

**United India Insurance Company Limited**

**Pre-Bid Replies dated 02/11/2020**

**RFP # 000100/HO IT/RFP/194/2020-2021 dated 11/09/2020**

S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
1	80	4.2 Earnest Money Deposit	Bank Guarantee of Rs.3,30,00,000/- as EMD	Request for exemption/waiver for RailTel-as Public Sector Undertaking	Please be guided by the RFP
2	8	2.4 Eligibility Criteria; Pt.8	The bidder should have engaged in supplying and providing maintenance services of infrastructure in India in last 5 years and should have had experience in managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site for ANY Core Banking Solution / Core Insurance Application encompassing the underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Request for amendment – The bidder should have engaged in supplying and providing maintenance services of infrastructure in India for at least 2 years 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/ Other Enterprise Application encompassing the underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company/PSU/State DC/Govt Establishment in India having at least 500 branches/locations in India. OR May request for exemption for RailTel- Considering Public Sector Undertaking	Please refer Corrigendum
3	8	2.4 Eligibility Criteria; Pt.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	The bidder should have had experience of providing L1 & L2 support for Core Banking / Core Insurance Infrastructure/ IT Infrastructure/Enterprise Applications and their associated databases for at least One scheduled commercial bank / Insurance Company/PSU/State DC/Govt Establishment in India having at least 500 branches in India. Or May request for exemption for RailTel- Considering Public Sector Undertaking	Please refer Corrigendum
4	118	Annexure 7 Commercial Bid Format; AMC ATS	Base Product Cost, Percentage Rate	Pls clarify. Base Product cost and Percentage Rate.	<b>Base product cost:</b> Is the cost of Software or hardware that bidder will supply to UIC <b>Percentage Rate:</b> is the Percentage on Base product cost which bidder will be charging as AMC or ATS
5	31	3.1.21 Phase wise activities for Migration	Work with UIC to design and plan the required Migration Tasks.	Please clarify the method / responsibility in case End of Life / End of Support devices go down during migration tasks.	Bidder is not responsible for the existing infrastructure
6	16	3.1.7 Backup Solution at DC and DR	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.	Successful migration of data would completely be dependent on Tape conditions (Speed, No corruptions) and availability of existing infra along with support. This task itself will take roughly many months. A dedicated human resource may also be required.	Bidder is required to factor all effort in the bill of material

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7	100	34 Service Level Agreement; 34.2 Issue Criticality Classification	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.	For three (3) downtime occurrences within a stipulated time window of a calendar month which cause performance impairment or service degradation, 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.	Please be guided by the RFP
8	12	3.1 Scope of Work during Implementation phase, Pt.w	During warranty period, UIIC may, shift the equipment to other location(s) within the Country.	UIIC may share approximate frequency/year of equipment transfer, equipment transferred and location list.	Please be guided by the RFP
9	35	3.2 Scope of Work for Facility Management Phase	SCOPE OF WORK FOR FACILITY MANAGEMENT PHASE	It is understood that BMS is not under the scope of this RFP. Please confirm.	BMS, i.e., building management solution is not a part of the RFP
10	44	3.2.1.3 Network Management	Network Management	It is understood that Provisioning of any new bandwidth is not in the scope of the RFP. Please confirm,	Yes, your understanding is correct
11	14	3.1.2 x86 Servers at DC, NDR and DR	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 without any manual intervention, so that there is no impact for end users to connect the requisite services. Applied	Need to add this as a Technical Specification in Annexure-9 Hyper Converged Section.	Please be guided by the RFP
12		Annexure 9 Hyper Converged Infra; Software Defined Storage; Pt3	Can be configured using Hybrid or All-Flash	X86 Server specifications for all locations states "All-Flash". Request to modify as only All-Flash.	This capability has been asked as the proposed hardware should be capable of supporting both hybrid as well as flash. The bidder needs to provide all flash only
13		Annexure 9 Hyper Converged Infra; Site-Chennai HO; Pt.4	Proposed Solution should provide 4 TB usable without considering any of the storage efficiency features (Compression, De duplication & Erasure coding) Cluster to be configured with FTT=1 or RF2.	Suggest a non-HCI solution for the HO location using Physical storage as the requirement is only 4TB across 240 CPUs.	Please refer Corrigendum
14		Annexure 9 Hyper Converged Infra; Security; Pt.1	Proposed solution should be capable of encrypting dataatrest at SDS/Hard disk level, Third Party Key Management solution, if needed, should be provisioned from Day 1	Suggest to have Data-In-Transit Encryption for Replication & Inter node traffic which will provide a higher level of data security with Data-At-Rest Encryption.	Please be guided by the RFP
15		Annexure 9 Hyper Converged Infra; Site - Mumbai-DC Cluster1; Pt.4	Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features (Compression, De-duplication & Erasure coding) Cluster to be configured with FTT=1 or RF2.	Erasure Coding is a Data Protection technique which provides efficiency as well. Request to allow Erasure coding for the Hyper Converged Clusters	Please refer Corrigendum
16		Annexure 9 Hyper Converged Infra; Site - Mumbai-DC Cluster 2; Pt.4	Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features (Compression, De-duplication & Erasure coding) Cluster to be configured with FTT=1 or RF2.	Erasure Coding is a Data Protection technique which provides efficiency as well. Request to allow Erasure coding for the Hyper Converged Clusters	Please refer Corrigendum

