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**REQUEST FOR PROPOSAL (RFP) FOR  
SUPPLY, INSTALLATION, AND  
MAINTENANCE OF HARDWARE AND  
SUPPLIED SOFTWARE AT DC, NDR, DR &  
CHN-HO**

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**000100/HO IT/RFP/194/2020-2021**



**UNITED INDIA INSURANCE CO. LTD**

INFORMATION TECHNOLOGY DEPARTMENT

NALANDA

# 19,4th Lane

Uthamar Gandhi Salai

(Nungambakkam High Road)

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 UIICL. UIICL 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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## PURPOSE OF THIS DOCUMENT

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define the scope of work for the Bidder for UIIC’s Technology Refresh for DC and DR Infrastructure.

This RFP contains details regarding the scope, project timelines, evaluation process, terms and conditions as well as other relevant details which the Bidder needs to factor in while responding to this RFP.

## DEFINITION OF TERMS USED IN THIS DOCUMENT

<b>Company/UIIC/purchaser</b>	United India Insurance Company Limited
<b>EMD</b>	Earnest Money Deposit
<b>BG</b>	Bank Guarantee
<b>Vendor/Bidder</b>	Is a company, which participates in the tender and submits its proposal
<b>Products/equipment</b>	Materials, which the Successful Bidder is required to SUPPLY, INSTALL, TEST, COMMISSION AND MAINTAIN as per this tender
<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>OEM</b>	Original Equipment Manufacturer
<b>SLA</b>	Service Level Agreement
<b>SP</b>	Service Provider
<b>SI</b>	System Integrator
<b>DC</b>	Data Center
<b>DR</b>	Disaster Recovery
<b>RCA</b>	Root Cause Analysis
<b>AMC</b>	Annual Maintenance Contract
<b>RFP</b>	Request for Proposal
<b>SOW</b>	Scope of Work
<b>T&amp;C</b>	Terms and Conditions
<b>TCO</b>	Total Cost of Ownership
<b>EOS1</b>	End of Sale
<b>EOS2</b>	End of Support
<b>CHN-HO</b>	Head office Chennai
<b>ATS</b>	Annual Technical Support
<b>NDR</b>	Near Disaster Recovery

## SECTION 1- BID SCHEDULE AND ADDRESS

Sunol.	Description	
1.	Name of the Tender	REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO
2.	Tender Reference Number	000100/HO IT/RFP/194/2020-2021
3.	Tender Release Date	11-09-2020
4.	Last date for queries through email (rfp.hwrefresh@uiic.co.in)	17-09-2020
5.	Pre-bid meeting	18-09-2020 (03.00 PM at our Head Office / Online)
6.	Last date for bid submission	9-10-2020 (03:00 PM)
7.	Address for submitting of Bids	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 Section 4.1.
8.	Tender Fee (Non-Refundable)	₹ 25,000 /-(Rupee Twenty-Five Thousand only)
8.	EMD Fee	₹ 3,30,00,000 /-( Rupees Three Crore and Thirty lakhs only)
9.	Email ID for communication	rfp.hwrefresh@uiic.co.in

### **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 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)**

## SECTION 2 – INTRODUCTION

### 2.1 ABOUT UIIC

United India Insurance Company Limited (UIIC) is a leading public sector General Insurance Company transacting General Insurance business in India with Head Office at Chennai, 30 Regional Offices, 7 Large Corporate and Brokers Cells and 2000+ Operating Offices geographically spread throughout India and has over 13000+ employees. 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.

### 2.2 OBJECTIVE OF THIS RFP:

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define scope of work for the supply, installation and maintenance of hardware and supplied software at UIIC Datacentre & Near DR, Mumbai & Disaster Recovery site, Hyderabad. This RFP contains details regarding scope, project timelines, evaluation process, terms and conditions as well as other relevant details which bidder needs to factor while responding to this RFP.

The System Integrator has to provide, manage and maintain all necessary infrastructure components & services that would be necessary as per the defined requirements of this RFP and subsequent addendums/corrigendum if any. The System Integrator has to ensure that the desired objective of UIIC’s infrastructure is fulfilled.

### 2.3 DUE DILIGENCE

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders’ risk and may result in rejection of the bid. The decision of UIIC on rejection of bid shall be final.

### 2.4 ELIGIBILITY CRITERIA FOR BIDDERS/OEMs

#### ELIGIBILITY CRITERIA FOR BIDDERS

S. No.	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	Audited financial statements / Certificate

	financial year's viz. 2017-18, 2018-19, and 2019-20.	from Auditor
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: No Blacklist declaration
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 & Hyderabad	Self-Declaration along with the details of the support centers in Chennai, Mumbai / Navi Mumbai & Hyderabad.
8.	<p>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</p> <p>a.) Hardware (Server &amp; Storage), b.) Operating System and c.) Database</p> <p>For at least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India</p>	<p>Relevant credential letter for the stipulated criteria</p> <p>Or</p> <p>Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed &amp; sealed by the respective Bidder's customer (The Purchase Orders &amp; the installation /Project completion reports should have dates)</p> <p>Bidder can the meet the criteria with Single or Multiple credentials</p>
9.	The bidder should have had experience of providing L1 & L2 support for Core Banking / Core Insurance Infrastructure and their associated databases for at least One scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	<p>Relevant credential letter for the stipulated criteria</p> <p>Or</p> <p>Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed &amp; sealed by the respective Bidder's customer (The Purchase Orders &amp; the installation /Project completion reports should have dates)</p>
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 Annexure 17	Bidder needs to Submit Annexure 17 on letter head dully signed by Authorized signatory



## ELIGIBILITY CRITERIA FOR OEM'S

Sr No	Eligibility for OEM's	Documentary Proof Required
1	<b>RISC Server:</b> 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	<b>Hyper Converge Infrastructure:</b> The proposed hyper converge version / 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)
3	<b>Tape Library:</b> The proposed Tape Library 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)
4	<b>D2D appliance:</b> The proposed D2D appliance 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).
5	<b>Enterprise Management solution:</b> 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 the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).

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

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	<b>HIPS:</b> The Proposed HIPS 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).
13	<b>Automated Disaster recovery Solution:</b> The Proposed Automated Disaster Recovery solution 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).

## SECTION 3 – SCOPE OF WORK

### 3.1 SCOPE OF WORK DURING IMPLEMENTATION PHASE:

UIIC currently has its Data Centre (DC) & Near Site (NDR) in Mumbai, Disaster Recovery Center (DR) in Hyderabad and HO in Chennai (UIIC reserves the right to shift its DC & DR to any part of India in future). The objective of this RFP is to size, supply, implement, maintain the entire solution as per scope outlined in this RFP. The Scope includes supply, installation, implementation, migration, integration, maintenance and support of the solutions with all the relevant applications and infrastructure during the contract period.

Broad Scope of work will include but not be restricted to the following. Successful bidder will supply and install the solution as per the broad objectives as given below: -

- a. UIIC envisages refresh of its existing Infrastructure deployed at UIIC's DC, NDR, DR and Chennai HO based on the growth projections for next 5 years
- b. Supply, installation, configuration & maintenance of all the supplied hardware and software at the DC, NDR, DR & Chennai HO and seamless migration and integration with existing Network Architecture of UIIC.
- c. All in-scope hardware should be provided with 3 years of comprehensive on-site warranty which will start from the date of installation acceptance of the respective hardware by UIIC. Post warranty period completion, bidder should provide on-site AMC for the period of 2 years. For all the in-scope software, bidder should provide 1 year of comprehensive on-site warranty which will start from the date of Go-live and sign off by the UIIC of the respective Software and 4 years of ATS which will start after warranty period. Bidder is required to co-ordinate with UIIC's existing System Integrator for migration activities and taking transition for Network activities
- d. For all Oracle Database (Core Insurance Application Solution & Portals), UIIC is looking for the RISC based Bare metal server at DC, DR & NDR
- e. For All other applications UIIC is looking for the x86 virtualized environment.
- f. For its DC, NDR and DR, UIIC envisages procurement and implementation of both LAN and SAN structured cabling
- g. Procurement of in-scope infra and application software and other in-scope components would be at UIIC's discretion. UIIC may not procure all the items mentioned in the RFP.
- h. Bidder is required to provide details of each individual proposed infra, application software and other in-scope components along with its associated hardware & software and any other component/service necessary for installation and implementation, as mentioned in Annexure11 – Bill of Materials
- i. All necessary Racks, Power strips, Power cables, Network cables, Fiber cables and any other components required for successful implementation of the solution are to be supplied and commissioned by the successful bidder at no additional cost to the UIIC.
- j. For in-scope hardware, software, application software and cabling as mentioned in this RFP document and in Annexure11 - Bill of Materials, bidder should avoid quoting components going end-of-sale within 24 months of its date of delivery
- 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 (Hardware End of Life and Support Declaration) of the RFP
- 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 even 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

- m. Bidder is required to supply, install, implement, commission, integrate and provide comprehensive on-site warranty/AMC/ATS of all the in-scope server hardware and application software based on the Bill of Materials shared by UIIC. The delivery plan must be synchronized with the project delivery timelines of UIIC. (Refer section 26 of this document for Project Delivery timelines)
- n. Bidder is required to provide resources, which may be required for successful completion of the entire assignment within the quoted cost to UIIC.
- o. Any coordination with the OEM for support should be carried out by the bidder engineer only.
- p. The warranty also includes all software subscriptions (critical hot fixes, service packs, and all upgrades/updates) of all components supplied as part of solution, wherever applicable.
- q. The Hardware appliances proposed by the bidder should be rack mountable at DC and DR.
- r. The successful bidder should submit the architecture design, detailed project plan, configuration, implementation, User Acceptance Testing (UAT) and rollback plan along with the documentation on detailed solution architecture diagram, low level and high-level diagram, traffic flow.
- s. The successful bidder has to deploy OEM certified engineers having expertise on proposed solutions at UIIC's Data Center & DR during the implementation process and ensure that the activity is to be carried out strictly in accordance with the OEM's design and the Industry's best practices & guidelines.
- t. Provide 24x7 OEM support for the equipment and software components supplied as part of this tender.
- u. Provide updates, upgrades/new version for the software components during the warranty and maintenance period and installation of the same in co-ordination with UIIC team
- v. All the equipment (hardware, software) supplied as part of solution should be IPV4 as well as IPV6 compliant from day one and should support all the protocols.
- w. During warranty period, UIIC may, shift the equipment to other location(s) within the Country. The bidder needs to ensure that the OEMs and bidders' warranty and support is valid across India. Further, bidder should undertake to continue to provide warranty and support for the supplied inventory at the new location at no additional cost to UIIC. Bidder will be informed about old and new location details as and when UIIC decides to shift the hardware due to operational requirements. Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost. For such shifting, the charges towards packing, physical shifting and insurance would be borne by UIIC.
- x. The bidder should also provide support for un-mounting and mounting of hardware and other components supplied from the rack in the event of reallocation of racks or changes made at site based on company requirements.
- y. Bidder is, also, required to carry out activities given in the following table:

S.no	Activity	Remarks
1	Physical delivery of all hardware; its related software, software licenses, hardware and software for Tape Library, D2D solution, Automated Disaster Recovery Solution, Application Performance Monitoring Solution, Job Automation Solution and Patch Management solution	Bidder has to supply and deliver server hardware; its related software, software licenses, hardware and software for Tape Library, D2D solution, Automated Disaster Recovery Solution, Application Performance Monitoring Solution, Job Automation Solution and Patch Management solution and components and cables for Structured Cabling at DC and DR, as per Annexure 11: Bill of Material
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	Bidder/OEM is required to do end-to-end installation, implementation and configuration of in-scope server hardware and/or application software. Bidder/OEM is required to unpack, assemble, mount and boot the equipment, install

	Monitoring Solution, Job Automation Solution and Patch Management solution and Structured Cabling components at DC and DR	necessary service packs, patches and fixes, set up and configure the equipment. Compatibility issues of sub-systems with OS, respective drivers, firmware, any other components are to be installed, if required, are to be resolved by bidder/OEM. Post end-to-end installation and implementation of equipment by bidder, UIIC will conduct acceptance test to verify installation's compliance with the configuration and relevant setting provided by UIIC.
3	Provide comprehensive on-site warranty and AMC/ATS support for the tenure of contract	Bidder will be responsible to provide comprehensive on-site warranty and back-to-back support from the OEM to meet the Service Levels defined in this RFP till Validity of the Contract. Warranty of hardware will start from the date of hardware installation acceptance by UIIC. AMC will start from the date of expiry of warranty period. Warranty of software will start from the date of installation acceptance by UIIC. ATS will start from the date of expiry of warranty period.
4	Implementation and Assessment Services	Bidder will be responsible to provide implementation and assessment services as per the scope defined in this RFP. OEM along with the bidder shall do the implementation and assessment of in-scope components, however, for UIIC, bidder would be the single point of contact for Implementation and Assessment services
5	Migration Services	Bidder/OEM will be responsible to provide migration services as per the scope defined in this RFP.

### 3.1.1 Bare Metal Server at DC, NDR & DR

UIIC is currently, using Itanium superdomeserverSD32B and Rx3600 servers for Database of Core Insurance application. UIIC envisages refresh of existing Itanium superdomeserverSD32B and Rx3600 with Bare Metal RISC server. Bidder needs to propose the New Bare Metal Server for all oracle DB (Core Insurance Application Solution and Portals) which needs to be in compliance with Annexure9 – Minimum functional & Technical Specification for RISC server. Bidder is required to Size, supply, install, implement, commission, integrate and provide comprehensive onsite warranty & AMC/ATS – during the period of contract, for the proposed RISC servers and associated software to be hosted at both DC, NDR and DR.

The bidder needs to submit a sizing adequacy letter as per the format mentioned in Annexure 18 – Sizing Adequacy Letter.

UIIC Is using Exadata 1/8 Rack in DC and DR for their reporting purpose and the data is getting replicated from their GC Core Database to ODS database through Golden gate. Bidder needs to factor the Licenses of the golden Gate as per the Sizing done for the GC Core Database. Please refer the existing number of licenses in the Annexure -13 (EXISTING NETWORK & LICENSES DETAILS AT DC & DR)

### **3.1.2 X86 Servers at DR, NDR and DR**

UIC existing windows architecture comprises Blade and standalone Rack servers (BL460cG1, BL480cG1, BL460cG7, BL400cG1, BL685cG1, DL360G5, DL360G9, DL580G5, xc730-xd (HCI)) at DC, NDR, DR & Chennai HO. UIC envisages refresh of existing x86 workload (Bare Metal & Virtualized) with hyper converge infrastructure. Refer to Annexure9 – Minimum Functional & Technical Specification for hardware & software details and compliance requirements for hyper converge. Bidder is required to supply, install, implement, commission, integrate and provide comprehensive onsite warranty & AMC/ATS – during the period of contract, for the proposed hyper converge and associated software to be hosted at DC, DR & Chennai HO. In addition, Bidder is required to supply, install, commission and provide onsite warranty & AMC/ATS during the period of contract for the racks mentioned in Annexure9 – Minimum Functional & Technical Specification.

Successful bidder will configure inbuilt storage of Hyper-Converged Infrastructure/inbuilt Network/Compute with High Availability and Optimize resources by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g. Storage, processing, bandwidth and active user accounts) to obtain optimum performance level. The resource usage should be monitored, controlled and reported to HCI admin through single central management console.

The bidder should make sure that the solution should support defined Recovery Time Objective when the VMs are moved from DC to DR with same IP addresses. the default gateway and firewall policies should be applied without any manual intervention, so that there is no impact for end users to connect the requisite services.

### **3.1.3 HIPS for Virtualized x86 environment**

The bidder needs to supply, install, size, configure, maintain the HIPS tool for proposed Hyper converge infrastructure. The bidder needs to factor all the License, installation, commission, integration cost in the Annexure 7 Commercial Bid Format. The proposed tool should be in compliance with the technical specification mentioned in the Annexure 9 – Minimum Functional & Technical Specifications.

The proposed toll should be integrated with the existing SIEM of the UIC and the bidder needs to provide a report as per the agreed frequency to UIC stakeholders show casing the patch details and other malware attack and protection done by the tool.

### **3.1.4 Software Licenses Details**

The number of Licenses which UIC is having is mentioned in Annexure13 - Existing Network and Licenses Details at DC & DR, for which ATS is been provided by UIC and will continue to be provided by UIC. Bidder needs to provide the additional Number of Licenses as per the sizing done by the bidder. Bidder needs to factor all the Licenses for all the Hardware and software proposed by the bidder which be over and above the number of licenses mentioned in the Annexure 13 (EXISTING NETWORK & LICENSES DETAILS AT DC & DR). The ATS of those Licenses which are over and above the current Licenses need to be factored by the bidder for the contract duration.

### **3.1.5 Tape Library at DC and DR**

UIC envisages procurement of Tape Library solution to be hosted in DC and DR. Refer to Annexure 11 for Bill of material and Annexure 9- Minimum functional and technical specifications for specifications and compliance requirements. Bidder is required to supply, install, implement, integrate and provide onsite Comprehensive warranty and AMC/ATS for proposed tape library for the contract period.

### **3.1.6 Structured Cabling at DC and DR**

For its existing and future business needs, UIC envisages procurement of structured cabling for both LAN and SAN. Refer to Annexure9 – Minimum Functional & Technical Specification for Structured Cabling requirements for both LAN and SAN. Bidder is required to supply, install, implement, integrate and provide AMC/ATS for proposed structured cabling for the contract period. For installation and implementation of structured cabling,

bidder has to liaison with UIIC’s existing System Integrator. Also, bidder is required to provide 15 years certifications for both SAN and LAN cabling.

### 3.1.7 Backup Solution at DC and DR

Currently, UIIC is using Dataprotector back-up software for back-up and restoration of historical data. Bidder needs to propose a new backup solution or augment existing backup solution which needs to be in compliance with the Technical specification mentioned in the Annexure 9-Minimum functional & technical specifications. Bidder needs to Supply, install, implement and provide AMC/ATS support for new back-up solution or augment existing backup solution for the period of contract. The new backup software will be used for the doing backup of the DB, Operating system & Application. Bidder need to proposed capacity-based license for the new backup solution or if bidder is augmenting existing backup solution as per the below details

The new solution should fulfil UIIC’s daily back-up requirement for next 5 years.

1. Supply requisite hardware with accessories, software & licenses
2. Study existing environment and prepare detailed design documents for:
  - a. The deployment / installation of each of proposed Backup Solution
  - b. Implementation of Backup solution and Tape solution with a detailed backup plan. Migration of tapes to latest LTO tapes proposed. Install, configure and integrate Backup solution with hosts
3. Migration of existing data as per UIIC’s requirement
4. Resolve performance issues, if any, after data migration
5. Install, configure and operationalise of backup software, server and appliances at DC, DR
6. Install, configure and operationalise of Tape Library
7. Prepare detailed implementation plan with installation/implementation documents (with all screenshots).
8. Provide monitoring and management application for the proposed solution

Prepare following documents for performing regular activities in the future:

- Snapshot and Full Copy creation
- Snapshot and Full Copy restoration
- Snapshot and Full Copy deletion
- Backup solution configuration and backup management
- Monitoring and management documentation for the onsite support team
- Complete configuration and architecture diagram for the solution.
- Bidder need to provision the efforts for doing the LTO migration, below are the Number of tapes which need to migrate to the latest LTO.

S.no	LTO Type	Quantity
1	LTO4	1285

### 3.1.8 EMS, Patch and Helpdesk Management Solution

Bidder has to identify the best fit tools considering the UIIC’s assets, landscape and compliance to Annexure 9. All these tools are to be designed, procured, deployed and maintained by the bidder. The tools solution has to be deployed in the UIIC's premises and needs to be monitored from the UIIC's premises. 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 Licenses of the tools should be available for all required users from the UIIC and in scope infrastructure & applications, for their current and future use. The licenses should be perpetual and in the name of the UIIC. The EMS Monitoring, Patch Management & Helpdesk Solution should be provided on a capex model to the UIIC. The bidder should factor all license cost in Annexure 7- Commercial Bid format.



Further the EMS Monitoring, Patch Management & Helpdesk Solution tools OEMs are required to conduct an implementation review and highlight any gaps in the implementation of the tools.

All tools proposed by the bidder should be latest relevant products provided by the specific OEM (at the time of signing of contract). Bidder is expected to perform and report regular patch updates and releases on the tool.

The bidder is required to train the UIIC's team on the operations & administration of the EMS & helpdesk tool. The bidder is required to ensure that all tools are upgraded to the newer version of the tool along with the corresponding customization at least 6 months prior to the completion of either "End of Life" or "End of Support" of the tools without causing any business downtime and/ or service disruption.

The tools implementation vendor is expected to implement the proposed Patch, EMS & Helpdesk solution at UIIC's DC and DR locations and provide the ATS/AMC support for tools.

The Bidder is required to also design size, supply, implement and maintain an Enterprise Management System (EMS) including the helpdesk solution. The EMS should be able to support the proposed hardware, applications and software components at DC, DR and NDR over the tenure of the contract. The EMS should be capable of providing early warning signals to the UIIC on the Solution performance issues, and future infrastructure capacity augmentation. The EMS should also support single pane of glass visibility across multiple areas of monitoring.

The Bidder is required to design, supply, install, train, customize, test, implement, rollout and maintain the EMS application at the DC and DR as per the requirements of this RFP. The Bidder is expected to provide and implement an Enterprise Management Solution (EMS) encompassing the following functions:

- Helpdesk/Service Desk
- Configuration Management
- Fault Management
- Incident, Problem and Change Management
- Asset Management - for all servers and network assets of the UIIC
- Remote Control
- SLA management & monitoring
- Performance management
- Monitoring Backup and Management
- Event Management
- Server, storage and other infrastructure management
- Monitor network components of the LAN
- Other modules as required by the Bidder to meet the requirements of the RFP

Furthermore, the EMS should cover the following functionality of

**Management Portal and Enterprise Reporter:** EMS should have in-built management portal, which would provide personalized intuitive information for both technical and business-focused administrators.

It should provide dynamic personalization that would allow administrators to set up a management portal that suits their unique needs. It should consolidate disparate data sources, querying, reporting and present them in a unified view that suits individual preferences. It should also provide filters that enable specified user groups to receive personalized event notifications.

Management portal should allow for near real time update of management data from sources such as network management, service level management, helpdesk, web management, application response, performance etc. as applicable. It should allow its users (like service customers, enterprise users, IT management etc.) to select what data they would want to see and how. It should consolidate management and status information to show the overall status from a high-level business perspective.

It should be possible to generate Real time and historical reports based on information gathered by various management modules. It must provide out of box as well as support adhoc reports. These should be publishable through management portal. It should have inbuilt provision for distributed data

collection, analysis and reporting. It should also be possible to import data, to read and utilize, collected by other systems, log files or other sources of information.

It should be possible to define service incidents, identifying periods in which data is invalid for specific data collections. This should provide the ability to ignore collected data which is not to be included in the report production. For example, if a set of data collections are influenced by a power outage, which is not operations responsibility. It should be possible to define a service incident for this.

The proposed EMS solution should comply with the eligibility criteria as per mentioned in the RFP and also with the requirements as stipulated in Annexure 9 – Minimum Functional & Technical Specifications. The Bidder is required to quote all the applicable prices of the various modules of the Enterprise Management System as detailed in the Annexure 7- Commercial Bid format.

The tools that could be selected by the bidder have to be amongst the industry leading tools for the relevant area in terms of volume of units deployed.

The bidder should factor in the UIIC's Infrastructure environment and UIIC's expected growth for tool selection from capacity and scalability standpoint.

The Helpdesk Tool should have an online option to raise a self-ticket by the UIIC's end users and it should also have an inbuilt/integrated knowledge management tool. The UIIC currently has **13,000+** Core Insurance application, SAP and Portal and other application users which may grow to **16000** users during the tenure of the contract. The bidder needs to size the Lic accordingly for raising the ticket from the branches. 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.

The option of logging a ticket through mail and phone would be used only in the exceptional scenarios when the online ticketing console is not accessible to the users.

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 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. It should be capable of handling below use cases:

- Password Reset
- Unlock Accounts
- Open, Close and Manage Support Tickets
- Web Conference Setup and Troubleshooting
- VPN Troubleshooting
- USB Request Management
- Lost Device Reporting
- New Equipment Requests
- Network Diagnostics and Troubleshooting

- CPU Monitoring
- Device Uptime Monitoring
- Router and Switch Management
- Device Port Management

Also, UIIC Is using Helpdesk Call Management Tool Aspect (7.2) for managing the calls through a toll-free number. Bidder needs to take the handover of the tool and needs to manage the same during the contract period. Bidder needs to factor the ATS of the same and maintain the SLA mentioned in the RFP.

Bidder is required to adhere to the minimum technical specifications mentioned in Annexure9 – Minimum Functional & Technical Specification.

### 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 specification in Annexure 7. Bidders need to ensure that the solutions proposed comply with these minimum technical requirements.

Stake holders is required to carry out activities given in the following table:

S.no	Nature of Activity	Remarks
1	Physical delivery of the core storage, SAN switches and related software licenses as per Annexure 11 – Unpriced Bill of Material at DC, DR and Near Site	The bidder must supply all the materials, H/W and associated S/W including Core Storage, SAN Switches, Cables, LIUs and Network Racks and the associated licenses mentioned in Annexure 11 –Unpriced Bill of Material to UIIC’s respective sites within the stipulated time frame.
2	Installation & configuration of the core storage to suit the requirements.	<ul style="list-style-type: none"> <li>• OEM is required to conduct the Installation and initial Configuration of the core storage. Thus, the OEM is required to unpack, assemble, mount and boot the core storage and install the necessary service licenses, set up and configure the storage. OEM to resolve any compatibility issues of sub-systems with storage OS, firmware, and any other cards to be installed if required.</li> <li>• UIIC’s existing Application Vendor will provide inputs/configuration details to the bidder / OEM for configuring the storage along with other required document and related architecture documents.</li> <li>• Post installation and configuration of the storage by the OEM, UIIC &amp; its nominated vendor will conduct the acceptance test and verify that the installation and implementation comply with the configuration and relevant settings provided by the UIIC.</li> </ul>
3	Data Migration	<ul style="list-style-type: none"> <li>• 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.</li> <li>• OEM to make sure data integrity and zero data loss in the data migration process.</li> </ul>
4	DB Migration	<ul style="list-style-type: none"> <li>• Bidder is required to perform the following:</li> </ul>

		<ul style="list-style-type: none"> <li>• OS Reconfiguration for New Storage Devices and Optimization of OS Parameters</li> <li>• Cluster Reconfiguration with Reconfiguration of Global Devices, Quorum Devices, Resources and Resource Groups.</li> <li>• Assist UIIC in storage migration using Host Based Migration approach.</li> <li>• Assist UIIC in Performance, function testing and fine tuning for the new Storage.</li> <li>• DB backup and replication configuration of the DR with Production.</li> <li>• OCR backup.</li> <li>• Changing the disk permission as per previous disk.</li> <li>• Adding the new storage disks in ASM</li> <li>• Removing the old storage disk one by one from database</li> <li>• Monitor the rebalance operation</li> </ul>
	Installation and migration of SAN switch	Bidder and the respective OEM would take a responsibility for installation new SAN switch and migration from existing SAN switch to new SAN switch which includes zoning, creation of non-blocking architecture, configuration to support multiple domains etc. to make the system function successfully in the UIIC's environment.
	Installations of LIUs	<p>The bidder is required to lay the required numbers of armored cable and terminate them in LIU with all required couplers and connectors.</p> <ul style="list-style-type: none"> <li>• Required number of Fiber patch chord should be provided.</li> <li>• All the required cabling and dressing are to be carried out</li> </ul>
	Provide warranty and AMC / ATS for the tenure of the contract	<ul style="list-style-type: none"> <li>• The Bidder will be responsible for providing onsite comprehensive warranty, AMC and ATS taken back-to-back from the OEM to meet the Service Levels defined in RFP</li> <li>• In case of any failure, the bidder needs to work with UIIC or UIIC designated 3rd parties in a coordinated way to resolve the issue and make sure the defined service levels in RFP are met.</li> </ul>
	Degaussing and sanitization of failed disks	Bidder and or its OEM partner is required to degauss and sanitize the failed disks before taking it away from the UIIC premises.
	Buyback of equipment's as mentioned in Annexure 16 with degauss and sanitization activity	Bidder is required to buyback the old equipment as mentioned in Annexure 16 and before taking it off from UIIC premises the bidder is required to degauss, sanitize and or shred the disks. Bidder is also required to factor the price of the equipment as part of the bill of materials.

1. Supply requisite hardware with accessories, software & licenses
2. Study existing environment and prepare detailed design documents for:
  - a. The deployment / installation of each of proposed SAN Storages
  - b. The requisite zoning on SAN switches

- c. Migration of existing data from old Storages to new Storages.
3. Virtualization of storages as per UIIC's requirement
4. Migration of existing data as per UIIC's requirement
5. Resolve performance issues, if any, after data migration
6. Setup and operationalize 3-way DR for CORE INSURANCE APPLICATION suite of applications
7. Prepare detailed implementation plan with installation/implementation documents (with all screenshots).
8. Provide monitoring and management application for the proposed solution
9. Prepare following documents for performing regular activities in the future:
  - Host creation
  - Host deletion
  - LUN creation
  - LUN assignment/mapping to hosts
  - LUN un-assignment /un-mapping
  - LUN deletion
  - Monitoring and management documentation for the onsite support team
  - Complete configuration and architecture diagram for the solution.

Vendor will have to complete the successful migration of data from old storages to new storages. Migration of data to be ensured with minimum near zero downtime. Requirement of downtime for data migration to be specified in the Technical Bid. Vendor must have sufficient skill sets required for virtualising existing storages for performing the seamless data migration with no data loss. Skill sets should include expertise in SAN Network, SAN Storage and connected servers.

### **Three-way DR replication**

1. Database native or storage-based replication for Oracle DB's on RISC server between DC, NDR and DR sites.
2. Synchronous replication between DC and NDR.
3. Asynchronous replication between DC and DR.
4. Asynchronous replication between NDR and DR during DC disruption or outage, essentially to complete delta resync with the stipulated window of RTO
5. Vendor must provide additional hardware/software, if required, to meet the scope of work.

