UNITED INDIA INSURANCE COMPANY LIMITED
Information Technology Department
Regd. & Head Office 24, Whites Road, Chennai - 600 014

CORRIGENDUM Dated. 02.11.2020

This is further to our tender reference no. **000100/HO IT/RFP/194/2020-2021** dated **11.09.2020** for SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO all are advised to note following.

1. Bid Extension

#	RFP Reference	RFP Clause	Modified Clause
1	Clause: Section 1 - Bid Schedule and Process	• Last date for bid submission: 06-11-2020 (03:00 PM)	• Last date for bid submission: **18-11-2020 (03:00 PM)**

Evaluation Criteria

Below are the list of changes in the existing evaluation criteria, rest all existing criteria's remain the same.

#	RFP Reference	RFP Clause	Modified Clause
1	Section 2: Evaluation Methodology; Bidder's Credential Strengths	The bidder's capability and experience shall be determined on the basis of the information provided by the bidder in the bid document. Bidder shall be awarded marks for the depth and coverage of experience in scheduled commercial bank / Insurance Company in India having at least 1500 branches in India. 1) Experience in Supplying, managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site including (Server, Storage, Operating system, Database, Hyper Converge Infra) and Providing L1 & L2 support for Core Banking / Core Insurance infrastructure and their associated databases in scheduled commercial bank / Insurance Company in India having at least **1500 branches** in India **(300 Marks)** o One schedule commercial Bank / Insurance Company in India	The bidder's capability and experience shall be determined on the basis of the information provided by the bidder in the bid document. Bidder shall be awarded marks for the depth and coverage of experience in scheduled commercial bank/ Insurance Company in India having at least 1000 branches in India. 1) Experience in Supplying, managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site including (Server, Storage, Operating system, Database) and Providing L1 & L2 support for Core Banking/ Core Insurance infrastructure and their associated databases in scheduled commercial bank / Insurance Company in India having at least **1000 branches** in India **(300 Marks)**

#	RFP Reference	RFP Clause	Modified Clause
		having at least 1500 branches in India **(150 Marks)** o Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India **(250 Marks)** o Three or more schedule commercial Bank/ Insurance Company in India having at least 1500 branches in India **(300 Marks)**	o One scheduled commercial Bank/ Insurance Company in India having at least 1000 branches in India **(150 Marks)** o Two scheduled commercial Bank/ Insurance Company in India having at least 1000 branches in India **(250 Marks)** o Three or more scheduled commercial Bank/ Insurance Company in India having at least 1000 branches in India **(300 Marks)**

2. Project Timelines

The Bidder is expected to adhere to these timelines stipulated below. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP.

Hardware Refresh Timelines

#	Key Activities	Timelines
1.	Submission of Project Plan - Detailing each task with target date and assigned resources including migration plan of existing infrastructure from old equipment to New equipment and installation of all items supplied and integration with existing infrastructure at DC and DR.	T+1 Week
2.	Delivery of Hardware at DC & DR	T+10 Weeks
3.	Power-on, Basic Installation and configuration of all items supplied at DC and DR Sites'	T+14 Weeks
4.	Completion of all work at DC and DR Sites' including migration, commissioning and documentation.	T+21 Weeks
5.	Tape Migration	T+29 Weeks
6.	Benchmarking	Within 2 Months from Pt.4

*T: T is the date of issuance of Purchase Order

*During the Migration Activity there should not be more than 10 hours downtime in DC and DR respectively

Tools (ADR, APM, Job Automation, DB Performance Management & EMS) Implementation timelines

#	Key Activities	Timelines
1.	Submission of Project Plan - Detailing each task with target date and assigned resources including migration plan of existing infrastructure from old equipment to New equipment and installation of all items supplied and integration with existing infrastructure at DC and DR.	T+1 Week
2.	Delivery of Hardware at DC & DR	T+10 Weeks
3.	Power-on, Basic Installation and configuration of all items supplied at DC and DR Sites'	T+14 Weeks

#	Key Activities	Timelines
4.	Submission of SRS & Sign off from UIIC for Each Tool	T+6 Weeks
5.	Submission of HLD & LLD and sign off from UIIC for Each tool	T+9 Weeks
6.	Installation of Tools in UAT environment for Tools	Within 2 Weeks from Pt.3
7.	Customization and UAT Completion for Tools	Within 10 Weeks from Pt.6
8.	Go-Live of all Tools	Within 1 Week from Pt.7

*T: T is the date of issuance of Purchase Order

3. Payment Terms

Below Payment terms for Tape Migration Activity is added. All other payment terms remain same.