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17		Annexure 9 Hyper Converged Infra; Site - Hyd-DR-Cluster1; Pt.4	Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features (Compression, De-duplication & Erasure coding) Cluster to be configured with FTT=1 or RF2.	Erasure Coding is a Data Protection technique which provides efficiency as well. Request to allow Erasure coding for the Hyper Converged Clusters	Please refer Corrigendum
18		Annexure 9 Hyper Converged Infra; Site - Hyd-DR-Cluster1; Pt.4	Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features (Compression, De-duplication & Erasure coding)Cluster to be configured with FTT=1 or RF2.	Erasure Coding is a Data Protection technique which provides efficiency as well. Request to allow Erasure coding for the Hyper Converged Clusters	Please refer Corrigendum
19		Annexure 9 Hyper Converged Infra; Site - Chennai HO; Pt.4	Proposed Solution should provide 4 TB usable without considering any of the storage efficiency features (Compression, De-duplication & Erasure coding) Cluster to be configured with FTT=1 or RF2.	Erasure Coding is a Data Protection technique which provides efficiency as well. Request to allow Erasure coding for the Hyper Converged Clusters	Please refer Corrigendum
20		Annexure 9 Backup Software; Pt.2	The software should have web based Graphical User Interface (GUI) so that all backup servers can be managed centrally, regardless of location.	Is Java UI acceptable along with Web UI for backup management? Requesting the clause be modified to me accommodate Java UI as well? Java UI provides drilled down insights of Backups.	Please refer Corrigendum
21		Annexure 9 Backup Software; Pt.10	The proposed backup solution must be able to support raw device backup – on Windows, various Linux versions and Unix (IBM AIX, Sun Solaris, HP UX etc.)	Does Raw Device backup mean Bare metal recovery, or a raw Device assigned which is mapped on to server without filesystem being created?	Yes, your understanding is correct
22		Annexure 9 Backup Software; Pt.25	c. Tape drive sharing must support both iSCSI and FC based connections.	Requesting to remove this clause from Software, as it is a hardware dependency.	Please refer Corrigendum
23		Annexure 9 Backup Software; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	Are the data backed up in DC and DR the same?	Please be guided by the RFP
24		Annexure 9 Backup Software; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	What is the capacity of Virtual Data and physical data? (Split ratio or tentative data size for Virtual data is required for license sizing)	Please be guided by the RFP
25		Annexure 9 Backup Software; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	Are there individual backup Domains for Backups in DC and DR?	This proposed backup solution will be for doing the backup of the proposed hardware and software