### **3.1.10 Application Performance Monitoring Tool (APM)**

The bidder is required to design, size, supply, implement and maintain application performance management and assurance tools for **Core Insurance Application, SAP and Portal**. The scope of the application performance management and assurance services should include, but not limited, to the following:

- Bidder is required to do design, size, supply of software and hardware, implementation, monitor and manage the proposed APM Tool.
- Bidder is required to Preventive monitoring of mentioned Applications
- In the event of a critical Alert application experts would step in to carry out initial analysis and hand over the observations for the respective teams to action the same to prevent the event from happening.
- Availability of senior level experts on On-Call Basis for critical alerts / incidents
- Provide suggestive restoration / preventive advises as applicable to ensure stability of the environment
- APM should minimize the application downtime and provide visibility on batch operations.
- The APM and assurance services should provide the capability to have a deep dive analysis of infra (Web, App, DB, OS & Storage) component even post alert and reduce the MTTR on issues faced.
- The proposed solution should provide support for any http or non-http applications and should have the ability to add environment specific custom KPI's.

- The proposed solution must comply with Annexure9 – Minimum Functional & Technical Specification for APM tool.

### 3.1.11 Automated Disaster Recovery Tool

To manage the Disaster Recovery Operations more efficiently, UIIC is planning to implement an ADR solution for **Core Insurance, SAP and Portal** applications that are on DR site for UIIC.

The Bidder is required to design, supply, install, train, customize, test, implement, rollout and maintain the ADR solution and hardware at the DC and DR as per the requirements of this RFP. The Bidder is expected to provide and implement an ADR solution encompassing the following functions:

1. Align the DR Management to meet the client's business objectives;
2. Provide an efficient, rationalized and integrated Automated DR solution.
3. Maintain the desired RPO and RTO for applications and IT Infrastructure
4. Continuously improve efficiency of DR Drill;

The Disaster Recovery Management Solution should be a single integrated business solution covering all functionality and flexibility required to carry out the Disaster Recovery operations in the current and foreseeable future. It should support all kinds of monitoring that are involved in a DR environment and also should be able to perform DR Drills in a complex environment. It should be a ready to deploy solution with pre-defined templates, and not merely a framework, to support a green field operation. It should provide a competitive edge to the UIIC, especially with respect to offering innovative UIIC products with a quick time to operational efficiency, operational controls, superior service delivery, better risk management, higher experts retention, highest levels of regulatory and internal policy compliance and timely management information to support quick decision making at all levels of the UIIC. UIIC is looking out for a comprehensive DR Management Solution for its **Core Insurance Applications, SAP and Portal**.

The high-level scope of work for the Bidder is to provide the following services:

1. Design, Size, Supply, Implement and Maintain the Automated DR Solution including hardware, OS, database etc.
2. At least first 4 DR drills to be conducted by OEM after successful implementation of proposed solution and training to be given to the UIIC's staff. Subsequently all DR Drill to be performed by bidder
3. Any Change management process or upgrade process in Software should not affect the production database or application. No changes should be prescribed in the database or replication.
4. The offered solution shall have workflow-based monitoring, management, troubleshooting features.
5. The offered solution should have reporting capability for the real time monitoring of a DR solution parameters like RPO (at DB level), RTO, and replication status and should provide alerts (including SMS and e-mail alerts) on any deviations.
6. The proposed solution must support all major platforms including Linux, Windows, Solaris, HP-UX, and AIX with native high availability options. It must support both physical and virtual platforms.
7. The proposed solution must have pre-packaged support for all widely used databases like Oracle, MSSQL, MYSQL, Sybase, PostGre SQL, DB2, NoSQL etc. It must support both physical and virtual platforms.
8. The proposed solution should integrate seamlessly with the existing setup without the need to reconfigure or remove existing application setup including clusters.
9. The offered solution should integrate with AAA (Authentication, Authorization and Accounting) systems like Active Directory / LDAP or equivalent.

10. The offered solution Solutions should be compatible with database log-based replication and transaction-based replication.

Bidder is required to comply with the functional and technical specifications as mentioned in Annexure9 – Minimum Functional & Technical Specifications

### 3.1.12 Job Automation Tool

Bidder needs to supply, maintain, install, configure, implement, integrate the proposed tool with UIIC below mentioned application and database for automating the Jobs. Bidder need to size and Propose the required hardware and Licence required for the application and need to factor the same in the Annexure7 – Commercial bid Format. The tool proposed by the bidder should be compliant with the specification mentioned in Annexure9 – Minimum Functional & Technical Specifications

- Core Insurance Application
- Insurance Portal
- SAP Application

### 3.1.13 Architecture Assessment Services from OEM

Service Requirement	Description
<b>General Performance Management</b>	Assess and Publish metrics on the quality of services being provided
<b>Architecture Assessment of Core Insurance, SAP and Portal</b>	<p>The Vendor shall provide the following Services mentioned below as a part of the architecture assessment and provide the analysis report to the UIIC.</p> <ol style="list-style-type: none"> <li>1. Biannual Performance Analysis for systems</li> <li>2. Biannual Storage Assessment Service</li> <li>3. Biannual Backup Assessment Service</li> <li>4. Biannual Performance Analysisfor Database</li> </ol> <p>The analysis report needs to be reviewed by the independent third party at no additional cost to the UIIC. The independent third party should have experience of performing hardware assessment for Core Banking Application / Core Insurance Application in at-least one scheduled commercial bank / Insurance company in India having atleast 1500 branches in India</p>
<b>Reporting</b>	Provide Performance management reports to the UIIC as per the periodicity mentioned in the RFP or on the mutually agreed periodicity for reports wherein periodicity is not mentioned in the RFP.

The Bidder should use industry standard tools required for carrying out the activities mentioned in Architecture Assessment of GC Core application, SAP and Portal infrastructure. Independent reputed third party shall review based on the report submitted by Bidder. The independent third party should have experience of performing hardware assessment for Core Banking Application / Core Insurance Application in at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India.

### 3.1.14 Database Performance Management & Database Optimization

Bidder is required to size, design, supply, implement and manage a solution for database performance monitoring and database query optimization along with its underlying infrastructure which shall enable UIIC to achieve comprehensive performance monitoring of all critical databases as mentioned below

Optimization through providing requisite suggestion to ensure performance optimization of the databases as mentioned below

- Core Insurance solution
- Portal
- SAP

Bidder is required to provide the solution ensuring high availability and load distribution through virtualization or without virtualization as per the architecture of the solution.

Bidder is required to provide all the licenses as perpetual licenses in the name of the UIIC along with requisite support for the entire contract duration.

### 3.1.15 OEM Scope

For being committed to the success of the project and take ownership during the actual implementation, it is the responsibility of the bidder to ensure requisite support from the OEM for various aspects of project including configuration, performance tuning, implementation support, setting up of production and Nonproduction environment. The Bidder shall assess the requirement of services from OEM(s) for all the supplied applications & Hardware, and provision for requisite support as part of Annexure 7- Commercial Bid Format.

Bidder must provision for qualified personnel to ensure highest standards during implementation phase.

OEM's involvement for onsite implementation effort being proposed by the bidder during the implementation should be 20% of the overall effort of respective components. During implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase (Including Review/design of all the Documents, HLDs/LLDs/ Blueprints and other Solution documents), Migration (if applicable, Configuration and Customization, Integration, Acceptance and Training).

Below mentioned activities are to be mandatorily be done by the product OEM.

Synod.	Deliverable	Application OEM Responsibility
1	Project Plan	OEM(s) to review the Project plan submitted by the Bidder for their respective solution.
2	Training	OEM(s) have to mandatorily provide training to the Core team Technical & Administrative). It is also the responsibility of the OEM(s) to provide training manuals to each participant. All training material should be in English and should include Specific architecture and layout done for UIIC However, it is the responsibility of the Bidder to arrange and manage the training schedules.
3	SRS Document	OEM(s) to validate the SRS document submitted by the Bidder for the supplied applications
4	HLD/ LLD	Bidder to take inputs from the OEM(s) and provide LLD & HLD documents to the UIIC. However, it is the responsibility of the OEM(s) to review and recommend a methodology to achieve best performance. The same needs to be implemented upon sign-off on the documents by the UIIC.
5	Data Migration Strategy (Application, Database,	OEM(s) to validate the Data Migration Approach prepared by the Bidder which should broadly include Transaction Data, the approach



Synod.	Deliverable	Application OEM Responsibility
	Storage, Backup and LTO)	for customer data, execution of migration utilities on the data and resolving the issue for any inconsistency in the data.
6	SIT & UAT	OEM(s) to assist in SIT and UAT
7	Base Product Patches	OEM(s) to provide all patches related to Product, Customizations and Interfaces within the agreed timelines. OEM(s) to reconcile the product and other patches provided to the UIIC in a manner that the same is available on Day 1 to the UIIC.
8	Go-Live	OEM(s) to assist in having hygiene factors in place for checks and closures of SIT/ UAT/ correctness of data. OEM(s) should be available during the Go-live period to address any bugs raised during the go-live phase.
9	Status Reports	OEM(s) till implementation closure is required to be a part of the status calls from an application point of view to provide timelines for bug closures.
10	Documentation	OEM(s) to share the following: <ul style="list-style-type: none"> <li>• Product manuals</li> <li>• Technical manuals</li> <li>• Data Dictionary of the Products</li> </ul>

### 3.1.16 DC Requirement

- 1) One number of Enterprise SAN Storage at DC to host GC Core Application and Portal databases as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications.
- 2) Migrating CORE INSURANCE APPLICATION and Portal Database from existing storage to new proposed storage
- 3) Implementation of disk-based backup solution followed by configuration of backup schedule according to the backup strategy, pre-defined and agreed policy as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications.
- 4) Tape library at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications
- 5) SAN switch at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications
- 6) RISC based server as per the specification and sizing mentioned in the Annexure 9- Minimum Functional & Technical Specifications for GC Core and Portal Database
- 7) Hyper converge Infrastructure for all other applications as per the sizing and specification mentioned In the Annexure 9- Minimum Functional & Technical Specifications
- 8) All licenses as per the sizing and hardware provided by the bidder
- 9) Rack and Structure cabling as per the requirement
- 10) All the tools which are asked in the RFP ADR, APM, EMS, Architecture Assessment, Query optimizer & Job Automation.

### 3.1.17 DR Requirement

- 1) One number of Enterprise SAN Storage at DC to host GC Core Application and Portal databases as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications.
- 2) Migrating CORE INSURANCE APPLICATION and Portal Database from existing storage to new proposed storage
- 3) Implementation of disk-based backup solution followed by configuration of backup schedule according to the backup strategy, pre-defined and agreed policy as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications.

- 4) Tape library at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications
- 5) SAN switch at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications
- 6) RISC based server as per the specification and sizing mentioned in the Annexure 9- Minimum Functional & Technical Specifications for GC Core and Portal Database
- 7) Hyper converge Infrastructure for all other applications as per the sizing and specification mentioned In the Annexure 9- Minimum Functional & Technical Specifications
- 8) All licenses as per the sizing and hardware provided by the bidder
- 9) Rack and Structure cabling as per the requirement
- 10) All the tools which are asked in the RFP ADR, APM, EMS, Architecture Assessment, Query optimizer & Job Automation.

### **3.1.18 NDR Requirement**

1. One number of Enterprise SAN Storage at NDR to host GC Core Application and Portal databases as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications.
2. Rack and Structure cabling as per the requirement
3. RISC based server as per the specification and sizing mentioned in the Annexure 9- Minimum Functional & Technical Specifications for GC Core and Portal Database.
4. All licenses as per the sizing and hardware provided by the bidder

### **3.1.19 Chennai HO**

1. Hyper converge Infrastructure for all Aspect application as per the sizing and specification mentioned In the Annexure 9- Minimum Functional & Technical Specifications
2. All licenses as per the sizing and hardware provided by the bidder

### **3.1.20 Installation and Configuration**

Bidder/OEM would be responsible for end-to-end installation, implementation and configuration of RISC server hardware and its related software, hyper converge Infrastructure hardware and its related software, software licenses, software and hardware for Tape Library, Patch Management solution, ADR solution, Job Automation Solution, Application Performance Monitoring solution, Storage, Backup Solution, D2D appliance, Storage, SAN Switch and Structured Cabling components at DC and DR.

Bidder is required to adhere to the scope of work mentioned below:

1. The bidder to coordinate with the respective SPOC at Data Centre (DC/DR/Near Site) in respect of all the assignments relating to this particular RFP.
2. The bidder is responsible for supply and delivery, transportation, transit insurance, storage and installation, insurance upto acceptance by the UIIC, installation and commissioning of storage at sites including integration, acceptance testing, documentation, warranty, annual maintenance.
3. The bidder is responsible for migration of data from the existing Storage Systems to the newly implemented storage system.
4. Any delay in installation of Enterprise class storage or any other proposed hardware for whatsoever reasons should not entail in expiry of insurance and the same should be continued to be extended up to the date of installation and acceptance of the storage and other equipment by the UIIC.
5. The bidder shall be responsible for installation and commissioning and other related activities such as unpacking, uncarting, inspection etc.
6. During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered / not as per the specification / are damaged etc., the bidders' representative/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered. The Bidder shall have to arrange for all testing equipment and tools required for installation, maintenance, and also arrange the vehicle for transport at no additional cost to the UIIC.

7. In case damage of the property owned / leased by the UIIC during hardware delivery and installation which is attributable to the bidder, bidder has to replace the damaged property at his own cost.
8. The bidder shall ensure compatibility of the hardware, software and other equipment that they supply with the hardware and software systems being used in the UIIC.
9. The bidder shall adhere to the service level specified in the RFP for the maintenance of equipment and software supplied by the bidder.
10. Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment and necessary repairing of the Equipment) at specified intervals as may be necessary from time to time to ensure that the equipment is in efficient running condition so as to ensure trouble free functioning.
11. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
12. The UIIC shall maintain a register at its site in which, the UIIC's operator/ supervisor shall record each event of failure and/or malfunction of the equipment. The bidder's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the bidder's engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the UIIC's official. The original of the field call report shall be handed over to the UIIC's official.
13. The bidder shall provide replacement equipment, if any equipment is required to be taken out of the premises for repairs.
14. Shall provide On-site resident Engineer support during the tenure of contract for monitoring, configuration, performance tuning etc. & the OEM support be made available as per the SLA mentioned in the RFP.
15. Develop and document a Migration Plan(s) and design using the validated data collected during discovery process, including definition of the migration methodology to be employed.
16. Migrate data from UIIC's Source System(s) to UIIC's Target System(s) and cut over the Host Servers that access the data according to the agreed schedule in the Migration Plan.
  - a. Adequate and efficient migration methodology should be adopted to ensure zero down time and zero data loss.
17. Perform a Pilot Migration to measure LUN mirroring throughput rates (MB/sec) from one of the Source Storage Systems. The resulting average will be used to update mirror times planned for the remaining scheduled Migration Events.
18. Assist UIIC with the verification of data migrated and accessibility of that data by UIIC's staff.
19. Perform one Test Migration per operating systems to test and validate the migration process.
20. Implementation of zero data loss solution as per the scheduled plan of the UIIC.
21. Testing of Zero data loss validating the data availability quantum between DC and zero data loss site (NDR) pointing application server toward ZDL / NDR site.
22. Provide ongoing project management throughout the period of the contract.
23. Provide Knowledge Transfer to UIIC throughout delivery of the Service, which includes a detailed overview on the implementation and configuration parameters and features and functionality of UIIC's Systems(s).
24. Implement the backup solution and tape solution adequately at DC, DR and NDR.
25. Validation of restoration of backup data in terms of data adequacy, backup time window and restoration time window.
26. Detailed scope for installation and configuration of server hardware, software and application software would include:
  - **Blade Server**
    - Racking, Stacking, Cabling, Installation and Configuration of Blade Chassis
    - Racking, Stacking, Cabling, Installation and Configuration of Blade Server
    - Creation and Configuration of LAN, vLan, SAN and LUN
    - Configuration of Management Cluster
    - Installation of ESXi

- **X86 Server**
    - Racking, Stacking, Cabling, Installation and Configuration of hardware
    - Creation and Configuration of LAN, SAN
    - Installation of operating system
  - **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
    - Cabling & Labelling
    - Power On
    - PDOM or LDOM creation
    - Firmware Upgrade
    - OS Installation & basic configuration
    - Install OS cluster
    - Patching for OS & cluster
    - Installation of UNIX on server
    - Installation and Configuration
  - **SAN switch**
    - Installation and configuration of SAN switch
    - Zoning
  - **Tape Library Installation Scope**
    - Cabling & Labelling
    - Power On
    - Installation & Configuration
  - **SAN Cabling Scope**
    - Install LIU in designated racks
    - Laying of armored cable
  - **LAN Cabling Scope**
    - Install LIU in designated racks.
    - Laying of armored cable (Inter and Intra DC).
  - **Patch Management solution**
    - Installation and Configuration of OS
    - Installation of Patch Management solution
    - Configuration of Patch Management solution as minimum specification
    - Installation of Patch management agent on endpoint
    - Testing of patch solution on selected branches and servers
    - Movement of feature in production and installation, configuration of all clients
  - **Middleware**
    - Basic installation on designated servers.
  - **Backup Software**
    - Configure Storage Nodes
    - Configure backup Server
    - Install backup license
27. Migration activity would include:
- **Virtualization**
    - Creation and Configuration of VM with Operating System and creation of template
    - Migration of Physical server to virtual Server (P2V) and Virtual sever to Virtual Server
    - Hardening of Operating system as per UIIC's policy
    - Hardening the Hypervisor and VM
  - **RISC server**

- Create the mount points exactly as per the existing setup to be migrated.
- Configure various resources, resource Group in OS Cluster
- Once UIIC confirm that the Test is complete; again, reconfigure respective hardware module for its intended purpose.
- Oracle RAC Setup
- Database Migration
- File System Migration
- **LTO Migration**
- Do the LTO Migration as per the No of LTOs mentioned in the RFP

28. Bidder is required to co-ordinate with UIIC for following activities:

- File system restoration
- Soft links details of /dev/rdisk for database's various files
- Permission details for above files
- SAN Zoning for New set-up
- LUN mapping from existing storage to new set-up
- Database restoration
- File System restoration
- Configuration details, proposed role, CPU cores, memory for each LDOM, PDOM and Zones

29. The successful bidder should co-ordinate with the respective SPOC (DC/DR/NDR and Chennai HO) for all the assignments relating to this particular RFP

30. The bidder is responsible for delivery, transportation, transit insurance, physical storage, unpack, racking & stacking and insurance till installation acceptance by UIIC of all in-scope components. The bidder should, also, be responsible for acceptance testing, documentation, warranty and AMC/ATS

31. Any delay in installation and implementation of any in-scope component, for reasons solely attributable to the bidder, should not entail in expiry of insurance and the same should be continued and extended up to the date of installation acceptance of the delivered component and its associated licenses

32. The bidder should be responsible for installation and other related activities such as unpacking, uncarting, post-delivery inspection etc.

33. During installation, the bidder should check physical availability of items as per the packing list. If any of the items are not delivered / not as per the specification / damaged etc., bidders' representative/s at the site shall take immediate steps and ensure all the items are delivered so that the installation doesn't get hampered. The bidder shall have to arrange for all testing equipment and tools required for installation, maintenance, and also arrange the vehicle for transport at no additional cost to UIIC.

34. In case of damage of the property owned / leased by UIIC during delivery and installation of any of the components, which is attributable to the bidder, the bidder has to replace the damaged property at no cost to UIIC.

35. The bidder shall ensure compatibility of to-be supplied server hardware and software licenses with the hardware and software systems being used in UIIC.

36. The bidder shall adhere to the service level specified in the RFP for the installation of Server hardware and software licenses supplied by them

37. The bidder shall conduct preventive maintenance (including, but not limited to, inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from

38. the and exterior of equipment and necessary repairing of equipment) at specified intervals as may be necessary from time to time to ensure that the equipment is in effective running condition so as to ensure trouble free functioning.

39. The bidder shall provide replacement component, if any component is required to be taken out of the premises for repairs

40. The bidder shall document the migration plan(s) and design using the validated data collected during discovery process, including definition of the migration methodology to be employed

41. The bidder should ensure Knowledge Transfer to UIIC throughout delivery of the service, which should include detailed overview of the implementation and configuration parameters and features and functionality of the proposed hardware and software
42. The bidder should buy-back existing components, mentioned in buy-back list in Annexure 16 and factor the same in the Annexure 7 – Commercial Bid Format, on “as is where is” basis and purchase price of these items once accepted by UIIC cannot be withdrawn by the bidder.
43. It should be the bidder’s responsibility to collect the buyback items, from UIIC’s offices location and UIIC will not provide any transportation expenses towards this.
44. It would be the bidder’s responsibility to ensure safe disposal of e-waste as per Hazardous Waste (management and handling) Rules 1989 and 2008, without imposing any liability to UIIC, comprising discarded Hardware/ electrical/ electronic equipment/components taken under buyback
45. The bidder is required to co-ordinate with UIIC’s existing System Integrator for implementation of OS on server hardware at DC, NDR, DR & Chennai HO
46. The bidder is required to co-ordinate with UIIC’s existing System Integrator for migration of database along with data from the existing server hardware to new server hardware at DC, NDR, DR & Chennai HO
47. Bidder is required to submit a report/certificate from OEM confirming that the installation is in-line with RFP requirements, UIIC’s baseline security policy and OEM's standard installation practices
48. Work with UIIC to achieve optimal utilization of capacity.
49. Produce monthly management reports, including current usage of resources, trends and forecasts, and exceptions. Quarterly review with UIIC on current status and proposal for change in capacity requirement.
50. Initiation of change request by UIIC/service provider team members.
51. The L2 engineer should analyze the change request and recommend the change with the feasibility of change and impact of change. If the request necessitates changes in more than one device, Plan of Action (POA) to be prepared and submitted to UIIC for approval.
52. The change once done should be recorded by the engineer who has carried out the changes.
53. The onsite engineer who has recommended the changes should verify and certify that the change is done as per the recommendations.
54. UIIC reserves the right to add/remove/modify/replace any new equipment into its DC/ND/DR & Chennai HO which the managed services resource should pro-actively monitor/manage and report.

### 3.1.21 Phase wise activities for Migration

Bidder will complete the required activities in the following manner: -

<b>Kick-Off Meeting</b>	<p>Vendor will:</p> <ul style="list-style-type: none"> <li>• Conduct a Kick-off Meeting with the UIIC stakeholders to review the project Scope, Approach, Deliverables and responsibilities of both parties.</li> <li>• During the Kick-off Meeting, Vendor will exchange contacts, procedural and schedule information with UIIC</li> </ul>
<b>Pre-site Tasks</b>	<ul style="list-style-type: none"> <li>• At least one week prior to commencing Service at the Service Location, Vendor will provide UIIC with a Pre-site Readiness Checklist. Vendor will verify that the necessary prerequisites listed in the Pre-site Readiness Checklist have been completed. Checklist includes an inventory of UIIC’s environment included in the Scope of the Service.</li> <li>• Vendor will meet with the UIIC to confirm logistics, such as user access and workspace, and identify any modifications to UIIC’s inventory in the Pre-site Readiness Checklist.</li> <li>• When the Pre-site Readiness Checklist is completed and verified by Vendor, Vendor and UIIC will schedule the Service to commence at the Service Location.</li> </ul>

<p><b>Discovery</b></p>	<p>Vendor will:</p> <ul style="list-style-type: none"> <li>• Deploy Tool on UIIC’s Host Server(s) and interview UIIC to collect host path level information, including: <ul style="list-style-type: none"> <li>○ Host (physical and virtual), HBA, SAN (fabric, firmware, names), details and mapping</li> <li>○ Legacy storage hardware, port, LUN information and details</li> <li>○ Storage allocations and usage</li> </ul> </li> <li>• Data will be collected and analysed for one (1) week.</li> <li>• All data gathered in the Discovery Phase will be validated for its accuracy and relevance to the data path analysis. The data will then be compared against Vendor Product Support and Software Matrix to validate its supported levels of OS and firmware, etc. and documented. <ul style="list-style-type: none"> <li>○ Interim Support Requests will be created as necessary</li> <li>○ Suggestions for driver, firmware, and/or hardware updates will be made</li> </ul> </li> </ul>
<p><b>Plan and Design</b></p>	<ul style="list-style-type: none"> <li>• Vendor will:</li> <li>• Conduct interviews with UIIC as required to validate the technical details gathered earlier as needed to perform the Service.</li> <li>• Work with UIIC to design and plan the required Migration Tasks.</li> <li>• Document the software configuration storage management tool in the migration Plan.</li> <li>• Create a project plan and migration plan.</li> <li>• Compare the overall project schedule and number of migration events and their duration with the Migration Schedule per week, including: <ul style="list-style-type: none"> <li>○ Mapping of source to target environment</li> <li>○ Schedule pre-planning work and group hosts within UIIC provided outage and maintenance windows</li> <li>○ Review final migration steps and schedule outage meetings</li> <li>○ Validate UIIC Change request, conduct walk-through of tasks and events</li> </ul> </li> <li>• The following Deliverables will be provided to UIIC during the Planning and Design Phase: <ul style="list-style-type: none"> <li>○ Project Plan, HLD, LLD, UAT &amp; Migration Plan</li> <li>○ Remedial plan and rollback plan</li> </ul> </li> </ul>

<p><b>Data Migration</b></p>	<ul style="list-style-type: none"> <li>• Vendor will:</li> <li>• Install storage management software on management server.</li> <li>• Configure the supporting and associated software and hardware.</li> <li>• Configure the target storage System(s) in preparation for the Hosts to be migrated</li> <li>• The final migration plan should include a requirement for a pilot Migration, such migration will be executed first. If the pilot migration will measure LUN mirroring throughput rates (MB/sec) from one of the source storage systems, the resulting average rate will be used to update mirror times planned for the remaining scheduled migration events.</li> <li>• Validate and review the Migration Plan with UIC in preparation for the upcoming migration event</li> <li>• Migrate production hosts from the Source Storage System(s) to the Target System</li> <li>• Following the successful data migration, UIC will remove old SAN zones and perform legacy storage cleanup</li> <li>• Update the project plan and migration plan as necessary with changes and updates</li> <li>• In the event that one or more Host Servers need to be backed out to their original source storage, the backed-out host servers will be rescheduled for a subsequent migration event and the final migration</li> <li>• Migration Plan should be updated.</li> </ul>
<p><b>Testing and Validation</b></p>	<p>Vendor will:</p> <ul style="list-style-type: none"> <li>• Assist UIC with the verification of the data migration and of the accessibility of that data by UIC’s team.</li> <li>• Once UIC and Vendor have agreed that the designated LUN for an identified migration event has been migrated, designated host servers are running using new storage, and that UIC’s applications have resumed processing, UIC’s project team will validate the completed event including data level validation. The vendor should certify and ensure zero data loss and successful migration of data to new storage.</li> </ul>
<p><b>Knowledge Transfer</b></p>	<p>Vendor will:</p> <ul style="list-style-type: none"> <li>• Provide Knowledge Transfer to UIC’s technical staff throughout the delivery of Service, which includes a detailed overview on the implementation and configuration parameters and features and functionality of the new storage system(s).</li> </ul>
<p><b>Project Closure</b></p>	<p>Vendor will:</p> <ul style="list-style-type: none"> <li>• Review the target storage system(s) and host server environment with the migrated data with UIC’s project team.</li> <li>• Review Service-related documents with UIC.</li> <li>• Review troubleshooting, support, and escalation procedures with UIC.</li> </ul>

Vendor is required to designate a project coordinator who is responsible for the overall project and coordination of project management activities with UIC’s Project Manager. The project coordinator will have responsibility for coordinating all activities on this engagement, scheduling resources, and will be the single point of contact for Vendor for this Service.



### 3.1.22 Benchmarking

**Technical inspection and performance evaluation** - UIIC may choose to carry out a technical inspection/audit and performance evaluation of products offered by the Bidders. The Bidder should support and cooperate with the UIIC or any person/persons appointed by UIIC to observe the technical and performance evaluation / benchmarks carried out by the Bidder

#### Performance Benchmarking by System Integrator

- It is mandatory for the Bidder to perform the benchmark for the purpose of this project, incorporating the proposed technology architecture for the **GC Core Application and Portal**. The Bidder will have to do a benchmark on the hardware Sizing and type of hardware proposed for **GC Core Application and Portal** Benchmark needs to be validated & reported by reputed independent third party who has the experience of reporting performance benchmark.
- The Bidder will have to perform a product benchmark at the UIIC DR premises for 5 years sizing. The objective of this exercise is to demonstrate that the proposed hardware sizing meets the terminal year sizing and provides the required service levels in terms of number of the necessary transactions, user concurrency mentioned in Annexure 20- Projection of Next 5 years, where all the debit and credit legs of the transaction would be considered as a single transaction, along with the necessary number of concurrent transactions, total number of transactions in a 4 hour window, number of accounts, time taken for End of Day, batch processing and meet the required response time as expected by the UIIC. This benchmark should be carried out on the proposed hardware with the proposed version of the operating system, proposed version of the database system / middleware and the proposed version of the application system. The benchmarking exercise should be successfully completed Before Go-live.
- Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by Bidder and under no circumstances the same would be reimbursed to the Bidder by the UIIC. The Bidder is expected to factor the all expenses linked to the benchmarking in the Bill of Materials.
- The Bidder shall ensure that the solution provided and sized by the Bidders is capable of meeting UIIC's current and terminal year transaction and business volumes. Empirical evidence of the appropriateness of the server sizing by means of comparison with independently assessed benchmarked data on a similar environment as proposed to UIIC will be mandatory. The Bidder has to provide all necessary supporting to UIIC to prove that the Solution sizing is appropriate.
- Bidder has to be study the load compute wise and during performance load testing bidders needs to generate same load according to the projection provided by UIIC to certify the hardware.
- All the benchmarking activities has to be done keeping in consideration of all type of customization of the UIIC.
- During Benchmarking, the load generated by the bidder has to be in accordance with the transaction mix approved by UIIC and the proposed setup of the UIIC. The sign off should be taken from the UIIC.

### 3.1.23 Training

Bidder shall provide necessary Functional and Technical Training on the tools proposed (APM, ADR, Job Automation, EMS and Database Query Optimization) to the UIIC's team and the training has to be necessarily taken up by the OEM vendors for the respective tools.

Bidder needs to factor and provide the training as per the below matrix to UIIC as per the schedule and participants finished by the UIIC.