#	Key Activities	Timelines
1.	Tape Migration	100% post completion and Sign-off from UIIC

4. Benchmarking

Below is added to the existing clause for benchmarking:

During benchmarking, if it is observed that the required parameters are not achieved, then, bidder is required to augment the hardware within 2 months from the date of submission of Benchmarking report at no additional cost to UIIC. Also, all terms and conditions mentioned in Annexure 18 – Sizing Adequacy letter will be applicable.

5. Service Level Agreement

Below SLA is in addition to the existing SLAs mentioned in the RFP:

Service Level Description	Measurement	Minimum Service Level	Measurement Tool	Penalty
Database Response Assessment	End to End response time within DC (from the Core Insurance Application and Portal to the respective Database and back) should be < 10 ms (mile seconds) during business hours	100%	Application Performance Tool	For each 0.25% drop in the service level during business hours, penalty would be @1% (One Percent) of the overall cost of the hardware in the TCO.

6. Business Rules for Reverse Auction

Applicability

1. All bidders participating in reverse auction shall understand/accept and give an undertaking for compliance with the same to UIIC in the prescribed format (**Annexure 22- Compliance Statement for Reverse Auction and Annexure 23: - Letter of Authority for Participating in Reverse Auction).**
2. Any bidder not willing to submit such an undertaking shall be disqualified for further participation in the e-procurement process in question.
3. The Annexure 22 and Annexure 23 has to be the part of the Commercial Bid.

Service Provider's Roles and Responsibilities

1. In all Reverse Auctions conducted by UIIC through a Service Provider, UIIC shall enter into a separate agreement clearly detailing the role and responsibilities of the service provider hosting the web portal for the Reverse Auction.
2. For creating necessary obligations and rights, the service provider will also enter into an agreement with each vendor as per a format designed by him for this purpose. UIIC shall resolve any points/ issues concerning such agreement of vendor and service provider.
3. While a Service Level Agreement (SLA) by UIIC with the Service provider is an arrangement for smooth and fair conduct of the Reverse Auction, UIIC shall be directly responsible to vendors for fair and transparent conduct of the Reverse Auction.
4. The service provider at the end of each Reverse Auction shall provide UIIC with all details of the bids and reports of reverse auction.
5. The service provider shall also archive the data pertaining to Reverse Auction for a minimum period of 3 years.
6. Service provider/ auctioneer is responsible for conduct of adequate training to all technically qualified bidders participating in the reverse auction and bidding process.
7. Whenever it is considered necessary and asked by the bidders or as decided by the auctioneer or by UIIC a mock auction may also be conducted for the benefit of all concerned.
8. Authorized representative of the bidder name in the authorization letter given by the vendor shall be given unique username, password by the service provider/ auctioneer.
9. Each bidder shall change the password and edit the information in the registration page after receipt of initial password.
10. All bids made from the log-in ID given to bidder shall ipso-facto be considered bid made by the vendor/ bidder to whom log-in ID and Password were assigned by the service provider/ auctioneer.
11. Any bid once made through registered log-in ID/ password by the vendor/ bidder cannot be cancelled. The bidder, in other words, is bound to sell the "Offering" as per the RFP at the bid price of TCO.
12. Every successive bid by the bidder/ vendor being decremental bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.
13. The UIIC shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different vendors. In other words, there shall never be a "Tie" in bids.

Compliance/Confirmation from Bidder

The bidders participating in reverse auction shall submit the following documents duly signed by the same Competent Authority who signs the offer document in response to the RFP:
1. Acceptance of Business Rules for Reverse Auction and undertaking as per format in Annexure 22- Compliance Statement for Reverse Auction.
2. Agreement between bidder and vendor supporting the reverse auction. (This format will be given by the OEM prior to Reverse Auction.)
3. Letter of authority authorizing the official/s to take part in Reverse Auction as per format in Annexure 23- Letter of Authority for Participating in Reverse Auction.

Training to bidders

1. UIIC will facilitate training for participation in reverse auction either on its own or through the service provider for the reverse auction.
2. On request where necessary, UIIC/service provider may also conduct a 'mock reverse auction' to familiarize the bidders with reverse auction process.
3. Any bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any request / complaint / grievance later.
4. Each bidder shall participate in the training at his / their own cost
5. The venue, date, time etc. for training in reverse auction shall be advised at the appropriate time.

6. No request for postponement/fixing of training date/time shall be entertained which in the sole view and discretion of the UIIC might result in any avoidable delay to either the Reverse Auction or the whole process of selection of bidder.

Date/time of reverse auction

1. The date and time of commencement of reverse auction as also duration of 'Reverse Auction Time' shall be communicated at least 4 working Days prior to such auction date.
2. Any force majeure or other condition leading to postponement of auction shall entitle the UIIC to postponement of auction even after communication, but the UIIC shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.

