT & MAINTENANCE

TO ASSESS AVAILABLE COMPANY'S WHO CAN PROVIDE THE LATEST ORACLE DATABASE SOFTWARE, INCLUDING SECURITY PATCHES, AS WELL AS SUPPORT & MAINTENANCE FOR SUCH SOFTWARE TO THE CITY OF CAPE TOWN.

1. **Purpose**

   1.1. This is a Request for Information (RFI) that relates to the provision of the latest Oracle database software and the required support and maintenance of such software.

   1.2. The City is looking for market-related information to determine if providers of the above-mentioned is available other than Oracle SA (PTY) Ltd.

   1.3. The City of Cape Town (CCT) is in need of Oracle Support & Maintenance for existing Oracle databases. The requirements includes the delivery of the latest Oracle patches/packages for the purpose of upgrades and any patches should the existing Oracle databases be corrupted or "attacked".

   1.4. The CCT is not in search of a team or individual resources to manage and support the Oracle databases on a fulltime or part-time basis, as this is managed by a team of permanent staff members.

2. **Background**

   2.1. The City of Cape Town (CCT) owns Oracle Database (DB) licences in perpetuity.

   2.2. This investment was first made over 20 (twenty) years ago when the CCT implemented the Software Application Product (SAP) and opted for Oracle as the best Database software to support the SAP implementation at the time.

   2.3. The IS&T department utilises Oracle database software products to underpin and support all its SAP environments.

   2.4. It is critical to operations of the department that the Oracle products are continuously updated and maintained in order to comply with IT security standards, and to address possible inherent technical issues within the system.

3. **Request for Information**

3.1. This Request for Information (RFI) is not a request for proposal, request for quotation, offer or invitation for bid, nor does its issuance restrict the City of Cape Town in its eventual implementation activities.

3.2. The responses to the Request for Information will provide the City of Cape Town with information about products currently available in the market to support its required business capabilities.

3.3. The City of Cape Town may request additional information from the respondents and may request demonstrations (proof of concepts) to be provided. It is therefore important that respondents provide accurate and honest information in their responses.

3.4. This Request for Information will be published with the aim to collect information on the availability of company's who can provide the necessary requirements as outlined in section 6 "Product and Solution Offering Information" below.

4. **Timeline**

The City is currently conducting research on available technologies, after which a decision shall be taken whether or not to publish a Request for Proposal.

4.1. RFI Release date: Wednesday, 18 March 2024

4.2. RFI Closing date: Wednesday, 19 April 2024

5. **Product and Solution Offering Information**

The following items listed as the "Product Description", is what the CCT requires the latest patches/packages as well as software Technical Support and Maintenance for, in the event of any unforeseen circumstances.

Product Description	CSI#	Qty	License Metric	License level/type	Start date	End date
Oracle Database Enterprise Edition - Named User Plus Perpetual	15491871	800		Full Use	01 July 2026	30 June 2029
Oracle Database Enterprise Edition - Processor Perpetual	15491871	32		Full Use	01 July 2026	30 June 2029
Oracle Partitioning - Named User Plus Perpetua	15491871	800		Full Use	01 July 2026	30 June 2029
Oracle Partitioning - Processor Perpetual	15491871	32		Full Use	01 July 2026	30 June 2029
Oracle Internet Application Server Enterprise Edition - Universal Power Unit	9773200	855		Full Use	01 July 2026	30 June 2029
Oracle Internet Application Server Enterprise Edition - Universal Power Unit	10436115	270		Full Use	01 July 2026	30 June 2029
Oracle Internet Developer Suite - Named User Multi Server	10436115	3		Full Use	01 July 2026	30 June 2029
Oracle Database Enterprise Edition - Named User Perpetual	10498456	100		Full Use	01 July 2026	30 June 2029
Oracle Database Enterprise Edition - Processor Perpetual	10498456	4		Full Use	01 July 2026	30 June 2029

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Oracle Database Enterprise Edition - Processor Perpetual	13596848	1		Full Use	01 July 2026	30 June 2029
Oracle Database Enterprise Edition - Processor Perpetual	13596848	4		Full Use	01 July 2026	30 June 2029
Oracle Diagnostics Pack - Processor Perpetual	13596848	2		Full Use	01 July 2026	30 June 2029
Oracle Discoverer Desktop Edition - Named User Plus Perpetual	13596848	2		Full Use	01 July 2026	30 June 2029
Oracle Tuning Pack - Processor Perpetual	13596848	2		Full Use	01 July 2026	30 June 2029
Oracle Partitioning - Processor Perpetual	13596852	4		Full Use	01 July 2026	30 June 2029
Oracle Database Standard Edition One - Processor Perpetual	14379301	2		Full Use	01 July 2026	30 June 2029
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	14379301	20		Full Use	01 July 2026	30 June 2029
Oracle Advanced Compression - Processor Perpetual	19693464	15		Full Use	01 July 2026	30 June 2029

NOTE: Although the RFI requests the submission of information according to the abovementioned scope, the RFI process allows for additional information, solution proposals, and technologies to be included.