S.no	Training Name	No. of Days	No. of Batches	No. of Participant
1	APM Technical and Functional Training	5	1	10
2	ADR Technical and Functional Training	5	1	10
3	EMS Technical and Functional Training	10	2	20

4	Query Optimizer Technical and Functional Training	2	1	10
5	JOB Automation Technical and Functional Training	3	1	10

Bidder needs to factor the trainings in the Bill of material and UIIC will use the rates provided for these training if any of these training needs to be done during contract period again

### 3.1.24 Hardware

- Bidder needs to provide a staggered hardware and Licenses to the UIIC. The hardware and Licenses provided in the year one should cater to the load and meet the SLAs till the end of third year (Support period). The bidder needs to deploy augment hardware and Licenses within the same box (supplied in first year) in year four to cater to the load and meet the SLAs of fourth and fifth year if required after performance review in third year. This review needs to done well before time so that the augmentation of hardware and licenses can be well beforehand that the SLA should not be breached. UIIC will not be responsible for any breach of SLA during this augmentation. Bidder needs to size the environment accordingly
- Bidder needs to note that the period mentioned here is support period which will start after refresh of hardware period. All augmentation cost, Licenses cost, ATS cost need to be factored accordingly in Annexure 7- Commercial Bid Format in the respective years.
- This augmentation of hardware and Licenses clause is applicable only for the RISC server which will be proposed by bidder for GC core and Portal Databases.
- Bidder needs to size, supply, maintain, integrate all supplied infrastructure / Database license / software for all in scope items as per the projections and SLA provided in the RFP for all RISC and virtualized environment
- All the ATS and AMC of the software and infrastructure supplied through this RFP needs to be factored by the bidder. All bug resolution / issue fix / patch management and all coordination with OEM needs to be done by the bidder.
- The Bidder is required to maintain all in scope items for all the environments. Bidder is required to perform vendor management during contract duration.
- Any other hardware and peripheral software like Database etc. need to be implemented and maintained by the bidder throughout the tenure of the contract. The list of existing Database licenses is mentioned in Annexure 13- EXISTING NETWORK & LICENSES DETAILS AT DC & DR. The ATS for the existing Licenses will be paid by the UIIC directly.
- The hardware technology proposed for the Solution should be enterprise class, best of the breed, latest, tested and stable release of OEM vendor and based on the latest platform enabling technology.
- The GC Core and Portal Database needs to be on RAC, and sizing need to be done accordingly.
- The Bidder needs to size, design, commission and maintain the hardware and related software for all the applications supplied in the RFP for the period of contract required as per the RFP.
- Bidder need to submit a detail architecture of - over all solution and while designing the solution bidder has to keep in mind that architecture alignment is as per the Architecture shared in the RFP.
- The bidder has to submit the sizing document for RISC based server which will be used for GC Core and Portal Database
- The bidder shall propose hardware sizing such that at any point in time during the contract period, the CPU, Memory utilization should not exceed 70% and storage space utilization should not exceed 80%. In case the server resource utilization exceeds 70% or storage space utilization exceed 80%, the additional hardware has to be provided by the successful bidder to optimize the performance, within the indicated levels, at no further cost to the UIIC.

- In case the Utilization of the Sizing including Storage, Server, CPU, RAM, Memory exceed as per the SLA defined the bidder is liable to pay penalty as well as needs to augment the hardware according to the requirement as mentioned in Annexure 18- Sizing Adequacy Letter
- At no instance, during the contract period, the solution or server utilization should exceed 70% for Storage, Server, CPU, RAM, Memory. In case the performance is adversely affected or the utilization of any Storage, Server, CPU, RAM, Memory or any peripheral, exceeds the threshold of 70%, more than 3 times in a quarter during business hours , the successful Bidder is required to upgrade the hardware/solution, within one month without any extra cost to the UIIC. Also, bidder needs to pay penalty as per the Annexure 18- Sizing Adequacy letter
- Bidder should specify various infrastructure requirements well in advance before delivery of hardware & software which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power requirements, network requirements, UPS, environmental conditions, illumination etc., so that UIIC can arrange accordingly at the desired premises.
- The quantity of the hardware components should be as per the solution proposed by the bidder. The following considerations need to be taken for sizing:
  - All the hardware and software to be supplied/proposed must be IPv4 and IPv6 compliant wherever applicable.
  - Bidder will be responsible for sizing for the proposed Solution. The sizing needs to be done based on UIIC's requirements, optimized power usage and scalability.
  - Compliance to specifications mentioned in the RFP and any regulatory or statutory requirement.
  - In the event that the proposed sizing is not able to meet the performance standards specified in the RFP, at the time of go live, the successful bidder will be required to augment/ upgrade the hardware & software components in the solution to ensure that the performance requirements are met. The additional hardware equipment & software shall be provided by the successful bidder at no extra cost to UIIC.

#### 3.1.24.1 Environments

- Physically separate adequately sizing should be quoted for RISC Based Bare Metal Server for each of the following environments.
  - Production at DC and DR (100% compute and storage capacity of DC),
  - Pre prod,
  - Test & SIT,
  - Development.
  - Training
- The Pre-Prod servers sized should be minimum 25% of the size of the production as per the fifth-year sizing however the database size will be similar to production database size.
- The Test & SIT, Training and development servers should be minimum of 10% respectively of the size of the production as per the fifth-year sizing however the database size will be similar to production database size
- All the Non-Production environment needs to be factored at DR Location
- All the Non-Production Environment should be physical separate from the Production Environment.
- Bidder need to ensure that UAT and Training environment need to be in sync with Production environment in terms of master data and sources. All the customization / enhancement / products / parameter change needs to be applied in these environments on periodic basis which should not be greater than 1 month. Bidder needs to ensure that all the master data such as customer information and balances needs to be masked before releasing the Non-Production environment to the end user. Non-Production environment here refers to pre-Prod, Test & SIT, Training and development.

#### 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 at all times has to ensure that the sizing done conforms to the service level requirements of the UIIC. In the event, these requirements of the UIIC are not met at any point during the contract period, the Bidder would need to augment / deploy additional hardware or manpower or both resources to meet the performance levels, failing which penalty would be levied as per this RFP Section 34 Service Level and Annexure 18- Sizing Adequacy Letter.
- The Bidder also has to perform pro-active monitoring of the solution to ensure that before any breach happens, they have sufficient time in procuring and installing the additional components. The UIIC will not tolerate any downtime on account of the Bidder's failure to monitor or delay in procuring the additional resources. The Bidder is expected to size the hardware as per the projection's parameters provided in the RFP.
- The proposed hardware sizing should support concurrent users of the YoY user projection stated in the Annexure 20- Projections of Next 5 years. These concurrent users would not be idle and would perform any kind of transaction in the application.
- The UIIC is not responsible for any assumption made by the Bidder with respect to the sizing. In the event of sizing does not meet the performance / service levels of the UIIC, the Bidder at their own cost should carry out the necessary corrections. The UIIC will not pay any additional amount during the period of the contract

### **3.1.25 Buy Back**

UIIC expects to protect the investment already made on the existing components thus the Bidder is also required to buyback the specified inventory as mentioned in RFP. Buy back items are available at DC, NDR and DR. However, buy back is subject to UIIC's discretion. If any item is required for future use, UIIC may remove it from buy-back offer. Bidder has to collect item in as-is-where-is condition. No additional expenses will be paid for removal of items. Destruction of hard disks and magnetic tapes should be done in the presence of UIIC representative. The commercials quoted by the Bidder should include the buyback price assessed by the Bidder. The Purchase price once accepted by the UIIC cannot be withdrawn.

It should be the bidder's responsibility to collect the buyback items, from UIIC's location and UIIC will not provide any transportation expenses towards this. It would be the bidder's responsibility to ensure safe disposal of e-waste as per Hazardous Waste (management and handling) Rules 1989 and 2008, without imposing any liability to UIIC, comprising discarded Hardware/ electrical/ electronic equipment/components taken under buyback.

### **3.2 SCOPE OF WORK FOR FACILITY MANAGEMENT PHASE: -**

This section of the On-Going Operations is broadly classified under Two (2) categories of services that the Bidder is required to offer.

- 1) Domain Services
- 2) Cross Functional Services

Any other tools required by the Bidder for offer the services as per the RFP should be proposed and factored in the bill of material.

UIIC is already using the Aspect Helpdesk tool version 7.2 for inbound and outbound calls on toll free number. Bidder need to take handover of the tool and needs to maintain, support, upgrade etc the same during the contract period. Bidder needs to factor the ATS of the same for the contract period. Bidder need adhere to IT Service Management (ITSM) processes aligned to ITIL framework for all the IT Services defined and managed services

### 3.2.1 Domain Services

UIC has identified number of domain services to support business operations. Bidder is expected to provide support for these domain services as per the defined scope and the corresponding SLAs.

The following table presents an overview of the services to be provided by Bidder under domain services, on an ongoing basis for the duration of the contract. Bidder is expected to adhere to IT Service Management (ITSM) processes based on IT Infrastructure Library (ITILv3) framework (version 3) for all the services:

Domain Services	Description
<b>Database Management</b>	The management of the provisioning, maintenance and support of database hardware and software as well as monitoring, access management, backup and recovery and ad hoc support
<b>Server Management Services</b>	Monitoring and management of computing platforms on which utilities and applications are hosted
<b>Network Management Services</b>	Monitoring and management of network infrastructure and its related services up to server farm & L3 switch level at DC, DR & NLS.
<b>Storage Management Services</b>	Monitoring and management of the enterprise storage environments within UIC. This also includes storage area networks (SANs) Replication and storage on distributed file servers.
<b>Backup and Restore Management Services</b>	<p>Management of backup facilities within UIC, including the mechanics of D2D Backup, tape backup, such as storage management, tape collection for off-site storage, handover of tapes to UIC's resources for offsite tape storage and retrieval of tapes from UIC's resources in the event that restoration of historical data is required.</p> <p>The Successful Bidder shall be responsible for taking centralized backups from DC and DR for all the servers hosted at DC, NDR, DR &amp; Chennai HO.</p>

#### 3.2.1.1 Database management

The scope of the database management services includes all data and database management (Oracle, Sql etc) activities on the production, non-production and disaster recovery environment that will be included as part of this service. Please refer Annexure 16-Buy Back Infra Current Infra Details for the current environment details. The expected database management services can be further defined by the following high-level service requirements:

Domain Services	Description
<b>Build, Installation</b>	Definition/ Installation/ Creation of databases with suitable hardening procedures as per UIC's policy
<b>Database Performance Management</b>	Fine tune and resolve performance issues through performance tuning and optimizations.
<b>Database Capacity Management</b>	Estimate & recommend database requirements based on performance and Business projections
<b>Monitoring and administration</b>	Provides the required operational support to monitor UIC database environments
<b>Backup and restore</b>	Refers to the successful backup and restoration of the database instances as defined by UIC policy

<b>Access management</b>	Management of the granting, removal, monitoring and editing of access rights allocated to the database environments
<b>Database ad hoc support</b>	Processes to perform database upgrades, performance tuning and repairing a database
<b>DC and DR testing</b>	Create, Implement and validate database recovery solutions. Support during DR testing and during actual DR situations

### General

1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIC's requirements and any statutory or regulatory guidelines
2. All oracle and other Databases process and DBMS best practices will be a part of scope

### Database Build and Installation

3. Defining the physical database design (log files, rollback segments, tablespaces, database descriptors, partitioned objects)
4. Installation of software and database creation [in consultation with the UIC's team] - Oracle/ SQL etc. as per UIC's standard
5. Create definitions of logical data structures, tables, views, indexes, program specification blocks, stored procedures & define their relationships
6. Hardening process document for fresh DB installation and perform hardening
7. Test and prepare database upgrades.
8. Implement database upgrades into the production, non- production and DR environments
9. Publish Plan of Action (PoA) to be verified and validated by UIC's team before implementation

### Database Performance Management

10. Track & co-ordinate database related incidents/ problems till resolution
11. Conduct first level diagnosis for reported Incidents & perform resolution
12. Analysis of incident/ problem trends
13. Co-ordination & escalation to Database vendors (L3) (Logging ticket at Vendor side as well internal tracking through service desk), follow-up till resolution
14. Maintaining & monitoring the health & performance of databases (Primary and standby)
15. Monitor & analyze alerts & logs including
  - a. Trace files (including data block corruptions, Enqueue resources, internal errors & I/ O read-write failures)
  - b. Database changes
  - c. Background job status
  - d. Operating system logs
  - e. Space management
16. Monitoring the table space utilization, file system usage and all other events of O.S which may deter the performance of the database (primary as well as DR)
17. Analyzing/Troubleshooting Database Performance
18. Collection of statistics for databases
19. Optimizing database performance, Performance tuning
20. Monitor physical DBMS for performance & capacity requirements
21. Monitoring of databases
22. Monitoring of transaction logs
23. Provide recommendations on DBMS design
24. Monitor the backup & report on backup logs
25. DDL, export & import related activities
26. Preparing monthly database related reports
27. Provide databases for MIS purpose on daily, monthly and on need basis
28. Periodic optimization of application databases through compression facilities and database tuning.

29. Provide reports on database currency and propose upgrade recommendations
30. The bidder is required to install & implement database diagnostics & fine-tuning packs based on UIC's requirements.

#### **Database Capacity Management**

31. Estimate & recommend database requirements based on received data from Database Performance team and Business projections (Annual/ As and when required)
32. Perform Database Space analysis
33. Alignment to purging policy
34. Review archive logs requirements
35. Customizations required at DB level
36. Review and planning for 6 months

#### **Database Monitoring and Administration**

37. Setting data storage parameters for storage associated with the physical elements of the database
38. Handling password issues
39. Configuration of Databases
40. Creating a new database instance
41. Testing & implementation of patches
42. Testing & implementation of upgrades
43. Managing, applying & verifying Database program patches
44. Database Scripting
45. Review recommend and test patches.
46. Coordinate all changes through the agreed upon change management process
47. Start-up and shutdown of databases
48. Daily activities such as end of day, end of month, end of year/quarter etc.
49. Daily / Weekly / Monthly backup of databases
50. Database recovery
51. Weekly database recovery checks
52. Required logs maintenance as per Standards of the UIC
53. Disaster recovery as per Standards of the UIC
54. Database problem resolution
55. Recreation of Indexes
56. Perform pre-batch activities-Scheduling of resources-Scheduling batch services-Define, maintain and document a work schedule for running production system batch jobs, and possible started tasks-Install and document system related batch jobs in the automated job scheduling package-Manage the root cause analysis for scheduling problems- Develop and maintain standards for job acceptance and implementation. The bidder can either use scripts or propose a tool for batch automation
57. Remove applications from the application portfolio following decommissioning from projects or improvements.
58. Perform regular import and loading of data and ad-hoc data extractions.
59. Responsible for maintaining DB inventory
60. Maintaining and performance tuning of UAT databases
61. Migration of Databases (Release Upgrade)
62. Execution of all back-end changes across all applications as informed by application owner
63. Manage database transaction (SQL)/ archive (Oracle) logs
64. Administration/ management of archival databases (Purge from production and move to archive database)
65. Resolving corruption (both Physical & Logical) issues at primary & standby databases
66. Execute DBMS changes in support of major application or logical database design changes
67. Designing & Implementation of logical & physical backups
68. Flash back up on daily basis
69. Vendor coordination with OEMs for upgrades, patches, bug fixes, performance tuning etc.
70. Creation of a Standby database & setting up the DR
71. Using data guard and RAC for Oracle

72. Log shipping/Mirroring/Always On for SQL
73. Monitoring, management and implementation of High Availability (HA) viz. clustering/RAC etc.
74. Review of all databases
75. Switchover of databases (as and when required and as per the defined time window)
76. Refresh of Databases as per defined frequency or on demand
77. Day end, month end, quarter end, year-end End of Day & Begin of Day support
78. Resolution of audit points and VA/PT reports
79. Management of tools
80. Ad-hoc support for processes run by branch charges for average quarterly balance/ SB interest calculation
81. Apply application data fixes.
82. Install patches and upgrades to database software.
83. Installing database software as appropriate.
84. Perform application nonproduction environment data refreshes.
85. Cloning of application data environments.
86. Monitor capacity and performance of databases.
87. Control of the database (adapting database profile parameters, expansion of tables and table spaces)
88. Technical reorganization of the database (defragmentation) also after archiving
89. Analysis of the DB tables & indexes - continual performance enhancement measures
90. Create new indexes, performs reorganizations as required per analysis
91. Creation, maintenance and execution of database related scripts such as start-up and shutdown processes
92. Creating and maintaining formal documentation of the database environment (e.g. scripts, design, configuration, access rights)
93. Monitor availability of the databases as a subset of monitoring overall service availability.
94. Providing solution services for database design, configuration and maintenance
95. Assist with incident and problem management related activities relating to the database environment (e.g. integration, interface, performance, configuration issues as part of the overall support service) including interaction with third party suppliers where necessary.
96. Archive of application specific data as requested.
97. Implementation and monitoring of database security.
98. Loading software components- Kernel patches, Release changes.
99. Proactively apply security fixes
100. Documentation upkeep and records maintenance

#### **Database Backup restore**

101. Manage Database backup/ restore schedule, administration (RMAN Backup)/Scheduled Backups and others
102. Data Deletion & Purging/archival activity
103. Purging of tables based on availability of space on a regular frequency (Frequency to be decided)
104. Consolidating all database backups & Transaction log backups at a single file Server
105. Perform database backup, restore and recovery routines.
106. Compliance, review and updates to database standards documents.

#### **Access management**

107. Implementing & managing security rules & access authority as per UIC's security policy, database Hardening etc
108. Implementation of database security by creating roles, privileges & profiles
109. Management of users in database and assigning of roles/privileges
110. Monitoring and management of logs for user access management of privileged users

#### **Database adhoc support**

111. Provide access to DBA resource for ad hoc work requests and change orders

#### **Database Recovery**

112. Create & implement database recovery solutions in consultation with UIC's team
113. Recovery of database at primary and standby as per case



- 114. Restoration activities (from backup media)
- 115. Database recovery using the physical & logical backups
- 116. Support for DR Configuration and BCP activities and Plan
- 117. Evaluating current backup, recovery, & data replication procedures & providing recommendations for improving those procedures

### 3.2.1.2 Server (Bare Metal, Virtualized and Hyper Converge infra) Management

The scope of the server / Hyperconverged Management services includes all Wintel and Hyperconverged management activities on the production, non-production and disaster recovery environment that will be included as part of this service. Please refer Annexure 16- Buy Back Infra Current Infra Details for the current environment details. The expected server / Hyperconverged Management services can be further defined by the following high-level service requirements:

Service	Description
<b>Installation and configuration services</b>	Refers to the appropriate installation and configuration of the server environment as per industry best practice as well as UIIC's policy requirements.
<b>Monitoring operations</b>	Provides processes and procedures to monitor the server environment to ensure that the appropriate monitoring, reporting and maintenance activities occur.
<b>Operating system support</b>	Provides for operating systems and related software configurations. The service also consists of ongoing processes to maintain supplier supported operating platforms for preventive software maintenance Services. This includes services such as: <ol style="list-style-type: none"> <li>1) Software configuration management</li> <li>2) Software upgrades and patch management</li> <li>3) Software release management</li> <li>4) Software optimization, tuning and preventative maintenance</li> </ol>
<b>Hardware support</b>	Provides the services and methodologies that will be used by the Bidder to support the UIIC's server requirements. This service consists of the following components: <ol style="list-style-type: none"> <li>1) Hardware installation and configuration</li> <li>2) Hardware environment support</li> <li>3) Hardware preventative maintenance</li> <li>4) Hardware refresh</li> </ol>
<b>Operating system security administration</b>	Operating system security administration provides the processes to manage access to client assets at an operating system level. This security service provides the management of user logon ids and their access rights to system level resources, as well as maintaining server level security parameters and security product options. This section describes the various actions to be taken as part of the Security Administration Service, as well as what is needed on behalf of the client in order to provide these service levels.
<b>System vulnerability management</b>	Vulnerability management consists of preventive and detective services to identify vulnerabilities as they emerge; to prevent those vulnerabilities from affecting the in-scope systems; to detect when an in-scope system has been affected; and to cure those affected systems. Vulnerability management consists of both Vulnerability Alert management and Vulnerability Scanning processes. Vulnerability Alert management is the preventative process that collects known vulnerabilities and prioritizes vulnerabilities based on associated risk.

<b>Operating system security logging</b>	Operating system security event logging is a detective control that enables the recording of security events on system hosts based on present parameters. The administrative tool's logging function is enabled, and the security events are retained in a record for future review.
<b>Performance and capacity management</b>	Consist of the support processes to collect, monitor, and analyze system performance information, for processor usage, input/output (I/O) throughput activity, disk usage, and memory usage
<b>scheduling and monitoring</b>	Scheduling and monitoring Process consist of those specific tasks associated with administering the automated scheduling system to provide the tools and processes necessary to support a scheduling and monitoring processing environment.
<b>Failover management</b>	Provides for the recovery of the critical workload on the server environments in the event of an outage of primary server and / or a disaster. The bidder is required to prepare documentation of a written recovery plan for the server environments

1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIC's requirements and any statutory or regulatory guidelines
2. Shifting of servers within the premises and reinstallation and configurations including cabling and asset labelling
3. Provide server configuration reports and configuration details to the UIC as requested
4. Maintain accurate supplier contact information and escalate to supplier contacts in a timely manner.
5. Implement configuration management processes and procedures.
6. Record and plan release of server upgrades and support its implementation.
7. Maintain an audit trail of server configuration changes as resulting from release and change control processes.
8. The required software agents are to be installed, configured and monitored.
9. Provide guidance to the UIC and industry best practice for the optimal configuration of the operating system environment.
10. Produce and maintain installation and configuration diagrams of all installations
11. Actively manage and report on the availability of all servers.
12. Perform server periodic checks, monitoring and performance tuning.
13. Communicate any service issues or implementation concerns with the UIC and appropriate support personnel and/or vendors.
14. Monitor hardware and system software status, process status, and take necessary action based on detected problems or issues as provided in this schedule.
15. Provide problem escalation and interact as necessary with third party suppliers.
16. Provide monitoring and troubleshooting for the server environment
17. Provide timely notification and escalation to on site personnel if any hardware and software conditions exist that must be resolved on site to meet the service levels provided in this schedule.
18. Bidders will ensure appropriate resources are on site to ensure service levels are achieved if recovery or corrective actions are required.
19. Propose tools for operations such as monitoring, deployment and configuration etc.
20. Ensure server access is secure and authorized.
21. Management of logical access to the server environment in accordance with the UIC's policy (including administrator \ root access)
22. Assist the UIC with application support requiring operating system changes or access
23. Evaluate the impact of new operating system upgrades or releases on existing applications and performance.
24. Install patches as and when these become available, per vendor instructions for security exposures and Operating System bug fixes deemed critical by the vendor.

25. Ensure the configuration of operating systems is in line with standards and policies as defined by the UIC
26. Document and track all configuration management problems using the site change management process.
27. Co-ordinate all changes through the site's change management process.
28. Configuration management for operating system release levels, patches and status.
29. Perform routine system operation functions and system console operations actions such as power on/off, system reboots, and start/stop/reset.
30. Apply preventive and corrective maintenance to all system level software (operating system and other non- application software).
31. Install and upgrade all system level software (the operating system and other non-application software).
32. Escalate hardware related malfunctions to the hardware supplier for resolution as provided in the vendor maintenance contract
33. Inventory information about hardware shipping and receiving, raised floor space requirements, equipment placement, cabling, fibre, connectivity details, power and earthing requirements
34. Servers/Storage hardware maintenance and support is based on various maintenance levels.
35. Alert the UIC about hardware changes that may impact application execution in support of the UIC's application testing.
36. Design back-out processes to return to the former hardware configuration if unforeseen problems occur during installation.
37. Co-ordinate the scheduling and installation of supplier- recommended preventative maintenance and other hardware specific changes.
38. Schedule down time as and when required to perform required hardware preventative maintenance, installation and testing.
39. Design, build, schedule, and implement a hardware refresh template.
40. Configure operating systems at the setup of each server, to establish super user privileges and access rules and establishing other standard guidelines, based on the agreed security policy of the UIC
41. Establish the process and procedures for requesting logon IDs and OS system level access
42. Create, modify, and delete system logon IDs using the Change Control Procedure
43. Monitor and maintain accounts and IDs and their designated privileges or access to make certain only active, authorized IDs have access, based on the agreed security policy.
44. Remove inactive or suspended IDs after a specified amount of time, based on consultation with security administration and the UIC's using the Change Control Procedure
45. Adjust and maintain operating system and security software parameters for password expiration, available in the specific operating system environment to meet the agreed security policy requirements
46. Provide processes and procedures to maintain operating system data protection options.
47. Perform bi-annual re-verification of data owners, authorized submitters and logon IDs, existing level of privileges, based on input from the UIC and system security configuration.
48. Work with the UIC's application support personnel as reasonably required for the Quarterly reviews and maintenance of inactive user id's
  - o Compile a list of defined users id's on the Operating System, and provide list to the UIC
  - o Perform reviews of system, monitoring and database administration user id definitions.
  - o Bidders will apply the necessary changes as per the outcome of the review.
49. Hardening of servers as per UIC's policy
50. Anti-virus scan and anti-virus update on the server
51. Bidders will delete the UIC's application user id definitions, once such a request has been forwarded by the UIC.
52. Bidder to update virus related signature files on servers to manage the removal of malicious code.
53. Support and ensure that the timely installation of updated signature files and anti-virus software patches on all servers within the managed environment occurs.
54. Coordinate with UIC's SOC Vendor for receiving the most up-to-date information on malicious code outbreaks and the appropriate software signature files to protect against malicious code.
55. Obtain and release signature files for testing and application into a client dedicated environment.
56. Signature file and patch updates to be made available and installed utilizing the UIC's change control process.

57. Testing of signature files are to be performed prior to deployment.
58. Perform pre-production scans to identify potential security risks on a server prior to entering the production environment.
59. Review the results of vulnerability scans and determine corrective actions based on the results of the scans
60. Review the results of penetration testing and determine corrective actions based on the results of the scans.
61. Review government and supplier bulletins and various other sources to identify emerging threats or vulnerabilities to the UIIC's hosts.
62. Maintain the risk evaluation process of vulnerabilities in which mitigation plans are determined, in accordance with the agreed security policy.
63. Maintain a vulnerability correction process to correct vulnerabilities detected through scanning of servers.
64. Maintain a vulnerability correction process as new vulnerabilities are identified.
65. Correct known vulnerabilities detected within the scope of the Bidder's responsibility, using the appropriate correction and change management processes.
66. The agreed security policy is to form the basis of security level.
67. Maintain processes to provide consistent configuration of parameters for logging devices and ongoing maintenance of those parameters.
68. Make certain of adequate retention of security event logs, based on the agreed security policy.
69. Configure the parameters of the administrative tools for all system hosts, in accordance with the agreed security policy.
70. Will provide event logging to the extent that tools, resources, and storage are available on client owned environments
71. Ensure sufficient storage capacity available to retain logs
72. Provide a listing of resource access rules for re-verification purposes
73. Perform quarterly review all user ID's and forward list of ID's not used for the last 6 months to the UIIC for permission to delete these ID's.
74. Process security data identifying logged or audited access to a resource.
75. Process security data identifying attempted access to a protected resource.
76. Process security data identifying password violation attempts.
77. Process security data identifying usage of emergency ID's.
78. Monitor and maintain ID's and their designated privileges or access to make certain that only active, authorized ID's have access.
79. Adjust and maintain operating system and security software parameters, consisting of password expiration, available in the specific operating system.
80. Provide performance management functions and establish performance monitoring thresholds for major processes.
81. Proactively identify performance problems and improvements.
82. Provide capacity planning processes, for short term and long-term planning, forecasting resource requirements, and analyzing and reporting resource trends.
83. Monitor server utilization, CPU usage and I/O activity, produce capacity projection reports and develop plans for improvements.
84. Review server capacity and advice where future additional capacity may be required or archiving policies need reviewing or implementing.
85. Use standard operating system utilities and/or other third-party tools where appropriate, to project the effects of new changes and workload changes or when large configuration changes are performed in the environment on request of the UIIC.
86. Perform operating system software tuning \ optimization as required to maintain day-to-day operations
87. Provide, install and maintain performance monitoring software.
88. Maintain system parameters to manage subsystem performance and workload throughput.
89. Implement changes as necessary to optimize the effectiveness and efficiency of the server platform.
90. Analyze system resource and storage utilization.
91. Perform capacity trend analysis.
92. Perform capacity modelling.

93. Capture capacity usage for the last 12 months.
94. Provide forecasting based on historic trends and planned UIIC's initiatives.
95. Provide assistance with batch scheduling issues and problems using the problem management process.
96. Process job dependency information for batch job cycles as defined by the application support staff.
97. Maintain specific batch cycles utilizing the standard operating system CRON scheduler throughout the operational support coverage hours as necessary to meet defined service levels.
98. Provide appropriate system resources, tools and procedures to support the processing of user-initiated batch jobs.
99. Agree with the UIIC prioritization for scheduled, ad hoc and system jobs.
100. Provide the necessary operational resources to support UIIC-submitted or UIIC-scheduled batch processing.
101. Maintain tools and facilities for UIIC to perform batch scheduling and batch monitoring activities.
102. Log problem records if scheduled and automated batch jobs fail.
103. Consult with the UIIC should job priorities require a change due to system constraints.
104. Perform problem diagnosis and purging of jobs on Operating System as necessary.
105. Monitor automation tools and functionality.
106. Maintain and execute system start- up/shutdown processes.
107. Monitor, identify, and implement automation techniques to remove manual interventions for ongoing monitoring and operation activities.
108. Perform maintenance and support for automation tools and products
109. Problem determination and isolation for automated operational processes.
110. Maintain and update documented hardware, facility, operating system, database and related system software recovery plans as necessary.
111. Perform quarterly tests of the recovery plans to verify the effectiveness there-off in supporting the day-to-day UIIC operations.
112. Provide the required personnel resources to perform recovery plan drills or actual recovery plan execution at the time of disaster.
113. Provide requisite mirroring and redundancy across the DC & DR facilities to ensure adequate failover for the server environments.
114. Cluster configuration including the integration of startup/shutdown scripts
115. Configuration of shared storage
116. Provision of documentation on implemented high availability solution
117. Installation, maintenance and monitoring of clustering
118. Conduct Cluster tests as a part of DR drills

### 3.2.1.3 Network Management

The network management services refer to all processes, procedures, policies and activities required to be performed by the bidder in order to ensure that the final network services are provided in accordance to the service levels required by the UIIC. Please refer Annexure 13- Existing Network & License Details at DC & DR Current network and License Details. In several instances the services are implied as part of the end service required (e.g. capacity management as part of maintaining the network's availability) and therefore the scope of services is not necessarily limited to what is only stated in this RFP. What has been provided rather states the types of services expected as part of managing the network environment. It is expected that the bidder would adopt relevant corporate and industry best practices in managing the required network services. The bidder needs to take handover of total network from the existing System Integrator and need to manage the network of the UIIC as per the SLA. The following are therefore high-level definitions of the type of services required by the UIIC:

Service	Description
<b>Configuration</b>	Process of organizing and maintaining network information to streamline the process of maintenance, repair, expansion and upgrading.