Conduct of Reverse Auction

1. The reverse auction shall be conducted on a specific web portal meant for this purpose.
2. The reverse auction may be conducted by the UIIC itself or through a service provider specifically identified/appointed/empaneled by UIIC.

Transparency in Bids

All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

Masking of Names

1. Names of bidders shall be masked in the Reverse Auction process and bidders will be given suitable dummy names.
2. After completion of Reverse Auction, the service provider / auctioneer shall submit a report to the UIIC with all details of bid and the original names of the bidders as also the L1 bidder with his / their original names.

Start Price

Reverse Auction process shall commence at and after electronically loading the "START-UP PRICE" on the basis of lowest TCO arrived at after evaluation of commercial bids or lesser than the lowest TCO arrived as evaluated by UIIC. The Bidder shall start the reverse auction at the START-UP-PRICE

Decremented Bid Value

The bidders shall be able to bid only at a specified decrement value or multiple thereof and not at any other fractions. The Bid decrement value for each line item or for composite value shall be decided by the Competent Authority depending upon the nature and the value of equipment being procured.

Reverse Auction Process

1. In order to reduce the time involved in the procurement process, UIIC shall be entitled to complete the entire procurement process through a single Reverse Auction or in multiple Reverse Auctions.
2. The UIIC shall however, be entitled to cancel the Reverse Auction process, if in its view procurement or Reverse Auction process cannot be conducted in a fair manner and / or in the interest of UIIC.
3. The successful bidder shall be obliged to provide a Bill of Material at the last bid price within 3 working days after the close of auction.

7. Modified Clauses

#	RFP Reference	RFP Clause	Modified Clause
1.	3.1: Scope of Work during	For all Oracle Database (Core Insurance Application Solution &	For all Oracle Database (Core Insurance Application Solution &

#	RFP Reference	RFP Clause	Modified Clause
	Implementation phase; Pt.d	Portals), UIIC is looking for the **RISC based** Bare metal server at DC, DR & NDR	Portals), UIIC is looking for the **RISC/EPIC based** Bare metal server at DC, DR & NDR
2.	3.1: Scope of Work during Implementation phase; Pt.j	For in-scope hardware, software, application software and cabling as mentioned in this RFP document and in Annexure 11 - Bill of Materials, bidder should **avoid quoting components going end-of-sale within 24 months of its date of delivery**	For in-scope hardware, software, application software and cabling as mentioned in this RFP document and in Annexure 11 - Bill of Materials, bidder should **not quote any component/s which is end of sale /end of life within 2 years from the date of delivery**
3.	3.1: Scope of Work during Implementation phase; Pt.k	Bidder should ensure that proposed hardware and software components should not go end-of-life /End of sale during contract period. Bidder needs to give a declaration from the respective hardware OEM on OEM's letter head as per the Annexure – 19	End of Life / End of sale: end of sale or end of life refers to the last day to order the product through the OEM's point-of-sale mechanisms. After this date, the product is no longer available for sale from OEM and OEM has stopped marketing this product. However, the support in terms of bug/patches/security updates / components replacement will still be available. Bidder should ensure that proposed hardware and software components should not go end-of-life /End of sale **within 2 years from the date of delivery of the device/s and software**. Bidder needs to give a declaration from the respective hardware OEM on OEM's letter head as per the Annexure – 19
4.	3.1: Scope of Work during Implementation phase; Pt.l	Bidder should ensure that proposed hardware and software components should not go end-of support within 7 years of date of delivery of the device/s, the same responsibility shall so survive after termination or expiry of the contract. Bidder needs to give a declaration from the respective hardware OEM on their letter head as per the Annexure – 19 (Hardware End of Life and Support Declaration) of the RFP	End of support refers to the last day when the OEM will stop releasing the patches, security updates, bug fixing, and the components will not be available for replacement & product will be no longer supported by the OEM. Bidder should ensure that proposed hardware and software components should not go end-of support within 7 years of date of delivery of the device/s and software, the same responsibility shall so survive even after termination or expiry