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26		Annexure 9 Backup Software; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	Is HA on backup server necessary? If HA is needed, should it be across Geo between DC and DR?	Please be guided by the RFP
27		Annexure 9 D2D; Pt.1	The proposed Disk based backup Storage must be a SAN Storage System OR The proposed Disk based Storage can be a purpose build backup appliance from the backup software OEM in No Single Point of Failure HA controller configuration offering minimum 4 Nos of 16/32Gbps FC ports & 4 Nos of 10/25GbE iSCSI ports distributed evenly across the active controllers. The proposed Backup solution must be offered with Subscription based backup license or perpetual license including AMC and ATS for the tenure of the contract.	For backup appliance with HA on all components viz Power, Cooling and disks, do we need HA on controller as well? Can the clause be modified?	Please be guided by the RFP
28		Annexure 9 D2D; Pt.1	The proposed Disk based backup Storage must be a SAN Storage System OR The proposed Disk based Storage can be a purpose build backup appliance from the backup software OEM in No Single Point of Failure HA controller configuration offering minimum 4 Nos of 16/32Gbps FC ports & 4 Nos of 10/25GbE iSCSI ports distributed evenly across the active controllers. The proposed Backup solution must be offered with Subscription based backup license or perpetual license including AMC and ATS for the tenure of the contract.	Is 25Gbps mandatory? Can 10Gbps be made as standard?	Please be guided by the RFP
29		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NLSAS Drives & must complete the full database backup in 2 Hours.	Can we have 8 Tb Drives on the appliance? Latest drives are dense with more performance.	Please refer Corrigendum
30		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NLSAS Drives & must complete the full database backup in 2 Hours.	what is the size of database which needs to be backed up in 2 hours?	Please refer Corrigendum
31		Annexure 9 D2D; Pt.4	The array or the purpose built backup appliance should have 1 or more controllers for better performance & redundancy and there should not be any single point of failure.	It says 1 or more controller , so is it ok to provide single controller appliance?	Please refer Corrigendum

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32		Annexure 9 D2D; Pt.5	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Netbackup Appliance provides NFS access to perform backup and restore as it's a PBBA, it doesn't allow any external read write access for third party applications . Please specify NFS access requirement.	Please be guided by the RFP
33		Annexure 9 D2D; Pt.14	Support for industry-leading OS platforms like Windows, Oracle SUN Solaris, HP-UX, IBM-AIX, Linux etc. Necessary license if required should be provisioned as well for unlimited capacity.	Requesting to remove this from hardware as this is dependent of backup software.	Please be guided by the RFP
34	11	3.1 Scope of Work during Implementation phase, Pt.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 UIC.	Does it mean the solution is being deployed in 4 different locations. Is the customer looking for automatic failover service also ?	Please be guided by the RFP
35		Annexure 9 EMS Tool; Pt.10.61	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux/Unix, Solaris and AIX	Please share the count of the OS here for patching. Requesting the end customer to remove the Solaris and AIX patching as the market share for these two OS is very less and most of the OEM does not cover these OS.	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
36	12	3.1 Scope of Work during Implementation phase	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	Please confirm the number of named technicians are required to perform patch management and network monitoring. Also require how many network devices to be monitored.	All the supplied infrastructure, software and Network components mentioned in Annexure 13 are in scope of the Bidder

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37	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The Proposed EMS tool should have end-to-end IT automation platform with advanced AI Voice based interaction capabilities. It should intelligently Understand user queries, analyse answers and suggest responses. It can "listen" as a live agent handles exception, do event correlation, root cause analysis and provide resolution interacting with ITSM tool or by searching knowledge bases. It can also learn from the 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.	Requesting the end customer to modify that the application should have the chat bot where technicians will be able to interact and get the queries resolved using chat.please clarify on the multi-launguage part here.	Chat bot is already covered in the same clause as AI
38		Annexure 9 EMS Tool; Pt.12.8	Micro service architecture and Scalability for enhanced add-on Services.	Please provide details on micro service architecture and regarding the scalability what is the rate of growth that you looking for next few years.	Please be guided by the RFP
39		3.1 Scope of Work during Implementation phase	4. Migration of existing data as per UIIC's requirement	Please share the detailed scope of the migration	Please be guided by the RFP
s	20	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 Porta	Please confirm the core insurance application build no ? E.g, Java, .net, ruby on rail, js node, php, etc.	UIIC is Using GC Core application from TCS