<b>End to end network monitoring</b>	Continuous monitoring of a DC, DR and Near Site network equipment for slow or failing components and notification to the network administrator(s) in cases of failure / outages.
<b>Performance and capacity management</b>	Process of determining the network resources required to provide higher availability, including unscheduled down time, and performance.
<b>Security management</b>	Provision of the required security management controls across DC, DR & NS LAN: 1) Security policies and procedures for LAN network technology and equipment; 2) Logical network perimeter access controls; 3) LAN access control (port level access); 4) Access authentication (domain access); 5) Roll-out, patch, vulnerability, upgrade and maintain the network infrastructure and relevant software in line with UIC's security policy and industry best practices; and 6) Physical security where network equipment is deployed
<b>Administration</b>	Various operational tasks to ensure that the network runs smoothly and efficiently.
<b>Fault management</b>	Detection, isolation and resolution of network issues and incidents to ensure that the network is operating at an optimum level.
<b>Availability management</b>	Design, implementation, measurement and management of IT services to ensure the business requirements for availability are continuously met.
<b>Maintenance</b>	Maintain the status of the current network

### General

1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIC's requirements and any statutory or regulatory guidelines
2. Shifting of equipment within the premises, reinstallation and configurations including cabling and asset labelling, Providing expert (agreed mutually by UIC and bidder) review of design of cabling upgrades, Performing small cabling jobs including repair , Support & replacement (cables would be provided by the UIC)are a part of Bidder's scope

#### **Planning & Design**

3. Define required network policies and procedures and submit to the UIC for approval
4. Continuously monitor technical trends.
5. Perform feasibility studies for the implementation of new technologies.
6. All documentation (including the network design) must be shared with the UIC
7. Incorporate network performance and planned changes in the design documents.

#### **Installation**

8. Install new or enhanced functions or features, hardware, software, peripherals and configurations if applicable.
9. Co-ordinate support activities with the Help Desk as well as the vendors own internal support processes
10. Provide ad hoc technical assistance where required as part of the installation process.
11. Perform regular and routine IMACs during scheduled change windows according to the UIC's Change Management process.
12. Perform appropriate tests on all IMAC activities.

#### **Configuration**

13. Conduct integration and security testing for all new and upgraded equipment, software or services to include unit, system, integration and regression testing.
14. Evaluate all new and upgraded equipment, software or services for compliance with the UIC or Associated Parties security policies, regulations and procedures.
15. Perform and approve all user acceptance testing for new and upgraded equipment, software or services.
16. Attend Change Approval Board (CAB) meetings based on mutually agreed periodicity.
17. Stage new and upgraded equipment, software or services to smoothly transition into existing environment.
18. Perform modifications and performance- enhancement adjustments when required.
19. Test new releases of supported hardware and software to ensure conformance.
20. Perform configuration management and change control activities.
21. Provide the required information for change control results to be approved by the UIC.
22. Restore the impacted configurations according to the UIC's Problem Management process.
23. Change Management Report – Monthly status of changes incorporating date, time, change description and status.
24. All devices must be accessible by the bidder Enterprise Management tools.

#### **End-to-end network monitoring**

25. Develop and document monitoring procedures that meet service level requirements and adhere to defined policies
26. Review governance controls for monitoring procedures.
27. Provide console monitoring, troubleshooting, repair and escalation of problems with the network environment in line with the agreed service levels.
28. Monitor networks infrastructure as scheduled and respond accordingly to system alerts within the defined service levels
29. Monitor network performance for capacity, delay, jitter, latency and availability.
30. Provide support for service-oriented management capability associated with application systems. Work as part of the end to end service management process to resolve incidents and problems, including participating in ongoing service improvement activities.
31. Resolve network problems in accordance with SLAs.

#### **Performance and Capacity Management**

32. Perform technical planning for capacity and performance.
33. Report on performance statistics across all network services.
34. Analyze performance statistics and make adjustments to ensure optimal performance.
35. Optimize the network design and equipment configuration based on recommendations.
36. Monthly network availability report – Measures the average time that a network device is available for normal operations compared to the total possible time available and is expressed as a percentage.

#### **Administration**

37. Define required network policies, procedures and operational manuals.
38. Assist with policies, procedures and operational manuals.
39. Managing physical network elements at DC/DR/NLS up to server farm switch level
40. Managing logical network components, such as network protocols and their configurations for in-scope equipment
41. Managing IP addressing schema as per UIC guidelines, Design & implementation in case any change is required as per best practice for in-scope equipment
42. Monitoring of in-scope network elements for availability, performance and capacity
43. Correcting traffic problems in the network environment, such as traffic congestion or network corruption where it impacts users
44. Troubleshooting communication disruptions and working with vendors to resolve the issues
45. Network /device hardening procedure as per security guidelines from UIC for in- scope equipment
46. Maintaining documentation of network systems, component details and inter- connectivity and the same should be reflected in the Configuration Management Database (CMDB) for in-scope equipment
47. Rapidly resolving every incident/problem within the agreed service levels

48. Maintaining asset register of all in-scope network equipment. Record information such as serial number, asset code, warranty and AMC details. Exact details to be recorded will be finalized in consultation with OBC
49. Ensuring availability of critical network spares
50. Performing backup of all in-scope network device configurations
51. Disabling/enabling services/ports
52. Providing expert (agreed mutually by UIC and bidder) review of design of cabling upgrades
53. Performing network equipment upgrades, where existing components are replaced with additional, higher-performance components
54. Maintaining records of all hardware and software installation (new networks and network devices, initial routes, Policy configuration), movement, addition and change (IMAC) in the configuration database.
55. Performing change and release management. Testing and implementation of patches and upgrades
56. Performing small cabling jobs, break fix for network points, IO boxes etc.
57. Deploying new networks and network devices, routes and policy configuration
58. Enable Proactive monitoring to ensure Minimal/Zero system disruptions/performance issues/outages
59. Incorporate takeaways from Major Incidents into monitoring to prevent repetitions
60. Performing any other day-to-day administration and support activities
61. Enforce standards in line with the UIC's policies
62. Configure VLANs as requested by the UIC
63. Develop and document network administration policies and procedures that comply with the UIC's security requirements as specified in security standards, as agreed by the parties during transition.
64. Approve administration policies and procedures.
65. Ensure that network administration activities are coordinated through the defined change management processes.
66. Monitor and notify the UIC of any actual or potential malfunction/security breaches within the network.
67. Evaluate and install critical patches and vulnerability patches immediately as per the UIC's policy for network devices.
68. Disaster recovery (DR) / network failover is to be tested at least quarterly.

#### **Fault management**

69. Use problem management and/or change management to resolve all impact faults.
70. Monthly & daily problem management report – Summarizes, for each severity level, the percentage of incidents that were resolved within the requisite period of time. A drill-down for each severity level to provide a summary of each incident.
71. Provide preventative measures for proactive monitoring / traffic profiling and self-healing capabilities where necessary to limit outages that impact service SLAs.
72. Liaise and work directly with 3rdparty suppliers for issue resolution.

#### **Maintenance**

73. Perform diagnostics on hardware, software, peripherals and services (as appropriate).
74. Install service packs, firmware and software maintenance releases, BIOS upgrades, etc. to the relevant network equipment.
75. Replace defective parts and systems, including preventive maintenance according to the manufacturer's published mean-time- between failure rates.
76. Perform routine network management on support applications such as system optimization.
77. Schedule planned down time in line with SAA policy as and when required to perform required hardware preventative maintenance installation and testing.
78. Attend CAB meetings

#### **3.2.1.4 Storage Management**

Storage and data consist of a system managed storage strategy that enables all data to be managed individually and automatically by the system. Within the system managed storage environment are both online and removable storage media, commonly referred to as disks and tapes. UIC requirements for data availability, accessibility, performance, and retention can be accommodated at the data set level and used by the system managed storage environment to select the correct media.



The expected storage and data management services can be further defined by the following high-level service requirements:

Service	Description
Mirroring	Includes the management of the SAN environment to ensure the availability, integrity and redundancy of UIC's storage environment across DC, DR and Near Site
Configuration	Process of organizing and maintaining storage information to streamline the process of maintenance, repair, expansion and upgrading.
End to end storage monitoring	Continuous monitoring of a DC, DR and Near Site Storage Equipment notification to the administrator(s) in cases of failure / outages.
Archiving	Assist in implementing and maintain UIC's archive strategy as part of ensuring effective usage of storage resources.
Media management	Management of the associated media and peripheral equipment used for data storage (e.g. tape management)

1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIC's requirements and any statutory or regulatory guidelines
2. Develop and document storage and data management requirements and policies.
3. Develop and document procedures for performing storage management that meet requirements and conform to defined policies
4. Review Storage Management procedures on a regular basis to be defined.
5. Provide appropriate data storage services (e.g. RAID array, SAN, tape, etc.) compliant with the agreed service levels and performance and availability metrics
6. Monitor and control storage performance according to data management policies.
7. Maintain and improve storage resource efficiency and space requirements.
8. Perform data backups and restores per established procedures and service level requirements as well as in accordance to the UIC's change management process.
9. Adjust the backup and restoration plan as new components are added to the system or availability requirements change
10. Provide input processing, for activities such as loading and rotation of third-party media (e.g. tape) and receipt and/or transmission of batch files, or large files.
11. Define storage management reporting requirements
12. Provide storage management reporting as defined by the UIC
13. Maintain the integrity of storage media, e.g. tape and disk.
14. Maintain the data integrity across DC, DR and Near Site
15. Perform the relevant maintenance activities to ensure data availability and redundancy
16. Management of all third parties required to support the storage and data environment
17. Storage Management administration – manage and (Pro-active) monitor to ensure all time storage availability.
18. Resolve incident/problem related to storage as per agreed SLA.
19. Supporting new and existing storage products and services like replication, mirroring, security, traffic analysis, compression, virtualization etc.
20. Managing of physical storage elements/equipment

21. Managing moving inactive data off of production machines to free online disk space for important active data
22. Managing logical storage elements like caching, I/O technologies, data protection technologies etc.
23. Storage provisioning. Estimate and recommend storage requirements
24. Performing data management including backup and recovery
25. For disk storage, responding to storage requests by:
  - Allocating raw storage
  - Defining logical volumes
26. Troubleshooting disruptions and working with vendors to resolve the issues including software/firmware/patches related issues
27. Performing capacity management of storage resources to meet business needs
28. Planning for upgrades to hardware and software (including execution)
29. Granting UIIC access to the storage management system from all applicable locations where the Services are performed, and allowing UIIC to monitor and view the knowledge database on an ongoing basis (including Authorized Users)
30. Storage provisioning, purging of disk space, Replication support, LUN, SAN Switches, FC Links, Point in time copy / Snapshot management, RAID Configuration
31. Supporting Disaster Recovery activities pertaining to storage devices
32. Enable Proactive monitoring to ensure Minimal/Zero system disruptions/performance issues/outages.
33. Incorporate takeaways from Major Incidents into monitoring to prevent repetitions.
34. Maintaining documentation of configurations (including pictorial representation of the storage layout.)
35. Maintaining documentation of storage component details including architecture diagram, policies and configurations and the same should be reflected in the Configuration Management Database (CMDB)
36. Performing any other day-to-day administration and support activities

#### 3.2.1.5 Backup and Restoration Management services

The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines. The Bidder shall define data backup and recovery requirements. These requirements should cover the following at a minimum:

1. Identify the data backup technique which best suits the needs of UIIC for each application / server
  2. Install, configure, test and manage any tools that may be required for data backup and recovery, such as those for writing the same data to multiple storage devices at the same time
  3. Restore data to the database, as appropriate while ensuring that there is no loss of information / data.
  4. Development of procedures and templates. Periodically conducting restoration drills, recording the results and reporting the results to UIIC.
  5. Execute backup and recovery procedures
  6. The IT MSP is required to handover the tapes to UIIC's personal/3rd party who will vault the tapes at offsite locations and retrieve tapes from UIIC's resources when required.
  7. Restore required files and data sets
  8. Performing mock system failure and then data restoration drills on periodic basis
  9. Manage all existing and all future deployments of, Backup and Restore Infrastructure. Media will include both tape and disk drives
  10. Performance tuning for the Backup and Restore Infrastructure
  11. Install and configure new equipment as required
  12. Configure any new Backup and Restore infrastructure to the Monitoring and Alerting system and commence the Monitoring activity upon completion of the installation.
  13. Provide capacity planning on backup and restore platforms.
  14. Equipment shifting within the premises including reinstallation/ configuration and calling & labelling
- Administration**
15. Backup and Restoration Administration - Manage and monitor backup and restoration activities.
  16. Provide Backup and restore infrastructure configuration maintenance

17. Handling backup (Full, Differential, Incremental) of agreed data for all managed servers as per the frequency (daily, weekly, monthly, yearly) defined in the backup & restore policy/ procedure/ guideline of UIC.
  18. Performing media management for offsite/onsite backup
  19. Handling service requests on backup and restoration.
  20. Generating daily/weekly/monthly report on the backup/restoration performance
  21. Performing retrieval of backup data
  22. Performing back up media maintenance:
    - Defining media rotation requirements and/ or follow standard procedure
    - Labelling backup media as per backup policy
    - Planning and requisitioning of storage media
    - Monitoring and maintenance of the scratch tape pool
    - Registering tapes into automated tape handling devices
    - Handing over of tapes to UIC's personal /3rd party vendor for rotation of tapes to offsite facilities
    - Destruction of media coming out of service in accordance with back up policy
  23. Executing database back-ups and restores (including export and/or import) using database tools.
  24. Performing restoration activities:
    - Testing of the restore the Data as per UIC Policy/guidelines.
    - Restoring complete or incremental backup as authorized (including user approval for restoration to same path, business manager approval for restoration of common folders to same path and UIC IT approval for all other restorations) within 24 elapsed hours
    - Periodically verifying backup media integrity and testing of backup and restoration process as per a defined schedule
    - Restoring single or multiple objects from the backup media
  25. Reviewing backup and restoration process and infrastructure, to reduce the backup or restoration windows
  26. Monitoring the backup and report on backup logs. Reasons for backup failures are to be analyzed and reported.
  27. Monitor tape hardware for malfunctions and monitor tape usage
  28. Managing and maintaining of back up tape devices
  29. Performing maintenance of appropriate documentation, in accordance with back up policy:
    - Maintaining a backup register
    - Labelling and tracking of tapes
    - Backup and verification Logs
    - Restoration Logs
  30. Granting UIC access to the backup management system from all applicable locations where the Services are performed, and allowing UIC to monitor and view the knowledge database on an ongoing basis (including Authorized Users)
  31. Rapidly resolving every backup request/incident/problem within mutually agreed timelines
  32. Backup policies configuration, modification for file systems, databases on heterogeneous operating systems
  33. Performing any other day-to-day administration and support activities
  34. Perform periodic audits to ensure the proper cataloguing of media
  35. Review compliance with physical specifications, retention periods and Security
  36. Provide monthly reports of retired and disposed Tapes. The report is to also to account for the status of all the backup media in the storage, including new media added for the month.
  37. Maintain the integrity of the tape library system
  38. Monitor tape library for reliability and minimization of read/write errors during the entire retention period
- Backup and Recovery - Restoration testing**
39. Carry out mock restoration tests
  40. Decide applications and data for testing through restoration testing as per UIC policy

41. Document test plans and results
42. Delete data from test servers
43. Review restoration test results
44. Storing backups and managing media life expectancy for storage media, etc.

#### **Offsite Media Management**

45. Responsibility for off-site media storage, including:
  - Integrity Checking
  - Compliance with UIIC and/or government requirements
  - Handover the Tape Media and business- recovery-related paper documentation to UIIC personnel/3rd party vendor for secure off-site vault storage
46. Follow off-site Tape Media storage procedures, including:
  - Prepare media for off-site storage, for transfer to other Third Parties/UIIC's personnel as requested by UIIC, or as otherwise required
  - Log all physical tape Media in and out of the Data Center and/or remote locations, as appropriate.
  - Handover the tape media to UIIC personnel/3rd party vendor to ship/receive tape Media to and from the off-site storage location(s) on a daily basis or as required.
  - Maintain the rotation of the tape Media that is required for off-site storage.
  - Periodically Audit the off-site tape storage facility for compliance and control procedures and provide reports of such audits to UIIC.
  - Maintain the integrity of data shipped to off- site storage by UIIC's personnel/3rd party vendor
  - Notify UIIC of any problems
  - Design an emergency tape Media return process and submit to UIIC for approval
  - Comply with, and review compliance with, physical specifications, retention periods, and security
  - Wipe/erase the data and configuration information resident on the External Storage Media using recognized industry standards prior to disposing of the External Storage Media.

#### **Replication**

47. Monitor the RTO and RPO of complete solution as per the UIIC's policy
48. Monitor and manage the replication between the DC, NDR and the DR
49. Generate reports to review the performance of the replication
50. Ensuring the RTO and RPO are maintained of the Complete solution as per the UIIC's policy

#### **3.2.1.6 DC – DR Drills**

The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines. After implementation of the supplied hardware and software bidder need to perform the first DC DR Drill in totality within one month in coordination will all other vendors of the UIIC.

1. Bidder need to perform minimum of 4 DC DR drill in each year during the contract period as per the discretion of the UIIC.
2. All the DR Drills needs to be done from the supplied ADR tool
3. Bidder needs to allocate adequate resources, do project management and work closely with the application owner for performing the DC-DR Drills whenever planned by the UIIC.
4. Any configuration level changes which can impact the DC DR drill need to be informed to ADR team before handover to avoid issues during the Drill.
5. During DC DR drill bidder need to allocate appropriate resources onsite to avoid any failure and delays which will be penalized appropriately as mentioned in the Section 33 Service Level of RFP
6. Bidder need to perform project management and all reporting and pre and post environment preparation to avoid any failure in the drill.
7. Maintain and update Business Continuity plan
8. Maintain and update disaster recovery plan
9. Ensure successful replication between production and DR

10. Notifying UIIC promptly if a Disaster recovery scenario/condition arises
11. Assisting UIIC in execution of DR plan in such scenario
12. Perform periodic recovery testing
13. Developing and executing test plans as per defined periodicity or as and when required
14. Documentation for Business continuity plan, Business continuity strategy plan & Roles and responsibility matrix for DC and DR team
15. Coordinate with all the users involved in DR testing
16. Track and report DR test results.
17. Develop an action plan and timeline to address DR testing results.
18. Implement DR action plans and provide ongoing status reporting until completion of all action items.
19. Initiate the DR plan for UIIC in the event of UIIC declared DR situation as per UIIC Disaster Recovery policies and procedures.
20. Perform quarterly DC-DR drills based on UIIC's periodicity.
21. Coordinate with UIIC and third parties during a DR situation as per UIIC Disaster Recovery policies and procedures.
22. UIIC can also do an unplanned DC-DR Drill which bidder needs to support and design the system accordingly.

### 3.2.1.7 RTO / RPO Management

The bidder needs to maintain the below RTO and RPO parameters of the all the in-scope equipment's and software as mentioned below. Bidder will be responsible to main

Application Name	RTO / RPO
GC Core and Portal (Part of ADR Tool)	RPO: - 0 Minutes RTO: - 120 minutes
Other Hardware and Database (Not Part of ADR Tool)	RPO: - 30 Minutes RTO: - 180 Minutes

### 3.2.2 Cross Functional Services

Over and above the defined scope of services within the Domain Services, it is expected that the Bidder provide the IT support service management activities required to effectively manage the services required in a consistent, efficient and reliable manner and is able to meet the desired service levels.

The Cross Functional Services are mentioned below:

Service	Description
<b>Performance measurement and reporting</b>	Ensuring that appropriate performance measurement tools and processes are in place that can produce the required reporting on all IT services within the scope of the Bidder. The Bidder(s) will also be required to adopt a collaborative approach in order to ensure that end-to-end reporting can be achieved through consolidating the
<b>Incident management and IT Infrastructure Support Services</b>	Incident management refers to an unplanned interruption to an IT Service or a reduction in the Quality of Service. The objective of incident management is to restore normal operations as quickly as possible with the least possible impact on either the business or the user.  The Bidder is expected to assume accountability for the resolution of incidents as part of the 1st line of support to be provided. All 2nd level support will be the Bidder's responsibility. The Bidder should also take into account that a 24x7x365 support service is required. Bidder will raise tickets with respective OEMs for level 3 support.

<b>Asset and Configuration management</b>	Provision and management of the IT assets and inventory across the lifecycle from acquisition to disposal. An accurate record database of the UIIC asset environment should be maintained on a daily basis and be made readily available to UIIC for analysis and reporting.
<b>Change Management and Release Management</b>	Change Management will protect the production environment and its services. All changes to Configuration Items must be carried out in a planned and authorized manner. This includes identifying the specific Configuration Items and IT Services affected by the Change, deploying the Change, testing the Change on UAT environment, and having a roll back plan should the Change result in an unexpected state of the Service. Release Management will take a holistic view of a Change to an IT service and to verify that all aspects of a Release, both technical and non- technical
<b>Service Level Management</b>	Service Level Management will maintain and gradually improve business- aligned IT service quality through a constant cycle of agreeing, monitoring, reporting, and reviewing IT service achievements and through instigating actions to eradicate unacceptable levels of service
<b>Security Management</b>	Security Management will ensure compliance to security policies, contractual requirements, regulatory/statutory requirements, and as expressed in the Service Levels
<b>Patch Management</b>	Provide patches management services for in-scope infrastructure at DC/DR/NS/HO
<b>Software License Management</b>	Manage compliance with all Software licenses by monitoring and auditing all Software use, regardless of financial responsibility for the Software.
<b>IT service continuity and Disaster Recovery</b>	Supporting disaster recovery activities in scenario of a disaster and to keep the UIIC disaster recovery plan up to date

### 3.2.2.1 Performance measurement and reporting

The service provider will be required to provide reports on a regular basis relating to the performance and quality of the IT services provided and the performance of the service being delivered.

It will be expected that the bidder shall be proactive in identifying opportunities for improvements in the delivery of the service.

Service Requirements	Description
General Performance Management	Assess and publish metrics on the quality of services being provided.
Architecture Assessment of GC Core SAP and Portal infra	The Vendor shall provide the following Services mentioned below as a part of the architecture assessment and provide the analysis report to the UIIC. <ul style="list-style-type: none"> <li>• Biannual Performance Analysis for systems</li> <li>• Biannual Storage Assessment Service</li> <li>• Biannual Backup Assessment Service</li> <li>• Biannual Performance Analysis for Database</li> </ul> The analysis report needs to be reviewed by the independent third party at no additional cost to the UIIC. The independent third party should have experience of performing hardware assessment for at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches

Reporting	Provide Performance management reports to the UIIC as per the periodicity mentioned in the RFP or on the mutually agreed periodicity for reports wherein periodicity is not mentioned in the RFP.
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The Bidder should use industry standard tools required for carrying out the activities mentioned in Architecture Assessment of GC Core, SAP and Portal infrastructure. Independent reputed third party shall review based on the report submitted by Bidder. The independent third party should have experience of performing hardware assessment for at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India.

The Bidder is required to perform the performance analysis of the in-scope Core Insurance, SAP and Portal servers, storage and Backup and database. The Servers and database performance assessment needs to be done on a quarterly basis. The storage and back up assessment need to be done bi-annually.

The Bidder should perform deployment architecture review, caching and compression of data at relevant components, identification of failure points and its impact on performance, backup and storage policies, CPU/ Memory and disk utilization parameters, configuration analysis, analysis of IO intensive activities etc.

The Bidder is required to comply with the roles & responsibilities for Performance measurement and reporting services detailed in Annexure 9 – Minimum Functional & Technical Specifications.

### 3.2.2.2 Incident Management and IT Infrastructure Support Services

The Bidder should not only take precautions necessary to minimize damage from incidents and malfunctions, but also monitor and document these incidents in detail with a view to learn from them. The bidder should design and implement formal systems and procedures for detecting and reporting incidents relating to exceptional situations in day-to-day administration of the IT infrastructure. It should ensure that incidents are reported in time to enable authorities to take appropriate corrective actions to avoid the recurrence of such events in future.

The bidder is required to provide an IT Infrastructure Support Services to UIIC's Application Monitoring Group for any issues in domain or cross functional services.

#### **Incident Management and IT Infrastructure Support Services**

1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines
2. Receiving incidents through helpdesk tools and taking necessary action. The successful bidder shall update the status of the ticket as and when desired
3. The bidder will have to ensure that categorization of services is possible/enabled in the system to capture the defined SLAs
4. Providing updates to UIIC's Team on incidents logged
5. Receiving requests and trouble reports, assign priority based on agreed upon definitions and route the request to the appropriate service engineer (including for remote support or on call support) and track till resolution
6. Resolving all incidents as per resolution time limit specified
7. The resolution time will be measured from the time when Bidder receives an intimation (through helpdesk tool /phone /email) from the group/end user. Resolution of problem for the purposes of this Service Level shall mean to achieve normal operational functionality
8. Define help desk call prioritization guidelines, problem severity codes, and escalation procedures
9. Provide L1 & L2 support for infrastructure calls
10. Level 1 Support for the Infrastructure & other queries linked with in-scope equipment & services
11. Conduct a thorough Root Cause Analysis to identify the problem and do an assessment requirement for routing it to L2 or AMC / ATS Support

12. Escalate and communicate issues as per agreed escalation/communication processes
13. Carrying out root cause analysis and corrective action for recurring incidents and for all critical and major problems.
14. Subject to UIIC's review and approval, developing and periodically updating problem escalation procedures and distributing such procedures to Authorized Users
15. Escalate the tickets to Level 2 Support group for resolution.
16. Resolve the L2 problems logged by the users. Logs calls with AMC / ATS service providers in case of needs and coordinate and follow up with them till closure
17. Coordinate with Application / Hardware service providers to get the calls resolved which needs their support for ticket closure.
18. Support for the IT peripherals at DC, DR, NDR and HO
19. Ensuring approval from UIIC for moving out a helpdesk personnel
20. Notifying users of problem status and resolution through the Helpdesk system.
21. Monitor the resolution of the tickets
22. Manage problem escalation procedures
23. Providing status of pending requests to UIIC business user -The mail should contain business, domain type, company code, person who raised the ticket, description of the incident/problem, actions taken, current status, last contacted personnel and reasons for pending status
24. Notifying UIIC business users when request is completed
25. Resolution of the problems linked to in scope infrastructure or services
26. Notifying UIIC IT of any deviation to process or failure to meet SLA
27. Developing the knowledge database that is required in order to solve as many incidents as possible as a first-time fix.
28. Knowledge database on an ongoing basis (including Authorized Users)
29. Liaison with the 3rd party Vendors, application service providers and coordinate problem identification and resolution
30. Record, analyze and report queries/tickets/calls received by the help desk, including:
  - Query volumes and duration,
  - Problem trends, and
  - Query resolution time.
  - Unresolved called
  - Age analysis of unresolved queries
  - Problem solution and resolutions
31. Conduct trend analysis and if required forward the case to the incident management team
32. Generate the reports from the system to track the Helpdesk support service levels
33. Dispatch the appropriate support personnel to remedy a problem if it is a hardware, network or security infrastructure related issue
34. Bidder will provide Induction Training to all the bidder personnel joining UIIC account covering the following aspects:
  - Introduction to UIIC's IT policies and processes
  - Understanding of UIIC Business Processes and culture
  - Adequate training on new products and services
35. Performing any other day-to-day administration and support activities

### 3.2.2.3 Asset and Configuration management

Asset services to provide operating system software and hardware asset management and processes to meet business requirements. It also further provides inventory and configuration management capabilities, maintenance management, hardware and software pricing, financial and budgeting support for critical capital investment assets, and contract compliance capabilities. The asset and configuration management will include IT assets of the UIIC deployed at corporate office, Primary Data Center, Disaster Recovery Site and Near Site. The end user devices will be out of scope.