#	RFP Reference	RFP Clause	Modified Clause
			of the contract. Bidder needs to give a declaration from the respective hardware OEM on their letter head as per the Annexure – 19 (Hardware End of Life and Support Declaration) of the RFP
5.	3.1: Scope of Work during Implementation phase; Pt.y (Sub-point 2)	End-to-end installation and implementation of server hardware; its related software, software licenses, hardware and software for Tape Library, D2D solution, Automated Disaster Recovery Solution, Application Monitoring Solution, Job Automation Solution and Patch Management solution and Structured Cabling components at DC and DR	End-to-end installation and implementation of server hardware; its related software, software licenses, hardware and software for Tape Library, D2D solution, Automated Disaster Recovery Solution, Application Monitoring Solution, Job Automation Solution and Patch Management solution and Structured Cabling components, **Bar code asset labeling** at DC, NDR and DR
6.	3.1.8: EMS, Patch Management and Helpdesk Management Solution	Bidder needs to provide **15 Lic** for the Central Helpdesk Agents for allocating and updating the tickets. UIIC currently has 2000 Branches which may grow to 2400 during tenure of the contract.	Bidder needs to provide **15 concurrent Lic** for the Central Helpdesk Agents for allocating and updating the tickets. UIIC currently has 2000 Branches which may grow to 2400 during tenure of the contract.
7.	3.1.8: EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR. The solution deployed at the DR would be from the perspective of monitoring and management of the DR	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR. The solution deployed at the DR would be from the perspective of monitoring and management of the DR. **The High Availability is required a hardware level where if one node goes down then the other nodes will take the load**
8.	3.1.8: EMS, Patch Management and Helpdesk Management Solution	The Proposed EMS tool should have end-to-end IT automation platform with advanced AI Voice based interaction capabilities. It should intelligently Understand user queries, analyse answers and suggest responses. It can "listen" as a live agent handles exception, do event correlation, root cause analysis and provide resolution interacting with ITSM tool or by searching knowledge bases. It can also learn from the	The Proposed EMS tool should have end-to-end IT automation platform with advanced AI Voice based interaction capabilities. It should intelligently Understand user queries, analyse answers and suggest responses. It can "listen" as a live agent handles exception, do event correlation, root cause analysis and provide resolution interacting with ITSM tool or by searching knowledge bases. It can also learn from the

#	RFP Reference	RFP Clause	Modified Clause
		User behaviour and enhance the knowledge base of questions it can address in the future. Like customer queries, virtual agents can determine the employee mood and understand when an escalation is required. The Intelligent virtual Assistant that can provide 24/7 support, monitoring and maintenance while handling an almost unlimited amount of inquiries. Platform should have capabilities based on NLU and STT i.e. emotional polarity ,speech pattern and tone detection, average deep learning-based model accuracy, automatic voice recognition and text to speech synthesis, natural language understanding etc., Multi Language Support, NLP uses knowledge of sentence structure, idioms and machine learning pattern recognition to try to match what you say to an "intent" which has been "classified" which means bot is programmed to identify certain things people want from it and act upon them. It should integrate with other IT management systems to provide a holistic view of network health, potential issues and resolutions.	User behaviour and enhance the knowledge base of questions it can address in the future. Like customer queries, virtual agents can determine the employee mood and understand when an escalation is required. The Intelligent virtual Assistant that can provide 24/7 support, monitoring and maintenance while handling an almost unlimited amount of inquiries. Platform should have capabilities based on NLU and STT i.e. emotional polarity ,speech pattern and tone detection, average deep learning-based model accuracy, automatic voice recognition and text to speech synthesis, natural language understanding etc., Multi Language Support, NLP uses knowledge of sentence structure, idioms and machine learning pattern recognition to try to match what you say to an "intent" which has been "classified" which means bot is programmed to identify certain things people want from it and act upon them. It should integrate with other IT management systems to provide a holistic view of network health, potential issues and resolutions. **These features of EMS can be inbuilt or there can be any third-party tool which can be integrated with the application. However, if the bidder is proposing the Third-party integration then all the supply, maintenance, monitoring, configuration, commercials, licenses & integration needs to be factor in the bill of material**
9.	3.1.9: Storage & SAN Switch	For the Storage and San switches mentioned in the Annexure 11 – Unpriced Bill of Material, UIIC has provided the minimum functional & technical	For Storage and San switches mentioned in Annexure 11 – Unpriced Bill of Material, UIIC has provided minimum functional & technical