6. **General Company and Product Information**

The responder to provide information relating to the company and product itself:

a. Company Background

Provide details on your company structure and mode of doing business in terms of using large account resellers (LAR), value-added resellers (VAR), Systems/Solution Integrators or direct engagements. Provide details around the provisioning of software and all other licensing, implementation services, accreditation programme, training, ongoing maintenance of the solution and main representative in South Africa.

b. Product and Software Overview

Provide details of the product and software offerings via attachments, brochures, or web articles. Provide details and electronic links to demonstrations. Provide details on trial product offerings and stipulate the trial period.

c. Product Lifecycle and Enhancement Process

Provide details on how the solution can be constantly updated and enhanced based on new requirements from the City. Explain the approach to new developments in terms of the product lifecycle methodology with reference to the development, quality assurance, and training and production systems.

d. Product Architecture and Security

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Provide details on how the solution is architected and how it could be offered to the City. Discuss whether this is an on premise, cloud based or hybrid solution. How is the system secured to minimise risk to the City's communications.

7. **Product Offering References**

The responder to provide information relating to the implementation of the product and where the product is successfully deployed:

    a. Local Footprint

Provide details of where the proposed and recommended products have been implemented locally in South Africa.

    b. International Footprint

Provide details of where the proposed and recommended products have been implemented internationally.

    c. Public Sector and / or Government Footprint

Provide details of where the proposed and recommended products have been implemented in the public sector or government sector, either locally or internationally.

    d. Contactable References

Provide updated contact details of at least two (2) contactable references, with the details of when the implementation was completed and the scale and type of project as well as the product version number:

        i. Company name and details

        ii. Contact person name and surname

        iii. Role on the implementation

        iv. Telephone number

        v. Email address.

The City requires the ability to engage with reference clients from existing implementations of the solutions.

8. **Product Pricing Structure**

The responder to provide information relating to the pricing structure of the product and indicated pricing as per the below:

8.1. How is the pricing of the solution structured? Is it a per named-user licence, a perpetual enterprise licence for the entire Directorate or based on a different model?

8.2. Is the pricing once off and perpetual or on a monthly software as a service offering?

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8.3. Mention any other pricing model that may be applicable to this request.

9. **Interaction with Respondents**

9.1. Respondents are advised that the City of Cape Town reserves the right not to utilise information gathered during the request for information process in order to complete a specification, which is to be put forth for tendering.

9.2. Send any questions to wayne.adams@capetown.gov.za should you have any queries.

10. **Proof of Concept**

10.1. The City of Cape Town reserves the right to engage respondents to look at different methods to validate and test information provided in response to this RFI. This may include a request for a proof of concept or a demo. This will not result in any financial contribution towards proofing the respondent(s) concepts but will allow the City of Cape Town to engage after the conclusion of this RFI with the aim to ensure the information provided is validated and tested.

11. **No Obligation**

11.1. This RFI places no obligation on the City of Cape Town to embark on any subsequent process to obtain any product or solution offering listed herein and respondents hereto shall obtain no preference or favour by responding to the Request for Information.

11.2. Responses to this RFI are voluntary. Do not include any proprietary, classified, confidential, trade secret, or sensitive information in your response. The responses will be reviewed by City staff, and individual feedback will not be provided to any respondent. The City of Cape Town will use information submitted in response to this Request for Information at its discretion. The City of Cape Town reserves the right to use any submitted information on its public websites, in reports, in summaries, in any possible resultant solicitation(s), grant(s), or cooperative agreement(s), or in the future development regarding this subject.

11.3. This RFI is for information and planning purposes only and shall not be construed as a solicitation, grant, or cooperative agreement, or as an obligation on the part of the City of Cape Town. The City of Cape Town will not pay for the preparation of any information submitted or for the use of such information. No basis for claims against the City of Cape Town shall arise as a result of a response to this request for information or from the use of such information.

11.4. The research obtained from this RFI will inform the technical and functional specification of the proposed goods and services to be obtained, which may then follow an open competitive bidding process, should the City of Cape Town opt to implement such a system (Viability and Feasibility assessment, budgetary provisions, etc.). The City of Cape Town reserves the right not to proceed with any further process, should the research/technology indicates it is not viable and feasible. The City of Cape Town reserve the right to applied

different procurement strategies, while exploring different methods to validate and test information provided in response to this RFI.

12. **Submission Requirements**

    12.1. Please provide all inputs electronically on or before **16:00 on Day, 19 April 2024**.

    12.2. All responses to be sent: wayne.adams@capetown.gov.za

    12.3. Email subject line: RF27/2023/24 response from [Insert company name]

    12.4. Response format: PDF or MS Word

Thank you

Demand Management

Directorate of Finance

Department of Supply Chain Management

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