1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines
2. Creating Configuration Management Databases (CMDBs) as per ITIL V3 for an effective Configuration management which is responsible for identifying, controlling, and tracking all versions of hardware, software, documentation, processes, procedures, and all other inanimate components of the information technology (IT) organization.
3. Regulating, automating and simplifying the software distribution, IT inventory collection, provisioning and configuration of UIIC IT resources.
4. Periodically reviewing the CMDB for completeness and correctness
5. Ensuring that licenses and AMC are updated in a timely manner. (Notify UIIC two months prior to expiry).
6. Recording all installation of new devices, movement within site / locations, changes in configuration of devices (IMAC). Record emergency IMAC where in a mail approval from UIIC IT has been received and the IMAC forms are approved in retrospect. Report on list of changes made and reconcile with service delivery requests. Any unauthorized changes made should be included in the report with reasons.
7. Maintaining a record of consumables and stock them in the space provided by UIIC and also monitor the stock levels and replenish them to ensure there is no short fall. Overstock level would also be decided and maintained to avoid overstocking
8. Replacing assets, with at least an asset having minimum configuration and quality of the original asset, during preventive maintenance or on asset failure (Change Management Request (CMR) should contain old and new configuration and quality details)
9. Performing physical verification of assets periodically. Verification at each location can be performed according to a schedule across the year and financial year end verification must be performed. Reporting discrepancies in verification to UIIC IT
10. Creating a database on all software licenses and versions used in UIIC
11. Monitoring the software running on UIIC systems to ensure there is no usage of unlicensed software and also report on all unauthorized software installed on user machines.
12. Monitoring and reporting to UIIC, any violation of software license or pending software license expiry
13. Managing physical system elements and logical system components, and their configurations
14. Maintaining asset register for all server/network/storage/EUC equipment etc. Record information such as serial number, asset code, warranty, AMC details, P.O Number, Invoice Details, Labelling of the Asset, Purchase details etc.
15. Maintaining documentation of network systems, component details and inter- connectivity and the same should be reflected in the Configuration Management Database (CMDB) as per ITIL V3.
16. Monitoring software assets to report details including software end of life scenarios, AMC, subscriptions and warranty to the Change Advisory Board (CAB)
17. Managing storage and access control over the software inventory
18. Using tool for software distribution process
19. Maintaining document of all changes to software assets and update the same in the Configuration Management Database (CMDB)
20. Granting UIIC access to the asset management system from all applicable locations where the Services are performed, and allowing UIIC to monitor and view the knowledge database on an ongoing basis (including Authorized Users)
21. All IMACs where the request can be completed remotely (i.e. without physical service provider presence required at the site) are included in the services and will be performed at no additional charge. Examples of non-chargeable IMACs would include software installs, logical moves (e.g. user updates in databases/IP addresses)
  - If multiple upgrades or reconfigurations are scheduled for a single piece of equipment, only one IMAC will be counted
  - Equipment refreshes are not considered IMACs. For example, where a hardware item is to be replaced under UIIC's refresh requirements, the removal of the old equipment and installation of new equipment is not treated as an IMAC
22. Abiding to UIIC's refresh policy for hardware and software
23. Performing any other day-to-day administration and support activities

### 3.2.2.4 Change Management and Release Management:

As part of the change management process the bidder is expected to perform the following activities:

Service Requirements	Description
Initial user request	<p>In case of changes required to application software maintained by the bidder, the user shall submit the requirements to the UIC IT Team. The bidder must populate the 'Change Requirement' form.</p> <p>The requirements could relate to changes required in the operational infrastructure to support new/existing requirements or frequent error messages indicating that some parts of the programs are incorrect.</p> <p>The requirements could relate to additional features required to be built in the system or changes forced by the regulatory body as well as suggestions from the stakeholder community</p>
Approval of request	<ol style="list-style-type: none"> <li>1. Once UIC provides the go ahead, the bidder along with the Bidder team, shall conduct a feasibility analysis</li> <li>2. Subject to the outcome of the feasibility study, the request shall be forwarded to the relevant team.</li> <li>3. An enterprise-wide, standard naming convention for each application / Hardware change requests must be adopted by the Bidder. This naming convention should clearly and unambiguously highlight the respective application / Hardware name, module name and the version number.</li> <li>4. The Bidder, should collate the relevant information to assist UIC in analysing the Change Request based on the following: <ul style="list-style-type: none"> <li>• Criticality and need for program change</li> <li>• Exploring new ways of getting the same functionality within the existing set up</li> <li>• Building workarounds</li> <li>• Effect on other modules/ menu options/ business process – Impact Analysis</li> <li>• Any possible effect on existing control procedures</li> </ul> </li> <li>5. The Bidder shall formally provide its recommendations to UIC.</li> </ol>
Documenting the changes	<p>The Bidder shall maintain the documentation related to the IT infrastructure and accordingly make the necessary modifications/updates as and when changes are made to programs.</p> <p>The Bidder must ensure that the user operating manual as well as system documentation is updated on a timely basis. The responsibility of maintaining the above documents is with the Bidder.</p>

1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIC's requirements and any statutory or regulatory guidelines
2. Apply change and release management policies, procedures and processes to comply with service level requirements
3. Establish change classifications (impact, priority, risk) and change authorization process.
4. Participate in the development of the change management and release management procedures and policies.
5. Document and classify proposed changes to UIC services. Documentation shall include UIC cost and risk impact if needed and back out plans for all proposed changes.
6. Develop and maintain a schedule of planned changes and provide to UIC as required, complying with change control process.

7. Determine change logistics and schedule.
8. Schedule and conduct change management meeting to include review of planned changes and results of changes made.
9. Attend weekly CAB meetings for approval of change implementation.
10. Attend change management meetings.
11. Provide change management documentation and tooling as required.
12. Review change management details and suggest amendments as appropriate to meet the needs of UIC (back out plan, go/no go decision).
13. Notify UIC of change timing and impact.
14. Implement change and adhere to detailed release plans.
15. Modify configuration, asset management items and service catalogue (if applicable) to reflect change. Asset management is reviewed quarterly but also can be requested on demand (referred later). Disaster recovery impact is covered under the normal change control processes.
16. Verify that completed changes delivered the expected impact and resolve negative impacts.
17. Monitor changes and report results of changes and impacts.
18. Conduct user acceptance tests as required.

#### 3.2.2.5 Service Level Management

The objective of the Service Level Management process is to manage and maintain the quality of IT services delivered to UIC's end users. The process should also seek to improve the quality of service delivered to the end users by reviewing the level of performance achieved by the IT Help Desk.

The Bidder is expected to design and implement a Service Level Management process to enable both the end user and the Vendors to have a clear understanding of the expected level of delivered services by documenting these goals in formal documents.

The SI is expected to perform the following activities in relation to Service Level Management with other IT processes:

1. Incident Management service assists Service Level Management by:
  - Monitoring and reporting on threshold breaches in agreements and notifying support officers when escalation and breach events occur
  - Providing information on historical data and trends
  - Providing the interface with customers on the level of services provided
  - Recording escalation actions and activities to maintain the service commitment under an SLA with the customer.
2. Problem Management service - assists Service Level Management by:
  - Identifying the underlying cause of incidents and problems to minimize their recurrence
  - Providing statistics, trends and historical data and assisting with Service Level Management reporting.
3. Change Management service assists Service Level Management by:
  - Providing information on the effect of changes on the IT infrastructure and the impact on service level targets before and after these changes are implemented
  - Tracking improvement in services since service levels are defined
4. Configuration Management service assists Service Level Management by:
  - Identifying the services affected by faulty configuration implementations
  - Identifying components/functions that combine to deliver a business function/service so that underlying agreements can be set up.
5. Assess and collate the Service Levels across multiple Vendor Contracts
6. Define, document, and implement a process to ensure that service levels are tracked
7. Develop a process by which reports are produced showing the performance of a service against its SLA
8. Undertake routine exercises whereby each SLA target is analyzed
9. Define, document, and implement a process that ensures that SLAs are regularly reviewed to ensure that they meet the UIC's requirements

10. Track the SLA in conjunction with the change management process, define, document and implement a process whereby all changes to SLAs are agreed upon and raised through the change management process using a request for change.
11. Provide periodic status on the Service Levels maintained across all the components/services that are required to be tracked
12. Compute the penalties based on the Service Level defaults
13. Collate the required documentation, evidence required to be shared with the respective Vendors

#### 3.2.2.6 Security Management:

The Bidder must ensure that the ongoing operations adheres to UIIC's security policy. The Bidder is expected to monitor and report any deviation from UIIC's policies for the complete operations solution.

UIIC's policies are in line with global standards like ISO 27001. Audits will be conducted by UIIC (or by auditors and / or Consultants empanelled by UIIC for the purpose.) Any findings unearthed during these audits will have to be fixed by the bidder. The bidder is required to ensure anti-virus scans and updates for the in-scope infrastructure.

The Bidder shall define a standard operating environment for UIIC's IT infrastructure based on UIIC's security policies. It shall also ensure that the required updates are performed as necessary.

The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines

1. Entire IT infrastructure of the UIIC (supplied and maintain by bidder) complies with the Security Policy
  2. Activities that would be carried out:
  3. user ID creation / deletion,
  4. password setting / resetting,
  5. creation of limited access shared space on servers,
  6. secured installation of assets, secured backup tape storage,
  7. destruction of data on failed hardware components (for example, data on a server hard drive that fails) and
  8. Confidential data protection methodologies.
  9. Secure network resources against unauthorized access from internal or external sources.
  10. Periodically review access authorizations and remove those for which approval no longer exists
  11. Reset logon ID passwords and disclose passwords only to authorized personnel
  12. Establish, change, deactivate, and remove logon IDs and associated access authorizations
  13. Provide and maintain virus avoidance, detection, and elimination software for Servers.
  14. Conduct periodic virus scans for Servers to monitor for virus propagation and perform virus detection and eradication
  15. Maintain security controls for dial-in services and add users to the services as requested
  16. Restrict physical access to Servers and infrastructure devices and other secured areas to authorized personnel only at DC
  17. Restrict physical access to Servers and infrastructure devices and other secured areas to authorized personnel only at DRS
  18. Implement controls which protect printed output and portable storage media (for example, tapes and disk packs) from unauthorized access and
  19. Anti-virus update on the in-scope infrastructure
  20. Anti-virus scan on the in scope infra
- Security Incident Reporting**
21. Report any significant computer security incidents occurring on any systems
  22. Report any significant network security incidents occurring on any systems
  23. Track the number of security incident occurrences resulting in a user's loss of data integrity, denial of service, loss of confidentiality or that renders the user(s) unproductive for a period.

## 24. Facilitate meetings with the UIIC team

### 3.2.2.7 Patch Management

The Bidder will be responsible for implementing patch management for in-scope infrastructure at DC/DR/NDR and HO. Bidder needs to propose the Patch Management tool as part of EMS tool which need to be complied with the technical Specifications mentioned in the Annexure 9- Minimum functional & technical specifications

The Bidder shall ensure that installed software is available at consistent release levels. Also, as part of the Patch Management maintenance needs to perform below

The Bidder shall perform system planning and design for patch management. Once this process is defined, Bidder shall configure the patch management set-up and test the patch management process. The Bidder shall develop the strategy for activation, including:

1. Which hardware must be activated first
2. Start times (e.g., nights and weekends when there is less line activity and less impact on performance)
3. Assignment of attended and unattended nodes
4. Identification of hardware which do not get updated and developing a plan to update the same.
5. Distribution of patches, services packs, reports etc.

Bidder shall take corrective action, as appropriate, for problems resulting from patch management (additions or upgrades) to facilitate application stability. Bidder shall monitor the asset management and software license management systems implemented at UIIC.

Patch Management for end user computer/laptops, branch network equipment and branch peripherals are out of scope for the bidder.

1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines
2. Define patch management processes and procedures, packaging (Server software build), configuration customization, and deployment of patches
3. Ensure that installed software is available at consistent release levels.
4. Perform system planning and design for patch management e.g. boot disks, tapes, server-based software)
5. Develop the strategy for activation, including:
6. Start times (e.g., nights and weekends when there is less line activity and less impact on End Users);
7. Assignment of attended and unattended Hardware; and Distribution
8. Check software configuration and ensure policy compliance
9. Document the patch management strategy for each application
10. Test all new releases of software prior to promotion into the production environment
11. Take corrective action, as appropriate, for problems resulting from software distribution (additions or upgrades) to correct error conditions and facilitate application stability.
12. Patch Management is only for in scope infrastructure at DC, DR, NDR & HO. The end user devices are out of scope

### 3.2.2.8 Software License Management:

The Bidder shall perform an inventory of software licenses as of a date. The Bidder will develop and maintain a software license inventory data base which tracks:

1. Whether the license has been procured by the SI or by UIIC
2. Whether the license comprises entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance
3. The authorized end users who have access to the Server resources
4. Expiry of licenses and contracts.
5. Maintain software license inventory to include the licenses existing as of the Start Date

6. Maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance
7. Perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions
8. Periodically review of software license and maintenance agreements

The bidder is required to provide software license management for all the software in the UIIC's IT landscape at DC, DR, NDR & HO. The end user devices at these locations are out of scope for the ITMSP.

#### 3.2.2.9 IT service continuity and Disaster Recovery

The bidder is required to provide IT service continuity and disaster recovery services for UIIC production environments and their associated infrastructure. The bidder must demonstrate that it will consistently meet or exceed UIIC business continuity and disaster recovery requirements.

The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines

1. Maintain and update Business Continuity plan.
2. Maintain and update disaster recovery plan
3. Ensure successful replication between production and DR
4. Notifying UIIC promptly if a Disaster recovery scenario/condition arises
5. Assisting UIIC in execution of DR plan in such scenario
6. Perform periodic recovery testing
7. Developing and executing test plans as per defined periodicity or as and when required
8. Documentation for Business continuity plan, Business continuity strategy plan & Roles and responsibility matrix for DC and DR team
9. Coordinate involvement of users for DR testing
10. Track and report DR test results
11. Develop an action plan and timeline to address DR testing results
12. Implement DR action plans and provide ongoing status reporting until completion of all action items
13. Initiate the DR plan for UIIC in the event of an UIIC declared DR situation per UIIC Disaster Recovery policies and procedures.
14. Perform quarterly DR drills or DR drills based on UIIC's periodicity
15. Coordinate with UIIC and third parties during a DR situation per UIIC Disaster Recovery policies and procedures

#### 3.2.2.10 Application Performance Management

The Tool provided by the bidder as the Technical Specification mentioned in the Annexure 9- Minimum functional & technical specifications, bidder needs to monitor the performance of Core Insurance Application, SAP and Portal on Daily basis in working hours of the UIIC. The scope of the application performance management and assurance services should include, but not limited, to the following:

1. Preventive monitoring of Application (Core Insurance, SAP and Portal)
2. In the event of a critical Alert application experts would step in to carry out initial analysis and hand over the observations for the respective teams to action the same to prevent the event from happening.
3. Availability of senior level experts on On-Call Basis for critical alerts/incidents
4. Provide suggestive restoration/preventive advises as applicable to ensure stability of the environment
5. APM should minimize the application downtime and provide visibility on batch operations.
6. The APM and assurance services should provide the capability to have a deep dive analysis of infra (Web, App, DB, OS & Storage) component even post alert and reduce the MTTR on issues faced.

7. The proposed solution should provide support for in any other http or non-http applications and should have the ability to add environment specific custom KPI's.
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.
9. The L2 support should be provided by an independent third (3rd) party for analysis, remediation, software administration, reporting and incident analysis, troubleshooting and alert analysis. The cost of the L1 & L2 resources should be factored in by the bidder in the Annexure 7 – Commercial Bid format.
10. The Bidder is required to comply to Annexure 9- Minimum functional & technical specifications for APM tools. The bidder is also required to provide the sizing of the server hardware, Storage, OS, Databases and required to install the Application Performance Management Tool.

Bidder need to procure, implement, maintain the required server hardware, Storage, OS and Databases for the tools. Any other software & hardware required by the bidder for APM tools needs to be procured and implemented by the bidder.

#### 3.2.2.11 Roles and Responsibility of APM, EMS, ADR, JOB Automation L1 and L2 Resources

Bidder needs to provide the L1 and L2 onsite resources as per the Minimum number and Shift mentioned in the RFP. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIC's requirements and any statutory or regulatory guidelines

##### **Role & Responsibility of L1 (Monitoring)**

1. Monitor the Alerts triggered by Tools for various components / transactions across Core Insurance, SAP and Portal and intimate the respective stakeholders
2. Follow SoP's for various monitoring tasks as per discussions with application owners
3. Provide 1st level details to Application Owner around alerts during alerts' intimation
4. Maintain call logs for calls made to / received from application owners.
5. Continuously check Data Collection status of all components and transactions across Core Insurance, SAP and Portal
6. Raise tickets / tasks for APM administrator to work on data collection issue, if any.
7. Generate daily/weekly and monthly reports
  - a) Data Collection Report - Critical/High/Low
  - b) Transaction Volume Report
  - c) Agent Health Report
  - d) Application wise alerts
8. Coordinate with UIC's application team during any change-release events within the application.
9. Enable/disable Alert profiles as per request from Core Insurance, SAP and Portal Owner
10. Reset thresholds as per request from App Owner
11. Enable/Disable monitoring of components as per request from App Owner
12. Perform Tool health maintenance activities, such as DB Backup, services restart
13. Provide application specific Real Time Transaction performance details: Various parameters/KPIs include:
14. Volume of transactions (i.e., how many transactions have occurred in a minute)
15. Average response time of these transactions in a minute (Response time is the time from the instant a transaction hits a web server and returns a response out of the web server) are displayed.
16. Aggregated count of successful, failed and timed out transactions per minute are displayed.
17. Audit details like transaction start time, end time, client IP address and port, server IP address and port are displayed

##### **Role & Responsibility of L2 (Analysis) and (Remediation)**

18. Managing change request in tool given by Application owners such as agent reinstallation, adding custom components.

19. Managing Tool metadata & Sustaining Implemented applications
20. Tool System health check periodically (watching for errors in Tool, log file analysis)
21. Create and maintain Tool configuration & maintenance documentation.
22. Undertake advanced administration tasks as required e.g. to support problem resolution in tool
23. Responsible for tool Availability, Performance, analysis & remediation
24. Deploying patch updates as and when necessary with Product Support team and UIIC team
25. Understand information required & actions desired for various alert scenarios
26. Develops scripts for custom forensic actions/information
27. UAT testing of forensic scripts & approval onsite
28. Providing remedial measures: - Analyze the issue based on data issued-Narrow down to the layer in which the problem is predominant-For "High" severity alerts OEM to provide the suggestive restoration steps-prepare RCA document-Based on the Infrastructure component utilization trends proactive sizing recommendations
29. Provide Predictive Analytics
  - a) Component KPI alert generation based on transaction volume and component KPI correlation
  - b) any other as per UIIC's requirements
30. Provide performance fine tuning for
  - a) Slowdown of EOD BOD process
  - b) Increase in response time
  - c) Creation of deadlocks and causing Resource Busy Error
  - d) Slowdown of Closing and Interest related batch jobs
  - e) DB server utilization reaching up to 100%
  - f) Queries from 3rd party application if any causing performance issues would be highlighted to UIIC with any tuning recommendations (if applicable). UIIC should take up with respective vendors or UIIC's internal teams for fixing.
31. Interface with Tools OEM's support team for support requests and enhancements

### 3.2.2.12 Exit Management Services

In addition to the requirements mentioned in RFP, the purpose of this section is to provide details of bidder's assistance during termination or expiration of contract and exit plan strategy for the UIIC. Bidder also has to develop a detailed Exit Plan with-in 6 months of signing of contract. After that, the exit plan has to be regularly reviewed and updated on a yearly basis.

Following shall be covered as part of the Handover & Transition of Services at the end of contract period or in the event of termination. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with UIIC's requirements and any statutory or regulatory guidelines

1. If any other agency or service provider is selected by UIIC for providing in-scope services, the Bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete satisfaction of UIIC. In case if UIIC observes the lack of willingness to manage transit/ sharing of information or lack of support from bidder (selected through this RFP), UIIC shall have absolute discretion to apply requisite penalties and deduct the amount from its billing or from performance guarantee.
2. Bidder shall provide the necessary transition for the period of 6 months. However, this period of transition could vary depending on the need of UIIC and the same shall be communicated to them.
3. During transition phase, the Successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. In case such instances, UIIC will have right to penalize the Successful Bidder appropriately.
4. During transition phase, UIIC will deploy a dedicated Transition Manager to enable the successful transition.
5. During the exit management process, it is the responsibility of bidder to address and rectify the problems identified with the IT infrastructure of UIIC including installation/reinstallation of the system



- software, Databases etc. The Successful Bidder shall ensure that the infrastructure are handed over to UIC in an operational condition to the satisfaction of UIC.
6. The ownership of the assets (including soft and hard components existing and procured through this RFP) except for those which are taken as a service, at any point of time during the term of the contract or expiry of the Contract, shall rest with UIC. In addition, any information/ data gathered or generated by the Successful Bidder during the term of the contract would be the property of UIC and the same should be handed over to UIC in native format at the end or termination of the contract.
  7. In case UIC decides to withdraw any services/components from the Bidder's scope of work during the contract period, the Successful Bidder has to facilitate the transition of that service / components in compliance with above clauses.
  8. Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration
  9. Bidder shall fully and timely compliance with the Exit Plan
  10. Bidder shall not make any changes to the Services under this Agreement and shall continue to provide all Services to comply with the Service Levels;
  11. The bidder should perform a complete reverse transition of services to the UIC's selected new vendor.
  12. Bidder shall within ninety (90) days of the Signing Date, deliver to UIC a plan specifying the Termination/Expiration Assistance including the functions and services of Bidder necessary to accomplish the transfer of the responsibility for the Services from Bidder to UIC or a Third Party, in the event of the expiry of the Term or the termination of this Agreement. The plan shall at the minimum, contain the Bidder's detailed plan for Operational and Knowledge Transfer requirements and list of documentation
  13. The Exit Plan shall be updated by the Bidder on an annual basis in accordance with UIC's requirements and delivered to UIC for its approval on or before the start of each Contract Year.
  14. Knowledge Transfer and Handover of Services
  15. Bidder shall provide for a -transfer of knowledge regarding the Services
  16. Provide to UIC personnel or designated third party personnel training in the performance of the Services that are to be transferred.
  17. Bidder shall train personnel designated by UIC and/or its designee(s) in the use of any processes or associated Equipment, Materials, Systems or tools used in connection with the provision of the Services as needed for such personnel to assume responsibility for performance of the Services;
  18. Provide to UIC and/or its designee(s) information regarding the Services as necessary to implement the Exit Plan, and providing such information regarding Services as reasonably necessary for UIC or its designee to assume responsibility for continued performance of Services in an orderly manner so as to minimize disruption in the operations
  19. Provide UIC or its designee a complete copy of the UIC's IP in Bidder's possession or control and of the Bidder IP that UIC is licensed or otherwise authorized to use
  20. Explain the change management process, problem management process, Policies and Procedures Manual, reports and other standards and procedures to UIC's or its designee's operations staff.
  21. Provide technical documentation for Software used by Provider to provide the Services as needed for continuing performance of the Services.
  22. Identify, record and provide release levels for Software and updating such records of release levels prior to and during transition of the Services
  23. Provide assistance to UIC or its designee in notifying third-party vendors of procedures to be followed during the transition of Services
  24. Ensure transfer of the Configuration Management Database (CMDB) that contains details of the data elements that are used in the provision and management of the Services. The CMDB must be in a form that can be migrated to a new environment that manages the Configuration Items
  25. Bidder shall provide other technical and process assistance as requested by UIC and/or its designee(s).
  26. The vendor will not be allowed to take any UIC's IP or information

### 3.2.3 Project Management

Project Management activities will be carried out by bidder with support from the UIIC as required. The Project Management Office will address the overall allocation of work packages and direct co-ordination of activities and portfolio governance.

The Bidder should follow an industry standard Project Management methodology which has been agreed with the UIIC.

The Bidder is expected to provide EMS to monitor and measure the SLAs. Detailed requirement related to such tools is mentioned in **Section EMS, Patch and Helpdesk Management tool**. Tools should be deployed before the Phase 2 start i.e Facility Management Phase.

The Successful Bidder shall develop and implement a governance mechanism to institutionalize and effective approach towards planning and organizing, acquiring and implementing, delivering and supporting and monitoring service performance of the services deployed in UIIC to support its business requirements and objectives.

#### 3.2.3.1 Principles of Governance

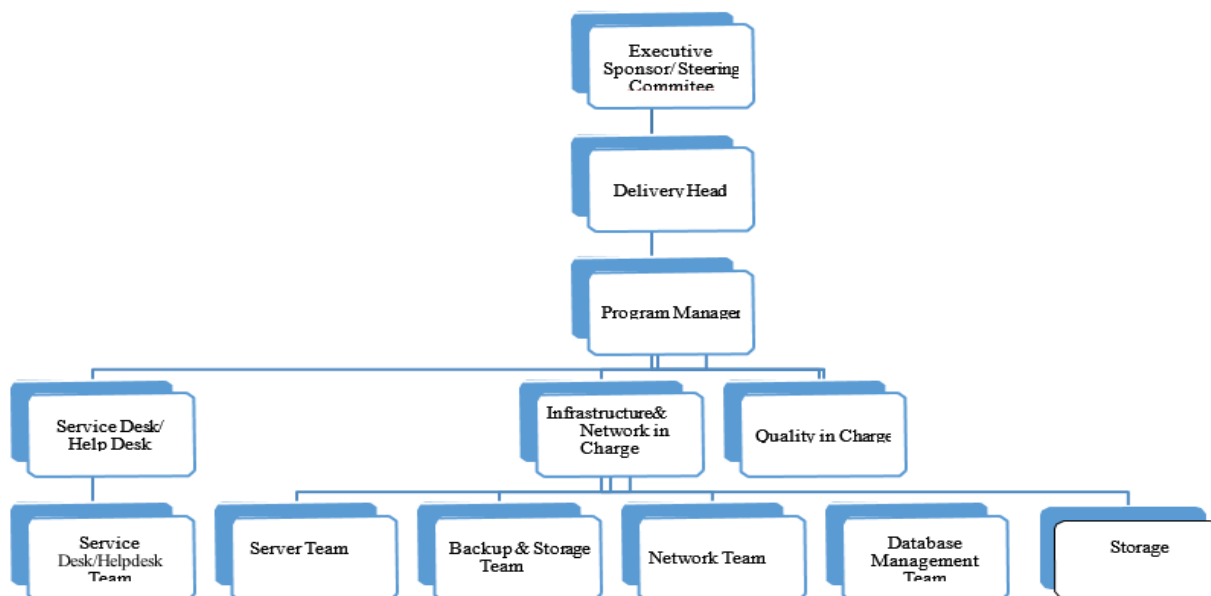
For managing the operations effectively and meeting the contractual requirements and SLAs, UIIC proposes to set-up governance mechanism with following principles. The Bidder will assist UIIC by adhering to the below principles:

1. Bringing focus and discipline in governance mechanism;
2. Setting clear policies and procedures;
3. Strengthening ethics and accountability;
4. Continuous vigilance and adaptation;
5. Strong financial oversight;
6. Independent audits to bring more objectivity.
7. Strong quality checks

#### 3.2.3.2 Indicative structure of governance set-up

The Successful Bidder is required to develop the framework and capacity for making and implementing decisions required to manage and control IT Infrastructure and services monitoring and management within the business. IT Governance scope shall encompass the structures, processes, responsibilities, decisions for operation of IT Infrastructure and services monitoring and management. The Successful Bidder shall be provided with UIIC's existing Policies/procedures/SOPs etc. which can be used to develop governance and Quality framework for IT services management in UIIC.

The Successful Bidder should propose an organization structure with regard to governance of the Contract. An indicative organization structure is outlined below:



Please note that this is an indicative organization structure. The Successful Bidder has to provide the details as per deployment chart, as per the format specified in the Annexure 21- Project Team Profile.

### 3.2.3.3 Governance Structure

Governance Layer	Governance Participants		Responsibility	Review Frequency
	UIIC	Service provider		
Steering Committee	General Manager IT, DGM IT,	Executive Sponsor	<ol style="list-style-type: none"> <li>1. Define strategic objectives</li> <li>2. Ensure continual executive</li> <li>3. Performance reporting</li> <li>4. Issue resolution (Final escalation level)</li> </ol>	Quarterly / Semi Annually
Program Management	Chief Manager Head-IT (Infrastructure)	Program Manager	<ol style="list-style-type: none"> <li>1. Account Management</li> <li>2. Monitor service delivery               <ul style="list-style-type: none"> <li>• Single point of contact for issue escalation</li> </ul> </li> <li>3. Issue resolution (Intermediate escalation)</li> </ol>	Monthly
Operations Management	Operations Managers	Managers	<ol style="list-style-type: none"> <li>1. Issue resolution and escalation</li> <li>2. Manage people issues</li> <li>3. Plan, track and review SLAs</li> <li>4. Plan and track timelines</li> </ol>	Weekly Monthly Quarterly
Project Manager-Tools	Lead for Tools Implementation	Project Manager Tools	<ol style="list-style-type: none"> <li>1. Single point of contact for issue escalation</li> <li>2. Issue resolution (Intermediate escalation)</li> <li>3. Plan, track and review SLAs</li> <li>4. Plan and track timelines</li> </ol>	Ad-hoc Weekly Monthly Quarterly

### 3.2.3.4 Joint roles and responsibilities

The following list of roles gives an indication of the type of responsibilities and tasks allocated to those involved in this project.