#	RFP Reference	RFP Clause	Modified Clause
		specification in **Annexure 7.** Bidders need to ensure that the solutions proposed comply with these minimum technical requirements.	specification in **Annexure 9.** Bidders need to ensure that the solutions proposed comply with these minimum technical requirements.
10.	3.1.9: Storage & SAN Switch	Once OEM has completed the installation and implementation, next will be to proceed with the data migration from the existing core storage to the core storage. **OEM** to make sure data integrity and zero data loss in the data migration process.	Once OEM has completed the installation and implementation, next will be to proceed with the data migration from the existing core storage to the core storage. **OEM / Bidder** to ensure data integrity and zero data loss in the data migration process.
11.	3.1.10: Application Performance Monitoring Tool (APM)	Availability of senior level experts on On-Call Basis for critical alerts / incidents	Clause stands deleted
12.	3.1.14: Database Performance Management & Database Optimization	Addition	Bidder needs to factor 3 concurrent Lic for users who will use the SQL optimizer tool.
13.	3.1.16: DC Requirement; Pt.5	SAN switch at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications	SAN Switch Specification added to Annexure 9 - Minimum Functional & Technical Specifications. The same will be shared with all bidders who have submitted the Tender Fees.
14.	3.1.20: Installation and Configuration	**RISC Server** • Racking, Stacking, Cabling, Installation and Configuration of hardware • Creation and Configuration of LAN, SAN • Installation and configuration of UNIX and other features like **Power VM, GPFS and Power HA as per BOQ**	**RISC / EPIC Server** • Racking, Stacking, Cabling, Installation and Configuration of hardware • Creation and Configuration of LAN, SAN • Installation and configuration of UNIX and other features **like clustering as per BOQ**
15.	3.1.20: Installation and Configuration; Pt.24	Implement the backup solution and tape solution adequately at **DC, DR and NDR.**	Implement the backup solution and tape solution adequately at **DC and DR.**
16.	3.1.24.1: Environments	Physically separate adequately sizing should be quoted for RISC Based Bare Metal Server for each of the following environments. o Production at DC and DR (100% compute and storage capacity of DC), o Pre prod,	Physically separate adequately sizing should be quoted for RISC / EPIC Based Bare Metal Server for each of the following environments. o Production at DC and DR (100% compute and storage capacity of DC), o Pre prod,

#	RFP Reference	RFP Clause	Modified Clause
		o Test & SIT, o Development. o Training	o Test & SIT, o Development. o Training **For EMS, APM and Job Automation, ADR and DB Performance optimization bidder needs to factor DC and DR Production Environment. However, for the Non-Production Environment of EMS, APM and Job Automation, ADR and DB Performance optimization bidder needs to factor only one environment that is Test & SIT.** **Bidder Needs to Factor HA environment in DC and standalone environment at DR for EMS, APM and Job Automation, ADR and DB Performance optimization**
17.	3.1.24.2: Hardware Utilization	The Bidder is expected to size the **RISC Server** for the Solution based on the information provided in this RFP. At any point in time during the contract period, during business hours, the average CPU, Memory, Hard Disk utilization should not exceed 70% threshold (excluding EOD/BOD Processing) and storage utilization should not exceed 80% threshold. In case the above requirement is not met, additional hardware and related software would have to be provided by the Bidder at no additional cost to UIIC, within four weeks of crossing the threshold(s).	The Bidder is expected to size the **RISC / EPIC** Server for the Solution based on the information provided in this RFP. At any point in time during the contract period, during business hours, the average CPU, Memory, Hard Disk utilization should not exceed 70% threshold (excluding EOD/BOD Processing) and storage utilization should not exceed 80% threshold. In case the above requirement is not met, additional hardware and related software would have to be provided by the Bidder at no additional cost to UIIC, within four weeks of crossing the threshold(s).
18.	3.2.2.10: Application Performance Management: Pt.8	Application Performance Monitoring and Management software should deliver L1 support from an independent third (3rd) party for 24x7 Application Monitoring for Availability, Alert Management, Software Administration, Service Reporting and Incident Reporting.	Application Performance Monitoring and Management software should deliver L1 support from an independent third (3rd) party **for the first year after implementation** for 24x7 Application Monitoring for Availability, Alert Management, Software Administration, Service Reporting and Incident

#	RFP Reference	RFP Clause	Modified Clause
			Reporting **and thereafter bidder can factor bidder resources for the management**
19.	3.2.2.10: Application Performance Management; Pt.9	The L2 support should be provided by an independent third (3rd) party for analysis, remediation, software administration, reporting and incident analysis, trouble-shooting and alert analysis. The cost of the L1 & L2 resources should be factored in by the bidder in the Annexure 7 – Commercial Bid format.	The L2 support should be provided by an independent third (3rd) party **for the first year after implementation** for analysis, remediation, software administration, reporting and incident analysis, trouble-shooting and alert analysis **and thereafter bidder can factor bidder resources for the management**. The cost of the L1 & L2 resources should be factored in by the bidder in the Annexure 7 – Commercial Bid format.
20.	3.2.3.7: Responsibility Matrix	Management of existing outsourcing/AMC arrangements (for Aspect, **SAP etc.**)	Management of existing outsourcing/AMC arrangements (for Aspect etc.)
21.	3.2.3.11: Service Window across Service Category	Application Management SAP: - As per UIIC Business Hours	Clause stand deleted
22.	3.2.3.12.2: For Sustenance Period	Bidder needs to factor the at least 1 onsite OEM resource from the Proposed OEM in General shift on all working days of UIIC for the below mentioned components. The bidder needs to factor the same in the Bill Material. This resource will be the Part of the Sustenance Team of the bidder for the contract duration • RISC servers • Hyper Converge infrastructure • Tape Library • D2D appliance • Storage • San Switch • Backup Solution	Bidder needs to factor the at least 1 onsite OEM resource from the Proposed OEM **/ OEM certified resource (certified on the proposed technology)** in General shift on all working days of UIIC for the below mentioned components. The bidder needs to factor the same in the Bill Material of the bidder for the contract duration. This resource will be the Part of the Sustenance Team **and over and above of the minimum resource requirement mentioned in the RFP** • RISC servers • Hyper Converge infrastructure • Tape Library • D2D appliance • Storage • San Switch • Backup Solution **The Proposed resource should have atleast 3 years of**