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41		Annexure 9 EMS Tool; Pt.2.3	The solution should support automated enforcement of policies on servers through fully automated check and remediation process. Solution should enable patch policy creation and flexible patch deployments and Supports native patch formats for all major operating systems.	Please clarify on the different Operating systems to be patched. Requesting the end customer to remove the Solaris and AIX patching as the market share for these two OS is very less and most of the OEM does not cover these OS.	Please be guided by the RFP
42		Annexure 9 EMS Tool; Pt.7.1	7.1: The proposed solution should have the capability to monitor both user and system initiated network traffic between client machines and servers and between servers, collecting network and server performance and availability data in real time, thus enabling administrators to pinpoint the cause of delays and quantify the business impact of detected performance issues related to end users	The application/user traffic can be achieved by processing packet flow using J flow, S Flow, Netflow, etc. Let me how many interfaces are there in which the packet flow has to be enabled (usually for WAN facing interfaces the packet flow will be enabled)	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
43		Annexure 9 EMS Tool; Pt.10.16	10.16: Proposed solution should be able to deploy patch management agent as well as the patches with the help of IP addresses / host name	post to the agent deployment the patches can be pushed . Request the customer to change the clause "Proposed solution should be able to deploy agents using IP address/hostname and post to the agent deployment, the patches can be deployed"	Please refer Corrigendum
44		Annexure 9 EMS Tool; Pt.10.23	Proposed solution should support the IPv4 & IPv6	requesting the end user to modify the clause as IPV6 or IPV4 for patch management solution. If we are able to deploy the agent through GPO via AD, or via scripts or manual installation, patches can be deployed	Please be guided by the RFP
45		Annexure 9 EMS Tool; Pt.10.31	Proposed solution should support rollback of patches and service packs applied, if rollback is supported for that particular Patch/Service packs	requesting the end customer to "Proposed solution should support rollback of patches and service packs applied in windows operating system, if rollback is supported for that particular Patch/Service packs	Please be guided by the RFP
46		Annexure 9 APM; Pt.24	Validate technology can scale to support the business requirements of the application managed.	Need to know the technologies that end user is referring here	The Sizing needs to be done by the bidder and the name/ list of applications for which APM needs to be factored are already mentioned in the RFP
47		Annexure 9 APM; Pt.23	Runbook Automation and Alerting - Leverage multiple data inputs into analysis (app performance data, machine data and customer provided data)	Please explain Leverage multiple data inputs into analysis (app performance data, machine data and customer provided data)	Please be guided by the RFP
48		Annexure 9 EMS Tool; Pt.4.3	Should support End to End path provisioning by auto filtering to reduce the amount of time to provision SAN to business application	Is this requirement related to management of Storage devices. Requesting the customer to provide scripts which can fetch these details and those scripts can be automated in the solution	Please be guided by the RFP

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49		Annexure 9 EMS Tool; Pt.9.28	9.28: Should create automated IT process workflows for closed loop change and incident management. User should be given options to execute workflows in one of three modes: automated, visually guided or operator initiated, and prescheduled.	Can you elaborate on the IT Process that are been followed at the customer side. As Per ITIL, only the end user can create an incident and the change request are created by the technician based on the incidents. The end user will not be allowed to create a change request directly.	Please be guided by the RFP
50		Annexure 9 EMS Tool; Pt.9.28	The proposed ITIL-based HelpDesk Management System must discover incident trends based on analysis of unstructured data. Actionable and fast - problem resolution based on unstructured data from all Service Manager processes. It should displays impact of potential problems based on cluster size of related incidents and determine patterns in thousands of incidents for faster problem isolation	Please explain the term unstructured data ? Please provide details on the process that are been followed to coorelate the multiple incidients and to map the resolutions to identify the patterns of incidents for faster problem resolution	Unstructured data such as text descriptions in the tickets. The tool should allow to detect patterns in structured and unstructured data ,find common terms in the records such as requests, incidents, surveys, user searches etc.... And should also be able to group them together and kick off the knowledge management/Problem management process with the individual records attached.
51	95	33 Evaluation Methodology; Bidder Credentials Strengths	1) Experience in Supplying, managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site including (Server, Storage, Operating system, Database, Hyper Converge Infra) and Providing L1 & L2 support for Core Banking / Core Insurance infrastructure and their associated databases in scheduled commercial bank / Insurance Company in India having at least 1500 branches in India (300 Marks) <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (150 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (250 Marks)</li> <li>• Three or more schedule commercial Bank /Insurance Company in India having at least 1500 branches in India (300 Marks)</li> </ul>	Supply of Exadata where core application is running - will that be considered while evaluation	Please refer Corrigendum