<b>Steering Committee</b>	<p>At this level, a joint governance forum of key UIIC and service provider leadership would be established to confirm that the program is achieving the overall business objectives.</p> <p>The steering committee shall be responsible for policy decisions essential to delivery of project outputs and the attainment of project outcomes. It is responsible for ensuring appropriate management of the Project components outlined in the contract. It acts as the final point for escalation of issues.</p> <p>Steering Committee meetings would be conducted quarterly or semi-annually, as agreed</p>
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### 3.2.3.5 Roles and responsibilities of Bidder

Roles and responsibilities of stakeholders from Bidder is expected to be as follows:

<b>Service Provider Executive Sponsor</b>	<p>The Service Provider Executive Sponsor shall work with the UIIC Executive Sponsor to build and grow the relationship between the parties. They shall also be the final point of escalation for all issues.</p>
<b>Service Provider Delivery Head</b>	<p>The Service Provider Delivery Head will support the Service Provider Program Manager to ensure that the necessary resources are available to meet the objectives of the scope of work. The Delivery Head should also review the service level metrics along with the Program Manager and analyze ways to improve the services delivered. The Delivery Head should assist in coordinating between the various teams of bidder to deliver services to UIIC. The Delivery Head should bring in learning from other contracts to improve the quality of services delivered to UIIC. The Delivery Head will be a part of the steering committee and will also deal with any operational issues escalated by the Program Manager or Head IT of UIIC.</p> <p>He will also be responsible for providing technology assistance to UIIC and suggesting improvements/efficiencies/update/cost cutting initiative to UIIC which includes:          To provide input on latest technology developments specifically in Insurance industry          Developing and employing a quality assurance program, subject to UIIC approval, designed to promote performance of the Services at a high level of quality, focusing on measuring and improving reliability, speed, cost effectiveness, and customer satisfaction. A template can be agreed for the same to be assessed during steering committee meetings          Allowing UIIC to perform audits that will focus on Service Provider's adherence to its quality assurance procedures and standards</p>
<b>Service Provider Program Manager</b>	<p>The Service Provider Program Manager has accountability and responsibility for the scope of work and shall be a member of the steering committee. Program Manager has the delegated authority of the steering committee to assist with operations management and project management issues that arise outside the formal business of the steering committee. The responsibilities include:</p> <p><b>Reviewing</b></p> <ol style="list-style-type: none"> <li>1. Reviewing and approving of performance related reports</li> <li>2. Reviewing business and technical proposals as submitted by UIIC's business sponsors and/or bidder personnel</li> <li>3. Considering and approving, where possible, operational and technical changes</li> <li>4. Conducting regular weekly/monthly reviews with the UIIC in-charge Validation of the business and technical proposals from bidder for completeness and with reference to UIIC context and IT outsourcing arrangement</li> <li>5. Review of contract annually for updation</li> </ol>

	<p><b><u>Monitoring</u></b></p> <ol style="list-style-type: none"> <li>6. Monitoring service delivery and transition activities based on reporting and coordination with the Service Delivery team</li> <li>7. Monitoring progress of special projects</li> </ol> <p><b><u>Management</u></b></p> <ol style="list-style-type: none"> <li>8. Seeking to resolve any issues escalated by Operations Management team</li> <li>9. Coordinating with various teams among bidder for timely service and project delivery</li> <li>10. Managing resource /skills sets to be made available for sustenance and projects</li> <li>11. Managing the induction of resource upon approval from UIIC</li> </ol> <p><b><u>Process Improvement</u></b></p> <ol style="list-style-type: none"> <li>12. Identifying opportunities for process improvements</li> </ol>
<p><b>Service Provider Deliver Manager and Project Manager Tools</b></p>	<p>Service Provider Delivery Manager has accountability and responsibility for the delivery of contracted services for the respective areas. The responsibilities include:</p> <p><b><u>Serving as the point of contact to UIIC for their area</u></b></p> <p><b><u>Managing</u></b></p> <ul style="list-style-type: none"> <li>• Managing risks in the projects</li> <li>• Managing service delivery</li> <li>• Implementing and managing changes</li> </ul> <p><b><u>Resource Planning</u></b></p> <ul style="list-style-type: none"> <li>• Review resource requirement based on sustenance and forecast plans Coordinate with bidder team to make available resources</li> <li>• Escalation to UIIC for increasing IT infrastructure and license requirement</li> </ul> <p><b><u>Reviewing</u></b></p> <ul style="list-style-type: none"> <li>• Review of process adherence for their respective areas assigned</li> <li>• Preparing and reviewing status reports (including action plan with deadlines) as applicable</li> <li>• Review the proactive monitoring reports</li> <li>• Review of processes for identifying improvement areas</li> <li>• Review and approval of updation of operational documents/training material</li> </ul> <p><b><u>Monitoring</u></b></p> <ul style="list-style-type: none"> <li>• Monitoring resolution of incidents and problems – timing &amp; quality Monitoring assignment of resources for delivery</li> </ul> <p><b><u>Coordinating</u></b></p> <ul style="list-style-type: none"> <li>• Coordinating with the third-party vendors</li> <li>• Liaise with End users on specific issues/problems prior to escalation to UIIC IT</li> <li>• Coordinating and communicating day-to-day Service delivery issues with UIIC IT</li> <li>• Coordinating with various teams among bidder for timely service delivery</li> </ul> <p><b><u>Reporting</u></b></p> <ul style="list-style-type: none"> <li>• Adjusted SLAs reporting (including analysis and action plans where applicable)</li> </ul> <p><b><u>Analysis</u></b></p> <ul style="list-style-type: none"> <li>• Analyzing process violation with action plan &amp; deadlines Performing problem management</li> </ul> <p><b><u>Process Improvement</u></b></p> <ul style="list-style-type: none"> <li>• Identifying opportunities for process improvements</li> </ul>

### 3.2.3.6 Roles and responsibilities of stakeholders from UIIC

Roles and responsibilities of the stakeholders from UIIC is as follows:

<b>UIIC Executive Sponsor</b>	<p>The UIIC project sponsor shall work with the bidder executive sponsor to build and grow the strategic relationship. They shall also be the final point of escalation. The executive sponsor lends support at senior levels and ensures that the necessary resources are available to the meet the objectives of engagement. Drive the initiatives to achieve holistic benefits as an organization.</p>
<b>Project Manager</b>	<p>Project Manager has accountability and responsibility for the successful delivery from IT outsourcing partner and is member of the steering committee as well.</p> <p>The responsibilities include:</p> <ul style="list-style-type: none"> <li>• Acting as a Single point of contact for issue escalations (Intermediate level) and will discuss any escalations with the Service Provider’s Delivery Head</li> </ul> <p><b>Reviewing and Approving</b></p> <ul style="list-style-type: none"> <li>• Reviewing and approving IT initiatives to address business problems and opportunities</li> <li>• Reviewing special projects and the status</li> <li>• Reviewing and approving changes to key IT processes &amp; project management structure supporting the scope</li> <li>• Review of contract annually for current updation</li> </ul>
<b>In Charge (Infrastructure)</b>	<p>Serve as an escalation point for the service and domain level in charge to discuss any issues relating to the specific domain. Stop clock related approval will be provided/ delegated by him.</p> <p>Initiates new projects for service improvements/augmentations or new IT services.</p>
<b>In-Charge (services/ domains)</b>	<ul style="list-style-type: none"> <li>• Serving as the primary point of contact to service provider’s Service Managers in the respective areas</li> </ul> <p><b>Monitoring</b></p> <ul style="list-style-type: none"> <li>• Monitoring of service delivery</li> <li>• Monitoring critical deliverables and service levels</li> <li>• Monitoring skills sets of resources to meet OBC engagement guidelines</li> </ul> <p><b>Reviewing</b></p> <ul style="list-style-type: none"> <li>• Reviewing activities against plans</li> <li>• Reviewing and escalating operational problems and issues</li> <li>• Reviewing and scheduling change requests in accordance with the change management procedures</li> <li>• Reviewing the recommendations and suggestions made by Service Provider representatives relating to the services and initiating appropriate actions</li> <li>• Reviewing operations on a monthly/weekly basis during reviews with the Service Provider’s Heads</li> <li>• Reviewing and approving the training material provided by service provider Review of process adherence for their respective areas assigned</li> <li>• Review of quality of solutions for incidents (Fortnightly meeting) Review of processes for identifying improvement areas.</li> <li>• Reviewing and recommending proposed resources induction in the respective areas</li> <li>• Reviewing and approving of operational and training documents</li> </ul> <p><b>Coordination</b></p> <ul style="list-style-type: none"> <li>• Coordinating and communicating day-to-day Service delivery issues with bidder’s Heads</li> </ul> <p><b>Process Improvement</b></p> <ul style="list-style-type: none"> <li>• Advising the program management on new opportunities and initiatives</li> </ul>

### 3.2.3.7 Responsibility Matrix

The responsibilities matrix given below defines the responsibilities of Successful Bidder and UIIC. The table is indicative and not exhaustive. The responsibilities matrix shall be finalized during award of the Contract.

Sr. No	Description	Responsibility	
		Bidder	UIIC
1	Management and maintenance of servers, network and storage as detailed in scope	Yes	No
2	Ensuring compliance with all laws, regulations, standards, policies and procedures that apply to the in-scope activities to be performed by the Bidder.	Yes	Yes
3	Development of IT security policies for UIIC	No	Yes
4	Development and implementation of Standard Operating Procedures (SOPs), knowledge bases and guidelines document in line with UIIC policies and with UIIC's policies and with UIIC's	Yes	No
5	Updation of Standard Operating Procedures (SOPs), knowledge bases, and guidelines documents within 15 days of any major changes in IT infrastructure	Yes	No
6	System documentation for all the data center components and any changes should be updated along with version control as and when required.	Yes	No
7	New IT projects/initiatives	Yes (Handholding Support)	Yes (Enablement for handholding)
8	Management of existing outsourcing/AMC arrangements (for Aspect, SAP etc.)	Yes	No
9	Provision of working area and allied infrastructure (workstations, desk phones) for Successful Bidder's service delivery team onsite	No	Yes
10	Deployment of adequate and automated hardware, tools and technologies (onsite) required for enterprise monitoring and management of UIIC's IT infrastructure as per defined scope.	Yes	No

### 3.2.3.8 Performance management and reporting

The Successful Bidder shall be required to report on the services offered to UIIC on a periodic basis or as and when required by UIIC. The Successful Bidder shall provide reports/ data that would include but not be limited to:

1. Performance report with respect to all service levels;
2. Report of the ongoing and planned changes performed;
3. Any ad-hoc report that may be required by UIIC;
4. Periodic reports to governance committees; and
5. Quality adherence reports

These reports would compare the quality of service provided with the defined/target SLAs. The list of reports and their frequency should be agreed with UIIC in the start of the Project.

During transition, reporting and review of performance metrics shall be carried at mutually agreed frequency (to be decided along with Service Provider).

The template and any other reporting requirement shall be agreed on mutually. In addition, the Successful Bidder will provide assistance to UIIC for audit/compliance related requirements, including but not limited to:

1. Providing sample data as required within the timeline; and
2. Coordinating with other sites for providing data samples.

The ownership of audit/compliance related requirements shall remain with UIIC.

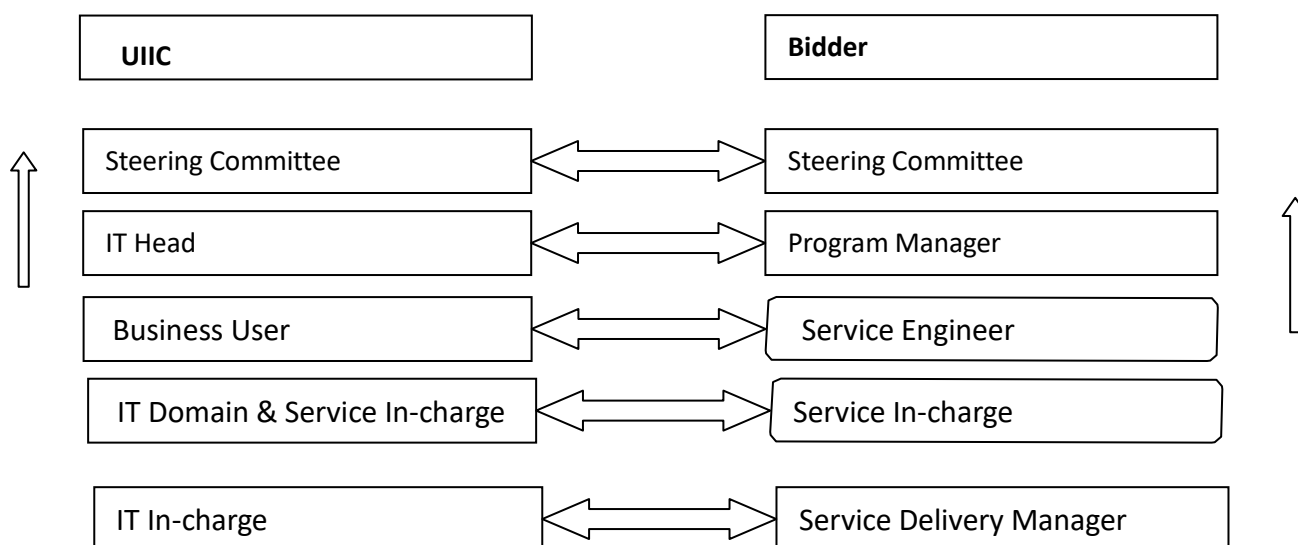
### 3.2.3.9 Quality Assurance

Scope related to Quality Assurance (QA) shall include:

1. Developing and employing a quality assurance program, subject to UIIC approval, designed to promote performance of the scope of work with a high level of quality, focusing on measuring and improving reliability, speed, cost effectiveness, and customer satisfaction.
2. Writing and maintaining procedures and measurements on all quality assurance activities associated with the work. Ensuring that the quality metrics and procedures employed are consistent with similar standards in UIIC's peer group and/or in the provision of similar professional services.
3. Ensuring compliance with a published quality assurance program, with adequate internal controls and verification activities.
4. Conducting periodic quality audits of the work rendered.
5. Documenting audit findings and remediating non conformances within a stipulated time period. Allowing UIIC to perform audits that will focus on the Successful Bidder's adherence to its quality assurance procedures and standards; on the metrics gathered to support quality assurance activities; and on the Successful Bidder's efforts to improve overall quality. The Successful Bidder will cooperate fully and assist UIIC with any such audits.

### 3.2.3.10 Escalation Matrix

The illustrative escalation matrix to be followed for issue escalations is mentioned below:







### 3.2.3.11 Service Window across Service Category

<b>Domain Management</b>	
Server Management Services	24 x 7 x 365
Network Management Services	24 x 7 x 365
Storage Management Services	24 x 7 x 365
Database Management Services	24 x 7 x 365
Backup, restore & Archival Management Services	24 x 7 x 365
<b>Cross Functional Services</b>	
Performance management & reporting	24 x 7 x 365
Incident Management & Application Monitoring Group Support Services (IT Infrastructure)	24 x 7 x 365
Asset & Configuration Management	8x6
Change & Release Management	24 x 7 x 365
Service Level Management	24 x 7 x 365
Security Management	24 x 7 x 365
Software Distribution	24 x 7 x 365
Software License Management	8 x 6
Vendor Performance Management	8 x 6
IT Continuity and Disaster Management	24 x 7 x 365
<b>APM, EMS, ADR, JOB Automation</b>	
APM, EMS, ADR, JOB Automation	24 x 7 x 365
<b>Application Management</b>	
SAP	As per UIIC Business Hours

### 3.2.3.12 Minimum Resources On-Site Deployment

#### 3.2.3.12.1 For Implementation Phase

Bidder shall at minimum deploy the resources as per the minimum deployment level mentioned below during the Implementation Phase

Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (As per scope of work and SLAs) adhering the minimum deployment level during the implementation stage. Bidder shall deploy resources at no extra cost if the proposed deployment does not meet the RFP requirements and SLAs.

OEM's involvement for onsite implementation effort being proposed by the bidder during the implementation should be 20% of the overall effort of respective components and the same shall be factored in the Bill of Material. During the course of implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase (Including Review/design of all the Documents, HLDs/LLDs/ Blueprints and other Solution documents), Migration (if applicable, Configuration and Customization, Integration, Acceptance and Training).

Resource	Location	Minimum Number of Resources	Total Number of Resources
<b>Program Manager</b>	UIIC Corporate Office	1	1
<b>Server In charge</b>	DC	1	1
<b>Database In charge</b>	DC	1	1



<b>Backup In charge</b>	DC	1	1
<b>Storage In charge</b>	DC	1	1
<b>New Tools In charge</b>	DC	1	1
<b>NDR In charge</b>	NDR	1	1
<b>DR In charge</b>	DR	1	1

### 3.2.3.12.2 For Sustenance Phase

Bidder shall at minimum deploy the resources as per the minimum deployment level mentioned below during the Sustenance Phase

Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (As per scope of work and SLAs) adhering the minimum deployment level during the Sustenance stage. Bidder shall deploy resources at no extra cost if the proposed deployment does not meet the RFP requirements and SLAs

Bidder needs to factor the atleast 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

Resource	Location	Minimum Number of Resources	Total Minimum Number of resources Across Shift	Service Windows	Total Minimum Resources
<b>Program Manager</b>	UIIC Corporate Office	1	1	9 AM to 6 PM	1
<b>L1 - Server Management</b>	DC	2	3	24x7	6
<b>L1 - Server Management</b>	DR	1	3	24x7	3
<b>L2 - Server Management</b>	DC	1	3	24x7	3
<b>L1 - Storage &amp; Backup</b>	DC	1	3	24x7	3
<b>L2 - Storage &amp; Backup</b>	DC	1	3	24x7	3
<b>L1 - Storage &amp; Backup</b>	DR	1	3	24x7	3
<b>L1 - Network</b>	DC	1	3	24x7	3
<b>L2 - Network</b>	DC	1	3	24x7	3
<b>L1 - Network</b>	DR	1	3	24x7	3
<b>L1 - Database Management</b>	DC	2	3	24x7	6
<b>L2 - Database Management</b>	DC	1	3	24x7	3

<b>L1 - Database Management</b>	DR	1	3	24x7	3
<b>L1 - EMS Tool &amp; Job Automation</b>	UIIC Corporate Office	1	2	6 AM to 10 PM	2
<b>L2 - EMS Tool &amp; Job Automation</b>	UIIC Corporate Office	1	1	9 AM to 6 PM	1
<b>L1 - APM Tool</b>	UIIC Corporate Office	1	1	9 AM to 6 PM	1
<b>L2- APM Tool</b>	UIIC Corporate Office	1	1	9 AM to 6 PM	1
<b>L1- ADR Tool</b>	UIIC Corporate Office	1	1	9 AM to 6 PM	1
<b>L2 - ADR Tool</b>	UIIC Corporate Office	1	1	24x7	1
<b>Total Resources</b>					<b>50</b>

**\*L3 Engineer Requirement:** UIIC reserves the right to demand the services of L3 Engineer on need basis for any escalated incidents if L2 Engineer is unable to resolve an incident in the agreed timeline. Bidder to provide the services of L3 Engineer accordingly with no additional cost to UIIC.

### 3.2.3.12.3 DESIRED QUALIFICATIONS AND EXPERIENCE OF RESOURCES:

Area	Role/Description	Experience	Educational Qualifications/ Certifications/ Skills
<b>Governance</b>	Program Manager/Service Delivery Manager	>10 years	<ul style="list-style-type: none"> <li>MBA/Engineering with PMI certification. ISO 20000 implementation certification will be an added advantage.</li> <li>Should have experience of managing IT Infrastructure managed services (Servers, storage, database, networks, backup &amp; restore, Quality Assurance and Helpdesk Management) engagements in at least one Scheduled Commercial Bank Banks / Insurance Company in India having more than 1500 branches</li> </ul>
<b>Managerial Role (In- Charge of Infra and network)</b>	Management	>8 years	<ul style="list-style-type: none"> <li>MBA/ Engineer with PMI certification</li> <li>Experience in managing large teams/ projects and dealing with third party vendors</li> <li>Should have experience of managing IT Infrastructure managed services (Servers, storage, database, networks, backup &amp; restore) engagements in at least one Scheduled Commercial Bank / Insurance Company in India having more than 1500 branches</li> </ul>
<b>Project Manager Tools</b>	Management	>8 years	<ul style="list-style-type: none"> <li>MBA/ Engineer with PMI certification</li> <li>Experience in managing large teams/</li> </ul>

			projects and dealing with third party vendors
<b>IT Infrastructure (Server, Storage, Backup Management)</b>	L1	1 to 3 years	Diploma/Engineering Graduate/Science Graduate. If a science graduate is proposed, he should have passed with a first division. <ul style="list-style-type: none"> <li>▪ Good Communication (written/Oral)</li> <li>▪ Knowledge/expertise on Infrastructure Management - Windows/Solaris/ HP Unix administration (DC, AD patch management etc.) /Email Administration, /Antivirus Management etc.</li> <li>▪ Technical certifications like MCP/SA/RHCE etc.</li> <li>▪ Specific experience with Storage (e.g. SAN, NAS) and Backup (e.g. Networker, Veritas, Tape libraries) technologies</li> <li>▪ Willing to work in 24X7 environment</li> </ul> Should have worked in 1 similar project as L1
	L2	3 to 6 years	Diploma/Engineering Graduate/Science Graduate. If a science graduate is proposed, he should have passed with a first division. <ul style="list-style-type: none"> <li>▪ Good Communication (written/Oral)</li> <li>▪ Knowledge/expertise on Infrastructure Management - Windows/Solaris administration (DC, AD patch management etc.), Email Administration, Antivirus Management etc.</li> <li>▪ Technical certifications like MCP, SA, RHCE etc.</li> <li>▪ Specific experience with Storage (e.g. SAN, NAS) and Backup (e.g. Networker, Veritas, Tape libraries) technologies</li> <li>▪ Willing to work in 24X7 environment</li> </ul> Should have worked in 2 Similar Projects as L2.
<b>Database Management</b>	L1	1 to 3 years	Diploma/Engineering Graduate/Science Graduate. If a science graduate is proposed, he should have passed with a first division. <ul style="list-style-type: none"> <li>▪ Good Communication (written/Oral)</li> <li>▪ Knowledge/expertise on Database Monitoring</li> <li>▪ Willing to work in 24X7 environment</li> </ul> Should have worked in 1 similar project as L1

	L2	3 to 6 years	<p>Diploma/Engineering Graduate/Science Graduate. If a science graduate is proposed, he should have passed with a first division.</p> <ul style="list-style-type: none"> <li>▪ Specific experience with Database technologies</li> <li>▪ Experience in Database Performance Tuning, Database Security, Promoting Process Improvement, Database Management, Data Maintenance, Operating Systems.</li> <li>▪ Willing to work in 24X7 environment</li> <li>▪ Should have worked in 2 Similar Projects as L2</li> </ul>
<b>Network Management</b>	L1	1 to 3 years	<ul style="list-style-type: none"> <li>▪ Diploma/Engineering Graduate/Science Graduate. If a science graduate is proposed, he should have passed with a first division.</li> <li>▪ Good Communication (written/Oral), CCNA , network administration (routers, switches, firewalls etc.) experience Should have worked in 1 similar project as L1</li> </ul>
	L2	3 to 6 years	<ul style="list-style-type: none"> <li>▪ Diploma/Engineering Graduate/Science Graduate. If a science graduate is proposed, he should have passed with a first division.</li> <li>▪ Good Communication (written/Oral), CCNA , network administration (routers, switches, firewalls etc.) experience Should have worked in 2 similar Project as L2</li> </ul>

### 3.3 SINGLE POINT OF CONTACT

The selected Bidder shall appoint a single point of contact, with whom UIIC will deal with, for any activity pertaining to the requirements of this RFP.

## SECTION 4 – INSTRUCTION TO BIDDERS

### 4.1 INSTRUCTIONS/GUIDELINES TO BIDDERS

- UNITED INDIA INSURANCE Co. Ltd. invites bids for the **SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO**
- Tender Bidding Methodology: 'Single Stage Online submission & Three stage online opening' [Prequalification, Technical Bid & Commercial Bid] followed by Reverse Auction.
- 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.

#### 4.1.1 ONLINE SUBMISSION

- The bidders can access the documents in the UIIC 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 three sections i.e., Prequalification, Technical Bid & Commercial Bid and all relevant scanned copies to be attached.

#### 4.1.2 ONLINE DOCUMENT TO BE SUBMITTED

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

➤ **PREQUALIFICATION DOCUMENTS (ONLINE SUBMISSION - SCANNED DOCUMENTS):**

- RFP Document Fee submission proof.
- Authorized signatory of the Bidder signing the Bid Documents should be empowered to do so as per Annexure 1. Proof in the form of letter signed by a Director or Company Secretary to be attached.
- No Blacklisting Declaration as per Annexure 2.
- Letter of Authorisation / Manufacturer Authorisation by Power of Attorney of OEM as per Annexure 3.
- Statement of Nil Deviations as per Annexure 4.
- Proof of Earnest Money Deposit (EMD) amount deposited in UIIC Account / Bank Guarantee for EMD as per Annexure 5.
- Eligibility Criteria Declaration Form as per Annexure 6. All supporting documents as detailed in Annexure 6.
- Non-disclosure agreement to be submitted as per Annexure 8.
- Bid Submission Check List as per Annexure 15.
- Copy of this RFP duly signed and stamped as token of acceptance of all the terms and conditions of this tender.

- Pre-Integrity Pact as per Annexure 12
- Annexure 17 from Bidder as well as all Proposed OEM's

➤ **TECHNICAL BID DOCUMENTS (ONLINE SUBMISSION - SCANNED DOCUMENTS):**

- Compliance Statement for the prescribed Technical specifications as per Annexure 9. Along with all supporting documents as detailed in Annexure 9.
- Annexure 10
- Annexure 13
- Annexure 16
- Annexure 18
- Annexure 19
- Annexure 20
- Annexure 21
- Annexure 11

➤ **FINANCIAL DOCUMENTS (ONLINE SUBMISSION - SCANNED DOCUMENTS):**

- Commercial Bid to be submitted as per Annexure 7.

**4.1.3 TENDER FEE**

- A non-refundable tender document fee of ₹ 25,000/- (Rupees Twenty-Five Thousand Only) shall be remitted through NEFT at least two days prior to the tender submission date to the below account:

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No	200999095210000100ITGCHWTender
Bank Details	Indusind Bank
Remarks	TENDER_FEE_HWREFRESH<Depositor Name>

- The vendor shall provide commercial bid as per the format given in Annexure 7.
- EMD of ₹ 3,30,00,000/- (Rupees Three Crore and Thirty lakhs only) in the form of Bank Guarantee / NEFT favouring UIIC shall be valid for six months.
- In case of EMD in the form of Bank Guarantee, the bidders shall adhere to the format enclosed along with this RFP. (REF. Annexure 5: Bank Guarantee Format)/Electronic Credit for EMD of ₹ 3,30,00,000/- (Rupees Three Crore and Thirty lakhs only).
- Bank Guarantee shall be drawn in favour of "United India Insurance Company Limited" payable at Chennai.

**4.1.4 PRE-BID MEETING**

- Pre-bid meeting would be held as per the date specified in the Section 1 - Bid Schedule and Address.
- Intending bidders who wish to participate in the Pre-bid meeting shall submit the proof of payment of non-refundable Tender fee of Rs.25,000/- only (Rupees Twenty-Five thousand Only) prior to the Pre-Bid meeting date.
- Documentary proof of payment of tender fee is a pre-requisite for attending the pre-bid meeting.



- Only authorized representative of Bidders (not exceeding two) would be allowed to participate in the pre-bid meeting.
- A copy of the proof of payment of non-refundable tender fee has to be emailed to the following email id - 'rfp.hwrefresh@uiic.co.in'.
- Pre-bid queries should be mailed to us in the email id 'rfp.hwrefresh@uiic.co.in' in the attached format in Annexure 14- Pre bid query format.
- Queries received after the due date as mentioned in Section-1 will not be entertained.
- Replies to the pre-bid queries would be posted on our website ONLY.

#### **4.2 EARNEST MONEY DEPOSIT (E.M.D)**

- The intending bidders shall submit Bank Guarantee (REF. Annexure 5: Bank Guarantee Format for EMD)/Electronic Credit for EMD of Rs 3,30,00,000/-(Rupees Three Crore and Thirty lakhs only)
- Bank Guarantee shall be drawn in favor of "United India Insurance Company Limited" payable at Chennai. The BG submitted as EMD should have a validity of 6 months.
- In case of Electronic Credit, the E.M.D shall be credited to our Bank Account as given below:

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No	200999095210000100ITTender
Bank Details	Indusind Bank
Remarks	EMD_FEE_HWREFRESH<Depositor 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.
- A non-refundable tender document fee of ₹ 25,000/- (Rupees Twenty-Five Thousand Only) shall be remitted through NEFT at least two days prior to the tender submission date to the below account:
- The above account details shall be used for remitting the non-refundable tender document fee as well.

#### **4.3 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)

#### **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.
- 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 30<sup>th</sup> day after the award of the contract.



#### **4.5 THE COMPANY RESERVES THE RIGHT TO**

- Accept / Reject any of the Tenders.
- 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.
- Award contracts to one or more bidders for the item/s covered by this tender.
- Seek clarifications from the prospective bidders for the purpose of finalizing the tender.

#### **4.6 REJECTION OF TENDERS**

The tender is liable to be rejected inter-alia:

- If it is not in conformity with the instructions mentioned herein,
- If it is not accompanied by the requisite proof of tender document fee paid.
- If it is not accompanied by the requisite proof of EMD paid.
- If it is not properly signed by the bidder.
- If it is received after the expiry of the due date and time.
- If it is evasive or incomplete including non-furnishing the required documents.
- If it is quoted for period less than the validity of tender.
- If it is received from any blacklisted bidder or whose past experience is not satisfactory.

#### **4.7 VALIDITY OF TENDERS**

Tenders should be valid for acceptance for a period of at least 180 (One hundred and eighty only) days from the last date of tender submission. Offers with lesser validity period would be rejected.

#### **4.8 GENERAL TERMS**

- The successful bidder shall sign the agreement within 15 days from the date of Letter of Acceptance (LOA) from UIIC.
- The agreement shall be in force for a period of 5 (FIVE) years from the date of issue of Purchase Order 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.envida.com/>) only. UIIC reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.
- 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 Centres 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 and earnest money deposit (EMD). 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.

#### **4.9 SECURITY DEPOSIT**

The successful bidder will have to furnish a security deposit to the tune of 10% of the total contract value in the form of a Bank Guarantee for a period of 5 years & 3 months obtained from a nationalised/scheduled bank for proper fulfilment of the contract.

#### **5 PRICE**

- The bidders should quote only the base price. All applicable taxes will be paid as actuals.
- The price shall be all inclusive of labour cost, packing, forwarding, freight, transit insurance, Excise duty, road permit charges, other duties, if any, including state levy, delivery, installation, commissioning and testing charges.
- There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the bidders. But any benefit arising out of any subsequent reduction in the prices due to reduction in duty during the period between the date of Letter of Acceptance and the date of Purchase Order, should be passed on to the Purchaser /Company.
- All the items should be quoted in INR (Indian Rupees) only.

#### **6 EVALUATION OF OFFERS**

Each bidder acknowledges and accepts that the UIIC, in consultation with its appointed consultants, may in its absolute discretion apply selection criteria for evaluation of proposals for short listing / selecting the eligible bidders(s). The RFP document along with addendum/corrigendum if any, will form part of agreement to be signed / executed with the UIIC by the successful bidder through this procurement / evaluation process.

#### **7 INSURANCE**

The Bidder is responsible for acquiring transit insurance for all components. The goods to be transported under this Contract shall be fully insured in Indian Rupees.

#### **8 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.

## **9 FORMAT AND SIGNING OF BID**

- 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.
- 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 bind or filed accordingly.
- Any interlineations, erasures or overwriting may be considered invalid.
- Bids should be spirally bound or fastened securely before submission. Bids submitted in loose sheets may be rejected as non-compliant.
- Bidders responding to this tender must comply with the format requirements given in various annexure of the tender, bids submitted in any other format/type will be treated as non-compliant and may be rejected.
- **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.
- **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.

## **10 PUBLICITY**

Any publicity by the vendor in which the name of the Company is to be mentioned should be carried out only with the prior and specific written approval from the Company. In case the vendor desires to show any of the equipment to his customers, prior approval of the Company will have to be obtained by the vendor in writing.

## **11 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.

## **12 PURCHASER'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.

### **13 CHANGE / MODIFICATION IN LOCATIONS FOR DELIVERY/INSTALLATION/SUPPORT**

Company reserves the right to change/modify locations for support of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and support at the modified locations at no extra cost to UIIC.

In case the hardware items are already delivered, and if the modifications in the locations are made after delivery, the bidder shall carry out installation, testing and commissioning at the modified locations. UIIC in such cases shall bear the shifting charges/arrange shifting and the bidder shall shift the material to the alternate locations at mutually agreed prices if the Company so requests.

The Warranty should be applicable to the altered locations also.

### **14 LATE BIDS**

Bidders are advised in their own interest to ensure that bid reaches the specified office well before the closing date and time of the bid.

Any bid received after the deadline for submission of the bid, will be rejected.

### **15 INSPECTION AND TESTS**

The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The technical specifications shall specify what inspection and tests the Purchaser requires and where they are to be conducted. Where the Purchaser decides to conduct such tests on the premises of the Supplier, all reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the UIIC officials free of costs. In case the tested goods fail to conform to the specifications, the company may reject them, and the Supplier shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser.