#	RFP Reference	RFP Clause	Modified Clause
			experience in the proposed technology
23.	4.4: Refund of EMD	EMD will be refunded to the successful bidder, only after completion of installation etc. in all respects to the satisfaction of the Purchaser.	EMD will be refunded to the successful bidder, only after submission of PBG and signing of contract as per timelines defined in the RFP.
24.	4.5: The Company reserves the right to	Award contracts to one or more bidders for the item/s covered by this tender.	Statement stands deleted
25.	12: Purchase's Right to vary Quantities/ repeat order	The purchaser reserves the right at the time of award of the contract to increase the quantity of the goods and services specified in the schedule of requirements **without any changes in unit price of the ordered quantity.** The purchaser reserves the right to place order for additional items of bill of material, apart from the numbers / locations mentioned in this RFP (OR) purchaser reserves the right to place order for additional items at the same rates and terms & conditions during a period of SIX MONTHS from the date of acceptance of Purchase Order by the bidder. No additional cost whatsoever other than the cost contracted would be paid. In case of any change in tax rates, the taxes prevailing at the time of placing repeat order would be applicable.	The purchaser reserves the right at the time of award of the contract to increase the quantity of the goods and services specified in the schedule of requirements **not exceeding 25% of the quoted quantities without any changes in unit price of the ordered quantity.** The purchaser reserves the right to place order for additional items of bill of material, apart from the numbers / locations mentioned in this RFP (OR) purchaser reserves the right to place order for additional items not exceeding 25% of the quoted quantities at the same rates and terms & conditions during a period of SIX MONTHS from the date of acceptance of Purchase Order by the bidder. No additional cost whatsoever other than the cost contracted would be paid. In case of any change in tax rates, the taxes prevailing at the time of placing repeat order would be applicable.
26.	21: Dispute Resolution	The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws. All settlement of disputes or differences whatsoever, arising between the parties out of or in connection to the construction, meaning and operation or effect of this Offer or in the discharge of any obligation arising under	The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws. All settlement of disputes or differences whatsoever, arising between the parties out of or in connection to the construction, meaning and operation or effect of this Offer or in the discharge of any obligation arising under

#	RFP Reference	RFP Clause	Modified Clause
		this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably between UIIC and the vendor's representative.	this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably between UIIC and the vendor's representative.
		In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:	In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
		"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."	"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."
		The venue of the arbitration shall be Chennai.	The venue of the arbitration shall be Chennai.
		The language of arbitration shall be English.	The language of arbitration shall be English.
		The award shall be final and binding on both the parties.	The award shall be final and binding on both the parties.
		Work under the contract shall be continued by the vendor during the arbitration proceedings unless otherwise directed in writing by UIIC unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by UIIC, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.	Work under the contract shall be continued by the vendor during the arbitration proceedings unless otherwise directed in writing by UIIC unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by UIIC, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

#	RFP Reference	RFP Clause	Modified Clause
			Sole arbitrator to be jointly appointed by both parties. The cost of arbitration shall be borne equally by both the parties.
27.	Annexure 7: Commercial Bid Format	Bill of Material	Revised Annexure 7 will be shared with all bidders who have submitted the Tender Fees.
28.	Annexure 9: Minimum Functional & Technical Specifications	Minimum Technical &Functional Specifications	Revised Annexure 9 will be shared with all bidders who have submitted the Tender Fees.
29.	Annexure 12 Pre-Contract Integrity Pact	5.1 While submitting commercial bid, the BIDDER shall deposit an amount of ₹ **5,00,000/- (Rupees Five Lakhs only)** as Earnest Money/Security Deposit.	5.1 While submitting commercial bid, the BIDDER shall deposit an amount of ₹ **3,30,00,000/- (Rupees Three Crore and Thirty lakhs only)** as Earnest Money/Security Deposit.
30.	Addition	Subcontracting	Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the bidder under the contract. Compliance to SLA will be the bidder's responsibility
31.	Addition	Payment Terms	UIIC shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement Any objection / dispute to the amounts invoiced in the bill shall be raised by the UIIC within 21 days from the date of receipt of the invoice, only in exceptional circumstances will UIIC raise a dispute beyond 21 days. Upon settlement of disputes with respect to any disputed invoice(s), the UIIC will make payment within thirty (30) Days of the settlement of such disputes.