Notwithstanding the pre-supply tests and inspections, the material on receipt in the Purchaser's premises shall also be tested and if any material or part thereof is found defective, the same shall be replaced free of cost to the Purchaser.

If any material before it is taken over is found defective or fails to fulfil the requirements of the contract, the company shall give the Supplier notice setting forth details of such defects or failures and the Supplier shall make the material good or alter the same to make it to comply with the requirements of the contract and in any case within a period not exceeding 2 months of the initial report. These replacements shall be made by the Supplier, free of the all charges, at the site(s).

### **16 INDEMNIFICATION**

The Bidder shall, at its own expense, defend and indemnify UIIC against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (Bidder's) employees or agents, or by any other third party resulting from or by any gross negligence and/or wilful default by or on behalf of the Bidder and against any and all claims by employees, workmen, contractors, sub- contractors, suppliers, agent(s), employed, engaged, or otherwise working for the Bidder, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

The Bidder shall indemnify, protect and save UIIC and hold UIIC harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney

fees), relating to or resulting directly from a gross negligence and/or wilful default of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, breach of any of the terms of this tender document or breach of any representation or warranty by the Bidder, use of the deliverables and or services provided by the Bidder, Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.

The Bidder shall further indemnify UIIC against any proven loss or damage to UIIC's premises or property, etc., due to the gross negligence and/or wilful default of the Bidder's employees or representatives to the extent it can be clearly established that such employees or representatives acted under the express direction of the Bidder.

The Bidder shall further indemnify UIIC against any proven loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on UIIC for malfunctioning of the equipment at all points of time, provided however:

UIIC notifies the Bidder in writing in a reasonable time frame on being aware of such claim, the Bidder has sole control of defence and all related settlement negotiations. UIIC provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and UIIC does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to UIIC's (and/or its customers, users and service providers) rights, interest and reputation.

## **17 LIQUIDATED DAMAGES DURING DELIVERY, INSTALLATION & WARRANTY**

The liquidated damage is an estimate of the loss or damage that UIIC may have suffered due to non-performance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to activities agreed to be undertaken by the Bidder.

If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, UIIC may consider termination of the contract.

Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.

Liquidated damages are applicable over and above all the penalties mentioned in RFP.

## **18 LIMITATION OF LIABILITY**

Bidder's cumulative liability for its obligations under the contract shall not exceed 100% of Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.

## **19 INSOLVENCY**

The Company may terminate the contract by giving written notice to the vendor without compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination

will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the company.

## **20 FORCE MAJEURE**

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, Pandemics, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding the above, the decision of UIIC shall be final and binding on the Bidder.

## **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 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:

"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 language of arbitration shall be English.

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.

## 22 WAIVER

No failure or delay on the part of any of party relating to the exercise of any right power privilege or remedy provided under the this tender and the subsequent agreement with the other party shall operate as a waiver of such right, power, privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right, power, privilege or remedy preclude any other or further exercise of such or any other right, power privilege or remedy provided in this tender and subsequent agreement all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity unless such waiver , amendments or modification is in writing and signed by the party against whom enforcement of the waiver, amendment or modification is sought.

## 23 TERMINATION

UIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 60(sixty) days prior written notice to the Bidder if the Bidder breaches its obligations under the tender document or the subsequent agreement/purchase order and if the breach is not cured within 30 (Thirty) days from the date of notice.

## 24 TERMINATION FOR CONVENIENCE

UIC may terminate the Contract, in whole or in part, at any time for its convenience by written notice of not less than 60 (sixty) days. The notice of termination shall specify that termination is for the UIC's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective. The Bidder needs to make sure that during transition needs to be done as per the agreed methodology and time between UIC and bidder. The transition period should be guided by the Exit Management clause of the RFP

## 25 CONTRACT/AGREEMENT

The contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the terms and conditions mentioned in this tender document and addendums/corrigendum.

The successful bidder has to furnish two copies of the contract/agreement in ₹100/- stamp paper, with all the above terms and conditions mentioned including the commercials. The draft of the contract/agreement will be shared to the successful bidder along with the LOA.

The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance guarantee for UIC's counter signature within 15 days from the receipt of LOA.

## 26 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

S.No.	Key Activities	Timelines
1	Purchase order from UIC to successful bidder	Week – 0

<b>2</b>	Submission of Project Plan detailing each task with target date and assigned resource persons including the plan for migration of existing infrastructure from Old equipment to New equipment and installation of all supplied items and integration with existing infrastructure at DC and DR Sites.	Within 01 (One) week from the date of purchase order.
<b>3</b>	Delivery of Hardware at DC & DR	Within 08 (Eight) weeks from the date of purchase order.
<b>4</b>	Power-ON, Basic Installation and configuration of all supplied items at DC and DR Sites.	Within 03 (Three) weeks from the date of delivery of hardware.
<b>5</b>	Completion of all work at the DC and DR Sites including migration, commissioning and documentation.	Within 05 (Five) weeks from the date of Power ON (milestone 4).
<b>During the Migration Activity there should not be more than 10 hours downtime in DC and not more than 10 hours downtime in DR</b>		

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

#### **Timelines**

<b>S.No.</b>	<b>Key Activities</b>	<b>Timelines</b>
<b>1</b>	Purchase order from UIIC to successful bidder	Week – 0
<b>2</b>	Submission of Project Plan detailing each task with target date and assigned resource persons including the plan installation of all supplied items and integration with infrastructure at DC and DR Sites.	Within 01 (One) week from the date of purchase order.
<b>3</b>	Submission of SRS & Sign off from UIIC for Each Tool	Within 04 (Four) week from the date of purchase order.
<b>4</b>	Submission of HLD & LLD and sign off from UIIC for Each tool	Within 07 (Seven) week from the date of purchase order.
<b>3</b>	Delivery of Hardware at DC & DR for tools	Within 08 (Eight) weeks from the date of purchase order.
<b>4</b>	Installation of Tools in UAT environment for Tools	Within 01 (One) weeks from the date of delivery of hardware.



5	Customization and UAT Completion for Tools	Within 07 (Seven) weeks from the date of delivery of hardware.
6	GO Live of all Tools	Within 12 (Twelve) weeks from the date of delivery of hardware.

The Ongoing Operations needs to be taken up by the bidder for all the Tools and Hardware as soon as the same go lives

**NOTE:**

- a. UIIC, at its discretion, shall have the right to alter the project schedule based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises.
- b. The Bidder is required to provide a detailed strategy to UIIC; the activities mentioned above are indicative but the timelines for procurement and delivery should be maintained. Hence if the Bidder has a faster and more effective solution the same may be discussed and agreed by UIIC.
- c. Any delay in the above timelines may attract delivery penalties as Mentioned in Service Level agreement section
- d. After the delivery is made, if it is discovered that the items supplied are not according to our specification, such supply would be rejected at the supplier's cost.

**27 WARRANTY & ON-SITE MAINTENANCE**

The Bidder shall undertake to provide an onsite comprehensive 3 (three) Year Warranty from the date of Go-live of Hardware and AMC for next 2 (two) years (BACK TO BACK with OEM) for all supplied Hardware commencing from the date of commissioning at the respective delivered locations of the Company as provided in the Purchase Order / Contract for Supply.

Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.

The Bidder shall undertake to provide an onsite comprehensive 1 (One) Year Warranty and ATS for next 4 (four) years (BACK TO BACK with OEM) for all supplied Software commencing from the date of Go-Live of the software for the respective delivered locations of the Company as provided in the Purchase Order / Contract for Supply.

**28 PAYMENT TERMS**

- a. No advance payment shall be made in any case.
- b. All payments will be made to the Bidder in Indian Rupees only.
- c. AMC & ATS charges shall be paid yearly in advance after the warranty period.
- d. The Bidder recognizes that all payments to the Bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of deliverables / activities set out in the project plan and therefore any delay in achievement of such deliverables / activities shall automatically result in delay of such corresponding payment.
- e. Any objection / dispute to the amounts invoiced in the bill shall be raised by UIIC within reasonable time from the date of receipt of the invoice.

- f. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.
- g. The company also reserves the right to prescribe additional documents for release of payments and the bidder shall comply with the same.
- h. The bidder shall cover the entire scope of services mentioned and deliver all the 'deliverables' as mentioned under the scope of work.
- i. The bidder must accept the payment terms proposed by UIIC. The financial bid submitted by the bidder must be in conformity with the payment terms proposed by UIIC. Any deviation from the proposed payment terms would not be accepted. UIIC shall have the right to withhold any payment due to the SP, in case of delays or defaults on the part of the SP. Such withholding of payment shall not amount to a default on the part of UIIC.

S.No.	Activity	Payment to be released	Documents to be submitted by the bidder
1.	Hardware	70% of total hardware cost.	Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents at respective site.
		20% of total hardware cost.	On Successful installation and acceptance of the infrastructure / hardware by the UIIC at respective site
		10% of total hardware cost	After completion of benchmarking or 3 months after successful running of the respective hardware at respective site
2.	Database, Operating System & Other peripheral Software Licenses	70% of total Database & peripheral software.	On delivery of licenses on submission of invoice with proof of delivery at respective site.
		20% of total Database & peripheral software.	On successful implementation and Acceptance of software at respective site by the UIIC
		10% of total Database & peripheral software.	3 months after successful running of the respective software at respective site
3	Software License (ADR, APM, EMS, Job Automation, Backup Solution, Db Performance)	70% of total Software License cost of Respective application	Delivery of Base version of respective application software and on submission of Invoice and proof of Delivery.
		10% of total Software License	On successful completion of current state assessment, gap analysis and system

		cost of Respective application	specification definition Phase for respective applications / module
		10% of total Software License cost of Respective application	On UAT sign off for respective applications / module
		10% of total Software License cost of Respective application	On successful release of customized software to production, for respective applications / module
4	Software Implementation (ADR, APM, EMS, Job Automation, Backup Solution, Db Performance)	30% of Implementation cost for respective application	SRS Sign-off of respective application module by UIIC
		40% of Implementation cost for respective application	Go-live of respective application / module
		30% of Implementation cost for respective application	One month after successful completion of respective application / module and on submission of Invoice and proof of completion
5	AMC	Yearly in advance	Warranty of the all the supplied hardware will commence from the date of commissioning at the respective delivered locations of the Company. Onsite warranty period is of 3 years after which AMC will start
6	ATS	Yearly in advance	Warranty of the all the supplied Software will commence from the date of Go-Live at the respective delivered locations of the Company. Onsite warranty period is of 1 years after which ATS will start
7	Managed Services	Quarterly in Arrears	The Bidder shall provide managed services as per the scope of the RFP. The managed services during the implementation of the project i.e., up to successful completion of all software and hardware shall be included by the bidder under implementation costs. The facilities management costs towards managed services will therefore commence after successful completion of all hardware

			and software of the project and sign off by the UIC. The bidder must note that the managed services should be available for all environments viz., production, development and test, training. The amount shall be paid Quarterly in arrears.
8	Benchmarking	50%	On submission of the Benchmarking Report
		50%	On Sign off the Benchmarking report by UIC
9	Hardware installation and commissioning	40% of implementation cost	On Successful implementation of Hardware at respective site
		50% of implementation cost	On Successful completion of acceptance testing of Hardware by UIC or his appointed representative at respective site
		10% of implementation cost	After three months of acceptance sign off by UIC at respective site
10	Architecture Assessment services	100%	On Submission of the report
11	Training	100%	Will be paid as and when each batch of training will be completed  Training cost for any additional ad-hoc training requested by the UIC would be payable on successful completion of the training

## 29 DELAY IN BIDDER'S PERFORMANCE

Delivery/installation/migration/commissioning of in scope equipment's and software at DC/DR/NDR & Chennai HO shall be made by the bidder in accordance with the time schedule specified by UIC in the contract. Any delay by the bidder in the performance of action relating to implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions:

- Forfeiture of performance security,
- Imposition of liquidated damages,
- Termination of the contract for default.

## 30 INSPECTION OF RECORDS

All work under or in course of execution or executed in pursuance of the contract shall at all times be open to the inspection and supervision of the company as well as the company's authorized representatives and the contractor shall at all times during the usual working hours and at all other times at which reasonable notice of the intention of the company or company's representatives to

visit the works have been given to the contractor, either himself be present or receive order or instructions or have a responsible agent duly accredited in writing present for that purpose.

Said records are subject to examination. UIIC's auditors would execute confidentiality agreement with the bidder, provided that the auditors would be permitted to submit their findings to UIIC, which would be used by UIIC. The cost of the audit will be borne by UIIC. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

### **31 RIGHTS OF VISIT**

UIIC reserves the right to inspect and monitor/assess the progress of the project at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the project.

### **32 CLARIFICATION TO BIDDERS**

All queries / requests for clarification from bidders must reach us by e-mail to (rfp.hwrefresh@uiic.co.in) before due date mentioned in *Section 1 - Bid Schedule and Address* as per Annexure 14 – Prebid Query format only. No clarifications or queries will be responded in any other format. Any changes in the tender document shall be uploaded in the UIIC website / e-tender website only.

The text of the clarifications sought (without identifying the source of enquiry) and the response given by UIIC, together with amendment / corrigendum to the bidding document, if any, will be posted on UIIC website (<https://uiic.co.in>) / e-tender portal only. It would be responsibility of the bidder to check the website and e-tender portal (<https://uiic.enivida.com/>) before final submission of bids.

### **33 EVALUATION METHODOLOGY**

The evaluation will be a conducted in the following stages:

1. Technical & Eligibility Bid Evaluation
2. Commercial Bid evaluation

The objective of evolving this evaluation methodology is to facilitate the selection of the most optimal solution that appropriately meets the business requirements of the UIIC. The bidders would be screened based on the General Eligibility Criteria. Post qualification of a Bidder on these criteria, bid would be evaluated on its technical soundness. All bids shall be evaluated by an Evaluation Committee set up for this purpose by the UIIC. The evaluation shall be on the basis of quality of the solution & services offered and cost of the offered solution and services. Bidder's qualifying the technical bid evaluation will be considered for commercial evaluation.

The decision of the UIIC would be final and binding on all the Bidders to this document. UIIC may accept or reject an offer without assigning any reason whatsoever.

#### **Normalization of bids**

The UIIC will go through a process of technical and commercial evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are on the same technical ground. After the normalization process, if the UIIC feels that any of the bids need to be normalized and that such

normalization has a bearing on the commercial bid; the UIIC may at its discretion ask all the technically shortlisted bidders to resubmit the updated technical and commercial bids once again for scrutiny. The UIIC can repeat this normalization process at every stage of technical submission till the UIIC is reasonably satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the technically short-listed bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the UIIC during this process. The bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process. Any non-compliance to the normalization process may result in disqualification of the concerned bidder.

UIIC may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. UIIC reserves the right to call for presentation(s), product walkthroughs, on the features of the solution offered etc., from the bidders based on the technical bids submitted by them. UIIC also reserves the right to conduct reference site visits at the bidder's client sites. Based upon the final technical scoring, short listing would be made of the eligible bidders for final commercial bidding.

### General Eligibility Criteria

UIIC shall scrutinize the Eligibility bid submitted by the bidder. A thorough examination of supporting documents to meet each eligibility criteria shall be conducted to determine the Eligible bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Technical Evaluation.

The bidders meeting the General Eligibility Criteria will be considered for technical evaluation. Any credential/supporting detail mentioned in "Annexure 6- Eligibility criteria form" and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide.

### Technical Bid Evaluation

The Technical Proposals of only those bidders shall be evaluated who have satisfied the eligibility criteria bid. UIIC may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received by within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the UIIC.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

Parameters	Percentage Weightage	Maximum Marks	Minimum Marks
<b>Bidder Credentials</b>	30%	300	150
<b>Technical &amp; Functional Specification Evaluation</b>	50%	500	500

<b>Manpower Credentials (Quality of Manpower Proposed)</b>	15%	150	110
<b>Bidder Technical presentation (Overall Solution Presentation)</b>	5%	50	40
<b>Total</b>		1000	800

Bidders scoring at-least the minimum score in each section as mentioned in the table above and an overall score of 800 marks or more will be declared technically qualified.

The bidders scoring less than 800 marks (cut-off score) out of 1000 marks in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage. Bidders should score minimum as mentioned in the above table. Bidder fulfilling the parameters stated above shall be considered as technically qualified. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will be shortlisted for further tender process.

In case none of the participating bidders qualify on technical criteria by reaching or exceeding the cut off score of 800, then the UIIC, at its sole discretion, may relax the cut-off score to a lower value, which, in any case, shall not fall below 70%. In case at-least two participants have not scored 70%, then the UIIC reserves the right to cancel and go for retendering process. However, this would be at the sole discretion of the UIIC.

The evaluation of technical proposals, among other things, will be based on the following:

S.no	Technical Evaluation	Evaluation Approach
<b>1</b>	<b>Bidder Credentials Strengths (300 Marks)</b>	<p>The bidder's capability and experience shall be determined on the basis of the information provided by the bidder in the bid document.</p> <p>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.</p> <p>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 &amp; 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 <b>(300 Marks)</b></p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India <b>(150 Marks)</b></li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India <b>(250 Marks)</b></li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India <b>(300 Marks)</b></li> </ul>
<b>2</b>	<b>Technical &amp; Functional Specification</b>	The Bidder is required to submit the compliance for Annexure 9 Minimum Technical Specifications. Bidders should score 100% in Compliance to Annexure 9.

	<p>Evaluation (500 Marks)</p>	<p>The total marks of the Annexure will be scaled down on a scale of <b>500 marks</b></p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Deviations and non-conformance to requirements in the RFP shall be penalized</li> <li>• Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the UIIC</li> </ul>
<p><b>3</b></p>	<p>Manpower Credentials (Quality of Manpower Proposed) (150 Marks)</p>	<p>1) Proposed Program Manager / Service Delivery Manager should have &gt;10 years of experience of Managing IT Infrastructure, Managed services (Servers, storage, database, networks, backup &amp; restore, Quality Assurance and Helpdesk Management) engagements (<b>75 Marks</b>)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (<b>55 Marks</b>)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (<b>70 Marks</b>)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (<b>75 Marks</b>)</li> </ul> <p>2) Proposed Managerial Role (In- Charge of Infra and network) should have &gt;8 years of experience of Managing IT Infrastructure, Managed services (Servers, storage, database, networks, backup &amp; restore) engagements (<b>75 Marks</b>)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (<b>55 Marks</b>)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (<b>70 Marks</b>)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (<b>75 Marks</b>)</li> </ul>
<p><b>4</b></p>	<p>Bidder Technical presentation (Overall Solution Presentation) (50 Marks)</p>	<p>The bidders of this RFP have to give presentation/ interactions before the panel of representatives of UIIC on the methodology/approach, time frame for various activities, strengths of the bidders on such projects</p> <p>The technical competence and capability of the bidder should be clearly reflected in the presentation. If any short-listed bidder fails to make such presentation, they will be disqualified from the selection process. UIIC will confirm the veracity of the claim in the presentation during the site visit and if not satisfied, bidder will be disqualified from the selection process. (<b>Maximum 50 Marks</b>)</p> <ul style="list-style-type: none"> <li>• Understanding of UIIC's business and Operating environment (<b>10 Marks</b>)</li> <li>• Demonstration of organization capability for the proposed initiative (<b>10 Marks</b>)</li> <li>• Demonstration of value proposition offered in the bid which shall enable the success of the project (<b>10 Marks</b>)</li> <li>• Project timelines (<b>10 Marks</b>)</li> <li>• Detailed Solution Capability and approach (<b>10 Marks</b>)</li> </ul>



**Note: -**

- For Point 1 of the technical Scoring Bidder needs to submit relevant credentials or 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 meet the criteria with Single or Multiple credentials
- For Point 2 of the technical Scoring Bidder needs to submit the Annexure 9 fully complied
- For Point 3 of the technical Scoring Bidder needs to submit the Resume of the resources satisfying the Criteria dully signed by the Authorized signatory

**Commercial Bid Evaluation**

The commercial bid of only those bidders shall be opened who have been technically qualified on the basis of the technical proposal. These technically qualified bidders as per technical evaluation process will participate in Reverse Auction process, if conducted by the UIIC. The UIIC will notify the date and time for participating in the online reverse auction process to the technically qualified bidders.

The envelope containing the Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid set out in Annexure 11- Unpriced Bill of Material. The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each category mentioned in the commercial bid. The UIIC will determine whether the Commercial Bids are complete, unqualified and unconditional. The technically qualified bidders may be required to participate in the reverse auction. Omissions, if any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the Scope of the RFP within the total quoted price shall be that of the Bidder.

**Reverse Auction**

UIIC would conduct a reverse auction process on the commercials submitted by the Bidders. As such it is necessary that authorized personnel of the firm or organization sign the Bid. The designated personnel should be authorized by the organization or by a senior official of the organization having authority to do so. The same person or a different person should be authorized, who should have digital certificate issued in his name and should have authority to quote bid amount in the commercial bid and also quote offer price during on-line reverse auction. The details of digital certificate like Name, Digital Key details, issuing authority and validity etc. to be provided.

The certified Photocopy of necessary Original resolutions/authority/ Power of Attorney having authority to authorize the person to submit Bid documents/participate in on-line sealed bid and reverse auction, on behalf of the company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment.

Bidders to note that:

1. In case there is variation between numbers and words; the value mentioned in words would be considered.
2. The Bidder needs to provide unit costs for all components and services; unit rates would be considered for the TCO in case of any discrepancy in the totalling, modifications, addition, correction, etc.
3. In the event the Bidder has not quoted or has omitted any mandatory product or service required for the Solution it shall be deemed that the Bidder shall provide the product or service at no additional cost to the UIIC.

Please note that in the event of the UIIC conducting a normalization exercise, the bids submitted after normalization would be evaluated as per the evaluation methodology in Commercial Evaluation. Bidder categorized as L1 after the Normalization process would be deemed as the Successful Bidder.

### **Commercial Bid Evaluation Considerations**

Commercial bid evaluation shall be considered as below in case of any kind of discrepancy:

1. If there is a discrepancy between words and figures, the amount in words shall prevail
2. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
3. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of UIIC, there is an obvious error such as a misplacement of a decimal point, in which case the line item total will prevail
4. Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the schedule of prices, the amount obtained on totalling the line items in the Bill of Materials will prevail
5. The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail
6. If there is a discrepancy in the total, the correct total shall be arrived at by UIIC
7. In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
8. At the sole discretion and determination of the UIIC, the UIIC may add any other relevant criteria for evaluating the proposals received in response to this RFP.
9. UIIC may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to
10. All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the bidder.
11. The UIIC shall not incur any liability to the affected bidder on account of such rejection.
12. The selected bidder shall provide revised TCO and the revised break-up of the cost items post reverse auction.
13. The commercials will be calculated till two decimal points only. If the third decimal point is greater than .005, the same shall be scaled up else it shall be scaled down to arrive at two decimal points. UIIC will make similar treatment for 4th or subsequent decimal point to finally arrive at two decimal points only.

### **34 SERVICE LEVEL AGREEMENT**

Bidder shall ensure compliance with the SLAs defined in the RFP. This section describes the service levels that has been established for the services offered by the bidder to UIIC. The bidder shall monitor and maintain the stated service levels to provide quality customer service to UIIC.

#### **34.1. System Availability**

System availability is defined as  $\{(Scheduled\ operation\ time - system\ downtime) / (scheduled\ operation\ time)\} * 100\%$ , where:

- Performance for availability service level default would be measured on monthly basis.

- "Scheduled operation time" means the scheduled operating hours of the system for the year. All planned downtime would be deducted from the total operation time for the year to give the scheduled operation time.
- "System downtime" subject to the SLA mentioned in this RFP, means accumulated time during which the system is totally in-operable due to in-scope system or infrastructure failure, and measured from the time UIIC and / or its customers log a call with bidder's help desk of the failure or the failure is known to bidder from the availability measurement tools to the time when the system is returned to proper operation.
- UIIC has critical and key infrastructure of DC and DR to be monitored on a 24\*7 basis.
- Uptime will be for each individual server.
- Response may be telephonic or onsite depending on the criticality and how the SLA stands as per this RFP.

If any one or more of the proposed components at DC, NDR or DR are down resulting in non-availability of UIIC server hardware, then downtime will be calculated as mentioned in the below section.

### 34.2. Issue Criticality Classification

The classification strategy has been envisaged to prioritize problem resolution based on UIIC's priorities rather than in an ad-hoc manner. Classification framework will help UIIC and the bidder to develop a shared understanding of the issue at hand, as well as the anticipated response and resolution timelines.

In order to improve the accuracy of the classification of an issue, application specific performance thresholds have been defined based on two characteristics, as mentioned below:

**Impact:** Number of users getting affected by the issue

**Availability:** Uptime of the system, both, in absolute terms as well as percentage terms

Criticality Level	IT Infra Grouping
<b>Critical Mean IT Infra at DC</b>	<ul style="list-style-type: none"> <li>• x86 server hardware at DC</li> <li>• RISC server hardware at DC</li> <li>• Application Software at DC</li> <li>• Tape Library at DC</li> <li>• D2D appliance</li> <li>• SAN Cabling at DC</li> <li>• LAN Cabling at DC</li> <li>• Backup software solution at DC</li> <li>• EMS, ADR, APM, Job Automation solution</li> <li>• SAN switch at DC</li> <li>• Storage at DC</li> <li>• Network Component at DC</li> <li>• Database at DC and DR</li> </ul>
<b>Key</b>	<ul style="list-style-type: none"> <li>• x86 server hardware at DR</li> <li>• RISC server hardware at DR</li> </ul>

	<ul style="list-style-type: none"> <li>• Application Software at DR</li> <li>• Tape Library at DR</li> <li>• SAN Cabling at DR</li> <li>• LAN Cabling at DR</li> <li>• Backup software solution at DR</li> <li>• EMS, ADR, APM, Job Automation solution</li> <li>• SAN switch at DR</li> <li>• Storage at DC</li> </ul>
<b>Significant</b>	<ul style="list-style-type: none"> <li>• Standalone server / Components</li> </ul>
<b>Individual</b>	<ul style="list-style-type: none"> <li>• Components like Hard disk , Memory etc.</li> </ul>

- In case of a disaster at DC or DR drill, DR would be the primary site and then, infrastructure at DR shall be considered as Critical and penalty shall be computed accordingly
- If any hardware (server etc.) in High Availability (HA) mode or tape library fails while other is working with no impact on the availability of the underlying solution/application, in such a case, penalty shall be levied on the failed hardware. The failed hardware in HA mode should be replaced within 12 hours of the failure. If the bidder fails to meet the timeline, UIIC shall levy a penalty at the rate of **1% of the product and services cost [Total Product & Service cost including Product cost (with 3 years warranty) + Implementation cost + AMC/ATS cost (for 2 Years)], for every 2 hours of delay thereof, on the failed hardware (server, tape library etc.)**
- If both the hardware components fail in HA mode, UIIC shall levy penalty on the bidder for the service levels defaults, basis the service levels requirement mentioned here.
- For three (3) downtime occurrences within a stipulated time window of a calendar month, a sum equivalent to 1% of the product cost of the respective product would be levied as a penalty. This would be over and above the monthly service level default penalty.

### 34.3 Service Level Default

As mentioned above, Service Level measurement would be on monthly basis. Bidder's performance will be assessed against Minimum Expected Service Level requirements mentioned in the Availability measurement table.

An Availability Service Level Default will occur when, the bidder fails to meet Minimum Service Levels, as measured on a monthly basis, for a particular Service Level.

**Availability: -**

**Will be calculated as below**

$$\text{Availability} = (U - C - D) / (U - C)$$

System Scheduled Uptime for servers (U)

Scheduled Downtime for servers (C)

Unscheduled Downtime for servers (D)

Service Level Description	Minimum Service Level	Measurement Tools	Cost Reference for the Contract Period
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<b>Availability of Critical Infrastructure and software</b>	99.99%	Enterprise Management System	Product cost at DC + Installation cost at DC + AMC & ATS cost at DC
<b>Availability of Key Infrastructure and software</b>	99.3%	Enterprise Management System	Product cost at DR + Installation cost at DR + AMC & ATS cost at DR
<b>Availability of Significant Infrastructure and software</b>	99%	Enterprise Management System	Product cost of standalone server + Installation cost at standalone server + AMC & ATS cost of standalone server
<b>Availability of Individual components not impacting availability of the server/solution infrastructure</b>	96.7%	Helpdesk/Enterprise Management System	For every hour of delay thereof, penalty shall be levied at the rate of INR 5000

### Infrastructure and application Support

Response comprises acknowledgement of the problem and an initial analysis of the underlying cause  
 Uptime - The amount of time that the system is available for normal use. (Do note that planned maintenance would also be classified as normal use.)

Critical Level	Response Time	Resolution Time
Critical Infrastructure and software	5 Min	As Per SLA
Key Infrastructure and software	5 Min	As Per SLA
Significant Infrastructure and software	5 Min	As Per SLA
Individual components not impacting availability of the server/solution infrastructure	5 Min	As Per SLA

Service Level Description	Measurement	Minimum Service Level	Measurement Tool	Penalty
<b>Hardware Utilization</b>	Reporting to the UIIC if Hardware daily peak utilization levels of CPU, RAM, NIC and hard disk etc. exceeds 70% (Seventy Percent) at any given point of time during business hours or production storage utilization levels exceeds	100%	Enterprise Management System	For each 0.5% drop in the service level the penalty should be 1% (One Percent) of the overall cost of the hardware in the TCO.