8. Annexure 6: Eligibility Criteria Form

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

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd
Head Office, NALANDA, # 19,4th Lane
Uthamar Gandhi Salai,
(Nungambakkam High Road)
Chennai – 600034

Ref. 000100/HO IT/RFP/194/2020-2021

ELIGIBILITY CRITERIA FOR BIDDERS

#	Particulars	Bidder's Response
1	Registered Name & Address of The Bidder	
2	Location of Corporate Head Quarters	
3	Date & Country of Incorporation	
4	GSTIN and date of registration	
5	In the Location business since (year)	
6	Whether the bidder is an OEM / SI	
7	Address for Communication	
8	Contact Person-1 (Name, Designation, Phone, Email ID)	
9	Contact Person-2 (Name, Designation, Phone, Email ID)	

TURNOVER & NET PROFIT

Financial Year / Accounting Year	Turnover (in Crores)	Net Profit
2017-2018		
2018-2019		
2019-20		

Criteria for Eligibility Compliance are given in below tables:

#	Eligibility Criteria for Bidders	Documentary Proof Required
1.	The Bidder should be a Registered Company in India under the 'Companies Act' and should be in existence in India for more than five (05) years as on 31.08.2020.	Copy of the Certificate of Incorporation issued by Registrar of Companies.
2.	The bidder should be authorized by the OEMs of the proposed equipment/devices to bid for this tender.	MAF as per annexure 3 for Authorised partner. Self-declaration if the bidder is an OEM.
3.	The bidder should have an average annual financial turnover of at least ₹500 Crore for the last three financial year's viz. 2017-18, 2018-19, and 2019-20.	Audited financial statements / Certificate from Auditor

#	Eligibility Criteria for Bidders	Documentary Proof Required
4.	The bidder should have made Net Profit after taxation in the last three financial years viz. 2017-18, 2018-19, and 2019-20.	Audited financial statements / Certificate from Auditor
5.	The bidder should not have been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender	As per annexure 2
6.	Bidder should be an authorized partner of OEM whose hardware has been proposed.	Relevant letters from OEMs
7.	Bidder should have its own Support center for Telephonic and Remote Assistance Services in Chennai, Mumbai / Navi Mumbai/ Thane & Hyderabad	Self-Declaration along with the details of the support centers in Chennai, Mumbai / Navi Mumbai/ Thane & Hyderabad.
8.	The bidder should have engaged in supplying and providing maintenance services of infrastructure in India in last 5 years and should have had experience in managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site for ANY Core Banking Solution / Core Insurance Application encompassing the underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company in India having at least 1000 branches in India	Relevant Credential letter from the bidder's customer Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates) Bidder can the meet the criteria with Single or Multiple credentials
9.	The bidder should have had experience of providing L1 & L2 support for Core Banking / Core Insurance Infrastructure for at least One scheduled commercial bank / Insurance Company in India having at least 1000 branches in India	Relevant Credential letter from the bidder's customer Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates)
10.	The bidder must have its own technology teams/ service line internally in the organization for providing support to the on-site team in case of critical technical issues.	Self-Declaration on Bidder Letter head
11.	As per the Government guidelines on Procurement bidder needs to submit the	Bidder needs to Submit Annexure 17 on letter head dully signed by Authorized

#	Eligibility Criteria for Bidders	Documentary Proof Required
	Annexure 17	signatory

ELIGIBILITY CRITERIA FOR OEM

#	Eligibility Criteria for OEMs	Documentary Proof Required
1	**RISC / EPIC Server:** The proposed RISC server series should be implemented in at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates)
2	**Hyper Converge Infrastructure:** The proposed hyper converge version / series should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates)
3	**Tape Library:** The proposed Tape Library should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates)
4	**D2D appliance:** The proposed D2D appliance should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
5	**Enterprise Management solution:** The Proposed Enterprise Management solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India and should be running for at-least 1500 endpoints covering both Wintel and Unix Platform	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by

#	Eligibility Criteria for OEMs	Documentary Proof Required
		the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
6	**Enterprise class Storage & SAN Switch: -** The Proposed Storage & SAN Switch series should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
7	**Application Monitoring Solution:** The Proposed Application Monitoring solution should be implemented & Operational in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India monitoring the Core Application.	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
8	**Job Automation Tool:** The proposed Job Automation Tool should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
9	**Backup Solution:** The proposed Backup Solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
10	**Architecture Assessment Services:** The Proposed vendor for Architecture Assessment would have done the same for in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India for Core Banking Application / Core	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by

#	Eligibility Criteria for OEMs	Documentary Proof Required
	Insurance Application	the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
11	As per the Government guidelines on Procurement all OEM needs to submit the Annexure 17	OEM needs to Submit Annexure 17 on letter head dully signed by Authorized signatory
12	**HIPS:** The Proposed HIPS should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
13	**Automated Disaster recovery Solution:** The Proposed Automated Disaster Recovery solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
14	The proposed Processor for hyper converge environment should be implemented in hyper converge environment in at-least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).