	80% (Eighty percent) at any given point of time			
<b>Software Service Request</b>	Percentage of Software Service Requests concluded (software installation, patches, bug fixes, errors) within defined timeframe/response-resolution window.	100% per instance	Enterprise Management System	INR 5000 for every instance of delay
<b>Incident Management</b>	Percentage of incidents escalated according to the Incident Management matrix (as shown in Incident Matrix Table below)	100% per instance	Enterprise Management System	INR 5000 for every instance of delay
<b>Downtime for servicing</b>	<ul style="list-style-type: none"> <li>• Each planned down - time for system servicing (up gradation, bug fixing, patch uploads, regular maintenance etc.) will not be more than 4 hours.</li> <li>• This activity will not be carried out during business hours.</li> <li>• However, such activities which require more than 1 hour or required to be carried out during business hours, will be scheduled in consultation with UIIC. In case, downtime exceeds the planned hours, the additional time taken for servicing will be considered for infrastructure or system downtime as per availability measurements table.</li> </ul>	100% per instance	Enterprise Management System	INR 5000 for every 1 hour of delay above the scheduled downtime
<b>Modification (Customization/ Enhancements) resolution for Application software</b>	Bidder to ensure that all modifications, enhancements reported by the UIIC and mutually agreed with the bidder will be duly sized and resolved as per the defined timeframes	96%	Enterprise Management System	Monthly AMC / ATS of the affected services

<b>UAT Bug Resolution</b>	Bidder is required to ensure that all bugs reported by testing team during UAT will be duly resolved within defined timeframe	96%	Enterprise Management System	Monthly AMC / ATS of the affected services
<b>Backup Success Rate</b>	Bidder needs to maintain 100% backup success rate	100%	EMS / Helpdesk	<ul style="list-style-type: none"> <li>• INR 500 for every daily backup/backup restoration failure</li> <li>• INR 1000 for every weekly/monthly backup/backup restoration failure</li> <li>• INR 5000 for every quarterly backup/backup restoration failure</li> <li>• INR 10000 for every yearly backup/backup restoration failure</li> </ul>
<b>Backup Window</b>	If bidder quotes new backup software solution, then bidder has to maintain a backup window of 5 hours	100%	EMS / Helpdesk	<p>&lt;= 1 instance - No Charges</p> <p>&gt;1 Instance - INR 1000 for every additional instance of Backup default</p>
<b>Patch Management</b>	Patch management solution should be functional at any given point of time, on 90% of the device/server /application/endpoints	Per Instance	EMS / Helpdesk	Penalty of INR 25,000 for every instance of default provided the default is due to bidder/product
<b>DR Drill</b>	NO of successful DR Drill conducted by the bidder	100%	ADR Tool	Penalty of INR 1,00,000 for every instance of default provided

				the default is due to bidder/product
<b>RTO and RPO maintenance</b>	Maintenance of RTO and RPO as mentioned in the RFP	100%	ADR Tool	Penalty of INR 1,00,000 for every instance of default provided the default is due to bidder/product

### Management, Reporting and Governance

Service Level Description	Measurement	Minimum Service Level	Measurement Tool	Monthly Cost
<b>Program Manager and Service delivery Manager</b>	No change in these resources for minimum 1 year from the contract date and maximum 2 changes in the complete contract term (*the Program Manager should not be rotated to other clients of the Service Provider under the contract period).	100%	Manual	INR 1,00,000 for each default beyond the agreed threshold
<b>Staff transition period (Handover period)</b>	As per below Mentioning staff transition period  Program Manager and service Delivery Manager: - 60 days All Domain in Charge:- 45 days Other Staff: - 30 days	100%	Manual	Program Manager/Delivery Manager-Penalty shall be INR 30,000 for each week of default or part thereof  Domain In-charge- Penalty shall be INR 25,000 for each week of default or part thereof  Other Staff- Penalty shall be INR 10,000 for each week of default or part thereof



<b>Resource availability</b>	Attendance for support personnel, L1 and L2 engineers. (covers all the locations) Minimum attendance level on any day is 90% of agreed deployment.	No of days below minimum attendance level	Manual	Penalty shall be INR 5,000 for every 2% default or part thereof below the agreed threshold
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**Penalty for Bi-Annual Assessment:** Bidder is required to perform Bi-annual assessment as mentioned in this RFP and submit report within 30 working days of collection of statistics. Any delay of Bi-Annual Assessment and Report submission shall invoke a penalty of INR 5,000 for each week of delay or part thereof.

UIC expects the bidder to complete scope of the project including delivery and installation within the timeframe specified in this RFP. Inability of the bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause. **The proposed rate of penalty would be 1 % of the value of the affected service or product per week of delay or non-compliance.**

**Delay in migration completion within stipulated timeline as specified in the RFP would invoke a penalty of INR 25,000 for every day of delay thereof.**

**Overall cap of all the penalties over the tenure of the contract will be 10% (ten percent) of the contract value.**

### 34.4 Penalty Computation

In the event of Service Level Default, bidder shall pay UIC a penalty that will be computed in accordance with the following formula:

**Monthly Service Level Default** = Minimum Service Level (for a month) – Actual Service Level (for a month)

Total amount of penalty, bidder is obligated to pay UIC, shall be reflected on the invoice provided to UIC in the quarter, after the quarter in which the Service Levels were assessed. UIC shall be entitled to deduct the penalty amount from the amounts payable by UIC to the selected bidder as per the invoice.

#### Example:

Service Level Description	Measurement
<b>The achieved availability of Server / Software has been measured to be 98% in an assessment month.</b>	<p>For this example, let's assume, monthly Availability Service level is of 99.95%; for availability of 98%, penalty invoked would be of 1.95% of total cost of products and services of the failed component</p> <p>Cost Reference for 5-year tenure            Server equipment cost = INR 1 crores (approximately)            Server equipment AMC cost = INR 30,00,000 (approximately)            Total cost of product and services for a Server equipment = 1,30,00,000</p>

	As mentioned above, for Availability Service level default of more than 99.5% and less than 98%, a penalty of 2% would be levied of the total cost of products and services calculated above. Thus, 2% of 1, 30,00,000 i.e. INR 2,60,000.
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### 34.5 Incident Matrix

Incident to be Reported within (If unresolved)	Escalation Hierarchy
<b>2 Hours</b>	Support Engineer & IT Engineer of UIIC
<b>4 hours</b>	Chief Manager DC (UIIC)
<b>8 Hours</b>	Deputy General Manager (IT) & Chief Manager IT
<b>&gt; 16 hours</b>	General Manager (IT) & Deputy General Manager IT

### 35 AT RISK AMOUNT

The quarterly At-Risk Amount ('ARA') shall be 15% of the estimated quarterly pay-out of the respective month. In case maximum penalty is imposed for more than two times in a year, UIIC will impose an additional penalty of 5% of the quarterly charges and may consider termination of services.

Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 10% (ten per cent.) of the contract value

### 36 Make IN INDIA

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion Notification No.P45021/2/2017(BE-II) dated June 15, 2017 and revision thereto and Ministry of Electronics and Information Technology vide Notification no F.No 33 (1)/2017/IPHW dated 14th September 2017 will be applicable for this RFP and allotment will be done in terms of said Order(s), if applicable, for any of the equipment.



**ANNEXURE 1- FORMAT FOR LETTER OF AUTHORIZATION**

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

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

Ref. No: 000100/HO IT/RFP/194/2020-2021

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

**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING**

The following persons are hereby authorized to attend the bid opening on \_\_\_\_\_(date) in respect of the tender for “SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO” 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. Maximum of two persons 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 2- NO BLACKLIST DECLARATION**  
*(To be submitted in the Bidder's letterhead)*  
**[To be included in 'Cover – A' Eligibility Bid Envelope]**

Ref. No: 000100/HO IT/RFP/194/2020-2021

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

Subject: Submission of No Blacklisting Self-Declaration for Tender Ref. No: 000100/HO IT/RFP/194/2020-2021 “REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

Dear Sir/Madam,

We do hereby declare and affirm that we have not been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender for

“REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

(Authorized Signatory of Bidder)

Date:

(Company Seal)



**ANNEXURE 3 - MANUFACTURERS AUTHORISATION FORMAT**

(To be submitted on OEMs Letter Head)

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

Ref. No: 000100/HO IT/RFP/194/2020-2021

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

Subject: Manufacturers Authorisation Form for the “Tender for Proposal (RFP) for SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

**<This MAF should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its eligibility bid>**

MAF should broadly cover the following:

- a. Registered office address of OEM
- b. Authorizing bidder to participate in the tender and negotiate and conclude the contract with UIIC.
- c. Confirm extension of full warranty and guarantee as per the terms and conditions of the tender and the contract for the solution, products/equipment and services including extension of technical support and updates / upgrades if contracted by the bidder
- d. ensure all product upgrades including software upgrades and new product feature releases during the contract period.
- e. And also confirm that such Products as UIIC may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract.
- f. In the event of termination of production of such Products:
  - i. advance notification to UIIC of the pending termination, in sufficient time to permit the UIIC to procure needed requirements; and
  - ii. Following such termination, furnishing at no cost to UIIC, the blueprints, design documents, operations manuals, standards and specifications of the Products, if requested.
- g. Should also confirm to undertake, that in case if the bidder is not able to maintain the solution to the satisfaction of the Company as per the functional and technical specification of the bid, will replace the bidder with another bidder to maintain the solution till the contract period in this bid at no extra cost to the company.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:

(Company Seal)



**ANNEXURE 4 - STATEMENT OF NIL DEVIATIONS**  
*(To be submitted in the Bidder's letterhead)*  
**[To be included in 'Cover – A' Eligibility Bid Envelope]**

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

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

Re: Your RFP Ref. 000100/HO IT/RFP/194/2020-2021 - “Tender for Proposal (RFP) for SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

Dear Sir,

There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:

(Company Seal)



## ANNEXURE 5 - BANK GUARANTEE FORMAT FOR EMD

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

Whereas..... (Hereinafter called “the Bidder”) has submitted its bid dated.....  
(Date of submission of bid) for the “SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND  
SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO “(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 ₹ 3,30,00,000/-(Rupees Three Crore and Thirty 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 ₹ 3,30,00,000/-
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 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**

S.No.	Particulars	
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)	

**TURN OVER & NET PROFIT**

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

S. No.	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,	Audited financial statements / Certificate from Auditor

	and 2019-20.	
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 & Hyderabad	Self-Declaration along with the details of the support centers in Chennai, Mumbai / Navi Mumbai & Hyderabad.
8.	<p>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</p> <p>a.) Hardware (Server &amp; Storage), b.) Operating System and c.) Database</p> <p>For at least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India</p>	<p>Relevant credential letter for the stipulated criteria</p> <p>Or</p> <p>Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed &amp; sealed by the respective Bidder's customer (The Purchase Orders &amp; the installation /Project completion reports should have dates)</p> <p>Bidder can the meet the criteria with Single or Multiple credentials</p>
9.	The bidder should have had experience of providing L1 & L2 support for Core Banking / Core Insurance Infrastructure and their associated databases for at least One scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	<p>Relevant credential letter for the stipulated criteria</p> <p>Or</p> <p>Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed &amp; sealed by the respective Bidder's customer (The Purchase Orders &amp; the installation /Project completion reports should have dates)</p>
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 Annexure 17	Bidder needs to Submit Annexure 17 on letter head dully signed by Authorized signatory
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### **ELIGIBILITY CRITERIA FOR OEM**

Sr No	Eligibility for OEM's	Documentary Proof Required
1	<b>RISC Server:</b> 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	<b>Hyper Converge Infrastructure:</b> The proposed hyper converge version / 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)
3	<b>Tape Library:</b> The proposed Tape Library 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)
4	<b>D2D appliance:</b> The proposed D2D appliance 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).
5	<b>Enterprise Management solution:</b> The Proposed Enterprise Management solution	Relevant credential letter for the stipulated criteria

	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	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).
<b>6</b>	<b>Enterprise class Storage &amp; SAN Switch</b> : - The Proposed Storage & SAN Switch 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).
<b>7</b>	<b>Application Monitoring Solution:</b> The Proposed Application Monitoring solution should be implemented & Operational in at-least one scheduled commercial bank / Insurance Company in India having atleast 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).
<b>8</b>	<b>Job Automation Tool:-</b> The proposed Job Automation Tool 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).
<b>9</b>	<b>Backup Solution :-</b> The proposed Backup Solution 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).
<b>10</b>	<b>Architecture Assessment Services :-</b> The Proposed vendor for Architecture Assessment would have done the same for in at-least one	Relevant credential letter for the stipulated criteria Or



	scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India for Core Banking Application / Core Insurance Application	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).
<b>11</b>	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
<b>12</b>	<b>HIPS:</b> The Proposed HIPS 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).
<b>13</b>	<b>Automated Disaster recovery Solution:</b> The Proposed Automated Disaster Recovery solution 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).

Signature:

Name:

Designation:



**ANNEXURE 7 - COMMERCIAL BID FORMAT [ALL AMOUNTS SHOULD BE IN INR]**  
**[To be included in Cover 'C' - Commercial Bid]**

**BOM will be provided to the bidders who have purchased the RFP**



## **ANNEXURE 8- NDA (NON - DISCLOSURE AGREEMENT FORMAT)**

(To be submitted in separate ₹100 stamp paper)  
**[To be included in 'Cover – A' Eligibility Bid Envelope]**

This confidentiality and non-disclosure agreement is made on the.....day of....., 20..... between (Bidder), (hereinafter to be referred to as “-----”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its principal office at .....(address) and UNITED INDIA INSURANCE COMPANY LIMITED (hereinafter to be called “UIIC”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Registered Office at ..... (address) on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows:

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption ‘Definitions’ of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“Confidential Information”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party).

### 1. DEFINITIONS

(a) CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys,

Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, Scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defences taken before a Court of Law, Judicial Forum, Quasi-judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however, in addition, without limitation, where the Disclosing Party is the UIIC, no information that is exempted from disclosure under section 8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

(b) MATERIALS means including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

## 2. COVENANT NOT TO DISCLOSE

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfil its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultants and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information.





The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual

- (i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
- (ii) that it has requested or received Confidential Information, or
- (iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

(a) the Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or

(b) was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party;

(c) was independently developed by Receiving Party or its Representatives without reference to the Confidential Information; or

(d) the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.

(e) is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.

### 3. RETURN OF THE MATERIALS

Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

### 4. OWNERSHIP OF CONFIDENTIAL INFORMATION

The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided "as is" with all faults.



By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

#### 5. REMEDIES FOR BREACH OF CONFIDENTIALITY

(a) The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or in equity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.

(b) The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.

#### 6. TERM

This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually.

#### 7. GOVERNING LAW & JURISDICTION

This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law



provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Chennai.

8. ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

9. WAIVER

No term or provision hereof will be considered waived by either party and no breach excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.

10. SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

11. NOTICES

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the UIIC shall be served on the Information Technology Department of the Company's Head Office at Chennai and a CC thereof be earmarked to the concerned Branch, Divisional or Regional Office as the case may be by RPAD & email.

IN WITNESS WHEREOF THE PARTIES HERE TO have set and subscribed their respective hands and seals the day and year herein above mentioned.

-----  
(a) for & on behalf of United India Insurance Co. Ltd

DEPUTY GENERAL MANAGER  
-----

In the presence of:

Witnesses - 1:

Witnesses - 2:

-----  
(a) for & on behalf of (BIDDER'S NAME)

-----  
In the presence of:

Witnesses - 1:

Witnesses - 2:



**ANNEXURE 9 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS**

**[To be included in Cover 'B' - Technical Bid Envelope]**

Functional & Technical Specification Annexure will be provided to the bidders who have purchased the RFP



## **ANNEXURE 10 – DELIVERY LOCATIONS**

Below are the delivery locations:

### **DC LOCATION:**

UNITED INDIA INSURANCE COMPANY LIMITED  
M/s. Sify Technologies Ltd - Airoli DC,  
Reliable Plaza, Plat No-K10, Kalwa Block,  
TTL Industrial Area, Thane,  
Mumbai-400 708

### **DR LOCATION:**

UNITED INDIA INSURANCE COMPANY LIMITED  
Ctrls Datacenters Ltd.,  
16, Software Units Layout, Madhapur (Hitech City),  
Hyderabad, Telangana – 500 081.

Signature:

Name:

Designation:



**ANNEXURE 11 - UNPRICED BOM Hardware Refresh**  
**[To be included in 'Cover – B' Technical Bid Envelope]**

Unpriced BOM will be provided to the bidders who have purchased the RFP



## **ANNEXURE 12 - PRE INTEGRITY PACT (FORMAT)**

**(Bidders to submit 2 (two) copies of integrity pact in ₹ 100 stamp paper)**

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

Ref. 000100/HO IT/RFP/194/2020-2021 – “TENDER FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

Date:

### **1 General**

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at \_\_\_\_\_ place \_\_\_\_\_ on \_\_\_\_\_ day of the month of \_\_\_\_\_, 2019 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 RFP for supply, installation and maintenance of firewall 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 the 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 ₹ 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 6.1(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.

**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**

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

**13 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.

**14 Validity**

14.1 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.

14.2 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.

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

(a) for & on behalf of United India Insurance Co. Ltd

(a) for & on behalf of (BIDDER'S NAME)

**DEPUTY GENERAL MANAGER**

**CHIEF EXECUTIVE OFFICER**

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In the presence of:

In the presence of:

Witnesses - 1:

Witnesses - 1:

Witnesses - 2:

Witnesses - 2:



**ANNEXURE 13- EXISTING NETWORK & LICENSES DETAILS AT DC & DR**

<b>Fibre Switch at DC</b>			
<b>S.no</b>	<b>Switch Model</b>	<b>48 Ports (1/ 10 / 25) G</b>	<b>6 - Ports ( 10 / 100 G)</b>
1	N9K-C93180YC-FX	48 Fibre Port	6 Port
2	N9K-C93180YC-FX	48 Fibre Port	6 Port
3	N9K-C93180YC-FX	48 Fibre Port	6 Port
4	N9K-C93180YC-FX	48 Fibre Port	6 Port
5	N9K-C93180YC-FX	48 Fibre Port	6 Port
6	N9K-C93180YC-FX	48 Fibre Port	6 Port

<b>Copper Switch at DC</b>			
<b>S.no</b>	<b>Switch Model</b>	<b>48 Ports 10 G</b>	<b>6 - Ports 100 G</b>
1	N9K-C93108TC-FX	48 Fibre Port	6 Port
2	N9K-C93108TC-FX	48 Fibre Port	6 Port

<b>Fibre Switch at DR</b>			
<b>S.no</b>	<b>Switch Model</b>	<b>48 Ports (1/ 10 / 25) G</b>	<b>6 - Ports ( 10 / 100 G)</b>
1	N9K-C93180YC-FX	48 Fibre Port	6 Port
2	N9K-C93180YC-FX	48 Fibre Port	6 Port

<b>Copper Switch at DR</b>			
<b>S.no</b>	<b>Switch Model</b>	<b>48 Ports 10 G</b>	<b>6 - Ports 100 G</b>
1	N9K-C93108TC-FX	48 Fibre Port	6 Port
2	N9K-C93108TC-FX	48 Fibre Port	6 Port

**Licenses Details**

<b>S.no</b>	<b>Description</b>	<b>Type</b>	<b>Quantity</b>
1	Oracle Database EE	Processor Perpetual	141
2	Oracle Diagnostics Pack	Processor Perpetual	112
3	Oracle Partitioning	Processor Perpetual	112
4	Oracle Tuning	Processor Perpetual	112
5	Oracle Real Application Cluster	Processor Perpetual	112
6	Oracle Golden gate	Processor Perpetual	66
7	SQLSvrEntcore	Core Based	46
8	SQLSvrStdcore	Core Based	20
9	WinSvrSTDCore	Core Based	1360

**Note :-**

Bidder needs to note that extra 159 Oracle Database EE Processor Perpetual Licenses will be available to bidder for use from 1st April 2021 for which ATS will be provided by UIIC. Bidder needs to consider these Licenses also while doing the sizing.



### **Backup Solution License Details (Host Based)**

<b>S.no</b>	<b>Description</b>	<b>DC</b>	<b>DR</b>	<b>Total</b>
1	Single Drive Unix / NAS/ SAN	4	4	8
2	On-line Extension for One Unix system	4	4	8
3	Extension for One 61-250 Slot Library	1	1	2
4	Single Drive for Windows / Linux	9	9	18
5	Cell Manager for Windows / Linux	1	1	2
6	Online Extension for One Windows / Linux System	10	10	20

Signature:

Name:

Designation:



**ANNEXURE 14 – PREBID QUERY FORMAT**

Ref. 000100/HO IT/RFP/194/2020-2021 “TENDER FOR SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

Date:

Dear Sir,

**Subject: Queries w.r.t.** Ref. 000100/HO IT/RFP/194/2020-2021 **for** “TENDER FOR SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

S.No	Page#	Point / Section	Existing Clause	Query
1.				
2.				
3.				
4.				
5.				
6.				
7.				



**ANNEXURE 15 - BID SUBMISSION CHECK LIST – FOR BIDDERS**

<b>S#</b>	<b>Document</b>	<b>Attached (Yes/No)</b>	<b>Page#</b>
<b>COVER A</b>			
<b>1</b>	Tender Fee remittance details.		
<b>2</b>	Proof of Earnest Money Deposit (EMD) amount deposited in UIIC Account / Bank Guarantee for EMD as per Annexure 5		
<b>3</b>	Pre-Contract Integrity Pact as per Annexure 12 in stamp paper (2 copies)		
<b>4</b>	Letter of Authorization as per Annexure 1		
<b>5</b>	Eligibility Criteria Declaration Form as per Annexure 6. And supporting documents as detailed in Annexure 6.		
<b>6</b>	Authorization Form by Power of Attorney of OEM as per Annexure 3.		
<b>7</b>	Proof of Power of Attorney of the OEM.		
<b>8</b>	Authorized signatory of the Bidder signing the Bid Documents should be empowered to do so. Proof in the form of letter signed by a Director or Company Secretary to be attached.		
<b>9</b>	Statement of Nil deviation as per Annexure 4		
<b>10</b>	No Blacklisting Declaration as per Annexure 2.		
<b>11</b>	Non-Disclosure Agreement as per Annexure 8		
<b>12</b>	Annexure 17 from all OEM and Bidder		
<b>13</b>	Compliance of Annexure 15		
<b>COVER B:</b>			
<b>1</b>	Compliance Statement for the prescribed Technical specifications as per annexure. Along with all supporting documents as detailed in Annexure 9.		
<b>2</b>	Technical Documentations (if any)		
<b>3</b>	Unpriced BOM as per Annexure 11.		
<b>4</b>	Compliance to Annexure 16		
<b>5</b>	Annexure 18 Sizing Adequacy letter		
<b>6</b>	Annexure 19 Hardware End of Life and Support		
<b>7</b>	Compliance to Annexure 20		
<b>8</b>	Annexure 21		
<b>9</b>	Annexure 10		
<b>10</b>	Annexure 13		
<b>11</b>	Annexure 20		
<b>COVER C</b>			
<b>1</b>	Commercial Bid as per Annexure 7		



**ANNEXURE 16 – BUY BACK INFRA**

S.No	Location	Make / Model	Quantity	Year of Purchase
1.	Chennai HO	DL360G5	5	2008
2.	Chennai HO	DL360G9	3	2005
3.	Hyderabad DR	BL460cG1	19	2008
4.	Hyderabad DR	BL460cG7	15	2011
5.	Hyderabad DR	BL480cG1	9	2008
6.	Hyderabad DR	BL685cG1	10	2008
7.	Hyderabad DR	DL580G5	2	2008
8	Hyderabad DR	rx3600	1	2011
9	Hyderabad DR	Superdome SD32B	4	2008
10	Hyderabad DR	San Switch :- HP Storage Works 6/64 SAN switch	2	2008
11	Hyderabad DR	San Switch :- HP Storage Works 8/80 SAN switch	2	2011
12	Hyderabad DR	MPR :- HP Storage Works 400 MP Router base	2	2008
13	Hyderabad DR	Storage :- EVA81000	1	2008
14	Hyderabad DR	Storage :- XP24K	1	2008
15	Hyderabad DR	Tape Library :- HP 103e LTO4		2008
16	Mumbai DC	BL460cG1	36	2008
17	Mumbai DC	BL460cG7	2	2008
18	Mumbai DC	BL460cG7	25	2011
19	Mumbai DC	BL480cG1	11	2008
20	Mumbai DC	BL685cG1	12	2008
21	Mumbai DC	DL360G5	9	2008
22	Mumbai DC	DL580G5	2	2008
23	Mumbai DC	rx3600	2	2008
24	Mumbai DC	rx3600	2	2011
25	Mumbai DC	Superdome SD32B	2	2008
26	Mumbai DC	San Switch :- HP Storage Works 6/64 SAN switch	2	2008
27	Mumbai DC	San Switch :- HP Storage Works 8/80 SAN switch	2	2011
28	Mumbai DC	MPR :- HP Storage Works 400 MP Router base	2	2008



<b>29</b>	Mumbai DC	Storage :- EVA81000	1	<b>2008</b>
<b>30</b>	Mumbai DC	Storage :- XP24K	1	<b>2008</b>
<b>31</b>	Mumbai DC	Tape Library :- HP 103e LTO4		<b>2008</b>
<b>32</b>	Mumbai NDR	rx3600	1	<b>2008</b>
<b>33</b>	Mumbai NDR	rx3600	1	<b>2011</b>
<b>34</b>	Mumbai NDR	San Switch :- HP Storage Works 400 MP Router base	2	<b>2008</b>
<b>35</b>	Mumbai NDR	MPR :- HP Storage Works 400 MP Router base	2	<b>2008</b>
<b>36</b>	<b>Mumbai NDR</b>	<b>Storage :- XP24K</b>	<b>1</b>	<b>2008</b>

Signature:

Name:

Designation:



## ANNEXURE 17 – Land Border with India

< To be submitted in the Bidder's & OEM's letter head >

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 SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO

Dear Sir/Madam,

I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. I certify that \_\_\_\_\_ (Bidder / OEM Name) is not from such a country or, if from such a country, has been registered with the competent authority, I certify that this bidder / OEM fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached.]”

Authorized Signatory

Name Designation

Office Seal

Place:

Date:



## ANNEXURE 18 – Sizing Adequacy Letter

< To be submitted in the Bidder's letter head and should be signed by not below the company secretary >

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 SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO”

Dear Sir/Madam,

We \_\_\_\_\_ (Bidder Name & address ) have reviewed the sizing submitted and in agreement with the proposed sizing to maintain the SLA for the contract duration . We confirm that the sizing is adequate and will meet the requirements of the UIIC as stated in the RFP.

However, in the instance of the solution not working as per the SLA and response time mentioned in the RFP, we will augment the solution at no additional cost to the UIIC

Authorized Signatory

Name Designation

Office Seal

Place:

Date:

\*\* In case of shortfall during the contract period then the bidder is required to provide the shortfall along with the following penalties.

Penalty would be levied as mentioned below:

- a) Shortfall between 1% to less than 5% (cost of Hardware, Software, license in the BOM submitted at the time of bid) then penalty would be two times of shortfall
- b) Shortfall between 5% to less than 10% (cost of Hardware, Software, license in the BOM submitted at the time of bid) then penalty would be three times of shortfall more than 10% (cost of Hardware, Software, license in the BOM submitted at the time of bid) penalty would be four times of shortfall



## **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 SUPPLY, INSTALLATION, AND MAINTENANCE OF HARDWARE AND SUPPLIED SOFTWARE AT DC, NDR, DR & CHN-HO"

Dear Sir/Madam,

We \_\_\_\_\_ (OEM & address ) has supplied \_\_\_\_\_ (Hardware Make / model and quantity). We confirm that the Supplied hardware will not be end-of-life / End-of-sale during contract period and will be under support from the date of PO to next 7 years. The bug/Patches and release will be available to UIIC for above mentioned 7 years duration.

Authorized Signatory

Name Designation

Office Seal

Place:

Date:



## **ANNEXURE 20 – Projections of Next 5 Years**

### **GC Core Applications: -**

Number of Transactions for last 3 years and Projections for Next 5 years								
Transaction Type	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Policy Transactions	17611932	18204279	19752393	23702872	28443446	34132135	40958563	49150275
Claim Transactions	13772192	15503206	15005026	18006031	21607238	25928685	31114422	37337307
Accounting Transactions	17003917	16926583	17211873	20654248	24785098	29742117	35690540	42828648
Concurrent Users	3000	4000	5000	6000	7200	8640	10368	12441.6

### **Portal Application: -**

Number of Transactions for last 3 years and Projections for Next 5 years								
Transaction Type	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Poll	6243176	7577565	11535630	13842756	16611307	19933569	23920283	28704339
OEM	386479	407670	551437	661724	794070	952884	1143460	1372152
Maruti	352845	214209	196210	235452	282542	339051	406861	488233
OEMTMFL	0	21575802	21575802	25890962	31069155	37282986	44739584	53687500
Neft	5841571	5985226	4755846	5707015	6848419	8218102	9861723	11834067
UGMS	9709	8668	10187	12224	14670	17604	21124	25349

Signature:

Name:

Designation:

### ANNEXURE 21 – Project Team Profile (Individual) Detailed

1 Name					
a	Brief Introduction (in bullets)				
2	Date of Birth				
3	Phone Number				
4	Position in the firm				
5	Total years of post-qualification work experience				
6 Employment Record					
	Company Name	Positions Held	Duration	Clients Worked	
6.1					
6.2					
6.3					
6.4					
6.5					
7	Number of years the firm with				
8 Details of relevant assignments undertaken (include both past and current employment projects and highlight BFSI experience, if any) (Provide scope, duration, client name and us of assignment) stat					
a	Year				
	Location				
	Client Name				
	Main project title and features				
	Position held				
	Activities performed				
b	Year				
	Location				
	Client Name				
	Main project title and features				
	Position held				
	<b>Activities performed</b>				
9 Education					
	<b>Degree</b>	<b>Year of</b>	<b>Institution</b>		
	<b>Obtained</b>	<b>Degree obtained</b>			
9.1					
9.2					
9.3					
9.4					

9.5					
10	Certification				
	<b>Degree Obtained</b>	<b>Year of Degree obtained</b>	<b>Institution</b>		
10.1					
10.2					
10.3					
10.4					
10.5					





## **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/>).

### **1. REGISTRATION PROCESS ON ONLINE PORTAL**

- a) Bidders to enrol on the e-Procurement module of the portal <https://uiic.enivida.com/> by clicking on the link **“Bidder Enrolment”**.
- b) 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.
- c) 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.
- d) 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.
- e) 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.

### **2. TENDER DOCUMENTS SEARCH**

- a) 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.
- b) 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.
- c) 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.

### **3. BID PREPARATION**

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) 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.
- d) 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.

### **4. BID SUBMISSION**

- a) 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.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.

- d) 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.
- e) 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.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) 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.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

#### **5. AMENDMENT OF BID DOCUMENT**

At any time prior to the deadline for submission of proposals, the department reserve 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.

#### **6. ASSISTANCE TO BIDDERS**

- a) 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.
- b) 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/epochelpdesk.01@gmail.com), Ambika (8448288988/94/epochelpdesk.02@gmail.com), Retnajith (9355030607), Sanjeet (8882495599), Rahul Singh (8448288982), Amit (9355030624), Abhishek Kumar (9355030617), Tariq (9355030608)**
7. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
8. The bid should be submitted through e-Nivida portal (<https://uiic.enivida.com/>) only.

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**END OF RFP**

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