Note:
1. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
2. Bidders need to ensure compliance to all the eligibility criteria points.
3. Scheduled commercial banks do not include regional rural banks and cooperative banks.
4. Scheduled commercial banks refer to public sector / scheduled commercial banks in India only.
5. Branches mentioned are per bank / insurance company and are not cumulative across banks / insurance companies.
6. Either the bidder representing a principal/OEM of the proposed solution or Principal/OEM itself can bid but both cannot bid simultaneously for the same product in this tender.
7. If a bidder submits bid on behalf of the principal/OEM, the same bidder shall not submit on behalf of another principal/OEM in this tender
8. The branches being considered in the criteria should be per Bank / Insurance and not cumulative across Banks.

9. In case of business transfer where bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered

Signature:

Name:

Designation:

9. Annexure 19: Hardware End of Life and Support Declaration

< To be submitted in the OEM's letter head and should be signed by Authorized Signatory of the OEM >

Ref. No:
To
The Deputy General Manager
Information Technology Department
United India Insurance Company Limited
Head Office, 19, 4th Lane, Nungambakkam High Road,
Chennai – 600034

Subject: Offer for RFP Ref. No. 000100/HO IT/RFP/194/2020-2021 "RFP for SUPPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO"

Dear Sir/Madam,

We _____(OEM & address) has supplied _____(Hardware & software Make / model and quantity). We confirm that the Supplied device/s will not be end-of-life / End-of-sale within 2 years from the date of delivery and will be under support from the date of Delivery of hardware to next 7 years. The bug/Patches/components/security patches and releases will be available to UIIC for above mentioned 7 years duration, the same responsibility shall so survive even after termination or expiry of the contract

Authorized Signatory
Name
Designation
Office Seal

Place:
Date:

10. Annexure 22: Compliance Statement for Reverse Auction

(To be submitted by all the vendors in commercial Bid)

RFP Reference No. 000100/HO IT/RFP/194/2020-2021

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

Subject: Offer for RFP Ref. No. 000100/HO IT/RFP/194/2020-2021 "RFP for SUPPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO"

1. We (name of the company) hereby confirm having submitted our bid for participating in UIIC RFP "000100/HO IT/RFP/194/2020-2021" dated 11-09-2020 for SUPPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO.
2. We also confirm having read the terms of RFP relating to the Reverse Auction for this RFP process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by UIIC in the RFP document including all annexures and terms and condition for Reverse Auction
4. We shall participate in the on-line auction conducted by e-nivida (Auctioneer Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auctioneer company
5. We, hereby confirm that we will honor the Bids placed by us during the auction process, failing which we shall forfeit the Earnest Money Deposit. We also understand that the UIIC may debar us from participating in future tenders.
6. We confirm having nominated Mr. _____ ,designated   as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in Reverse Auction.
7. We undertake to submit the confirmation of last bid price by us to the auction company/UIIC within 24 working hours of the completion of event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of RFP within 3 working days from the date of Auction completion.

Signature with Company Seal
Name:

Designation within Company/ Organization:
Company/ Organization:
Address of Company/ Organization:

Name of the Authorized Representative:
Signature of Authorized Representative:

11. Annexure 23: Letter of Authority for Participating in Reverse Auction

(To be submitted by all the vendors in commercial Bid)

RFP Reference No. 000100/HO IT/RFP/194/2020-2021

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

Subject: Offer for RFP Ref. No. 000100/HO IT/RFP/194/2020-2021 "RFP for SUPPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO"

1. We (name of the company) hereby confirm having submitted our bid for participating in UIIC RFP "000100/HO IT/RFP/194/2020-2021" dated 11-09-2020 for SUPPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO.
2. We also confirm having read and understood the terms of the RFP relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP , we nominate Mr. _____, designated as _____of our company to participate in the Reverse Auction.
4. We accordingly authorize UIIC and/ or the Auction Company to issue user ID and password to the above name's official of the company.
5. Both UIIC and the auction company shall contact the above names official for any and all matters relating to the Reverse Auction.
6. We, hereby confirm that we will honor the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the UIIC may debar us from participating in future tenders for any such failure on our part.

Signature with Company Seal

Name:
Designation within Company/ Organization:
Company/ Organization:
Address of Company/ Organization:

Name of the Authorized Representative:
Signature of Authorized Representative:

All other terms and conditions of the tender remain same.

Date: 16.09.2020
Chennai.