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52	96	33 Evaluation Methodology; Bidder Credentials Strengths	<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 (75 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (55 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (70 Marks)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (75 Marks)</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 (75 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (55 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (70 Marks)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (75 Marks)</li> </ul>	<p>If one resource has worked in 3 different banks for different projects, will that result in least or highest score.</p>	<p>Yes, your understanding is correct</p>
53	85	17 Liquidated Damages during Delivery, Installation & Warranty	<p>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.</p>	<p>Can this be changed to 0.5% per week up to maximum of 5%.</p>	<p>Please be guided by the RFP</p>

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54	106	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		Please be guided by the RFP
55		Annexure 9 Storage; Pt.4	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	It is recommended to isolate file workloads (CIFS, NFS) from primary storage which hosts core insurance workloads <u>Hence, request change to:</u> The proposed enterprise storage should support iSCSI and FCP Block protocols, configured to support the required capacity and performance on day-1	Please refer Corrigendum
56		Annexure 9 Storage; Pt.12	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	Limiting the disk capacity will limit the better options to UIIC. Hence, request to remove disk size maximum limitations	Please refer Corrigendum

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57		Annexure 9 Storage; Pt.16	The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance. Since this is Core Insurance application storage, under no circumstances the cache memory on the storage controller must be bypassed to guarantee acceptable performance levels at all times. This feature needs to be demonstrated during UAT.	During one controller failure, partner controller will take over the entire workload and in-order to maintain the data integrity cache will be skipped that time and there will not be an impact to application/host access. <u>Hence request below modification:</u> The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance with required performance of 1,20,000 IOPS with 4K Block Size, 50:50 R:W ratio. This needs to be demonstrated during UAT.	Please be guided by the RFP
58		Annexure 9 Storage; Pt.18	The proposed storage must support Synchronous and Asynchronous replication across sites / storages for FC & NFS data on the storage. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	It is recommended to isolate NFS workloads from primary core insurance storage array. <u>Hence request the below modification:</u> The proposed storage must support Synchronous and Asynchronous replication across sites / storages. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	Please refer Corrigendum
59		Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	<u>Request the below change:</u> Proposed Storage must support Replication, Snapshot technology, Cloning, online LUN extension & Auditing capabilities such as creation of LUN/Volumes, LUN/Volume resizing etc.,	Please refer Corrigendum
60		Annexure 9 Storage; Pt.30	Storage must have work load balancing capabilities and multipathing software for unlimited hosts.	Suggest the below point for host mapping support instead of "unlimited": Storage must have work load balancing capabilities and multipathing software for up to 10,000 hosts	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
61		Annexure 9 Storage; Pt.31	Storage must support native multipathing for all the operating systems. Vendor must provide multipathing software for OS which do not have native multipathing feature. If licensed separately, the vendor needs to provide all the necessary licenses for entire offered capacity.	<b>Request more info:</b> By default, we support NMP for VMware ESXi, Windows, RHEL, Cent OS, AIX etc., It would be good if UIIC provide the list of hosts along with OS version/edition details to check if any older OS (which doesn't have native DSM) going to connect it to the proposed storage	Please be guided by the RFP
62		Annexure 9 Storage; Pt.32	Storage must have inbuilt capability for online data/LUN migration from one disk system to other without taking application offline.	We suggest the below modification: Storage must have inbuilt capability for LUN migration from one storage pool to another storage pool in ONLINE without taking application offline.	Please be guided by the RFP
63		Annexure 9 Storage; Pt.34	The storage must provide features to support availability, integrity and reliability features to support 100% data availability	<b>Request below modification:</b> Proposed storage should have dual controllers in Active-Active mode to achieve high availability. If required, storage should also support storage-to-storage clustering to achieve 100% data availability	Please be guided by the RFP
64		Annexure 9 Storage; Pt.36	The storage must provide mandatory migration of data capabilities from existing storage to new proposed storage seamlessly without any disruption to current storage layout.	We support heterogeneous storage virtualization for data migrations from existing non-IBM storage to proposed IBM storage. Also, this needs detailed discussion with UIIC as there will be multiple dependencies involved in data migration.	Please be guided by the RFP
65		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	Need clarity on the full database size and one full backup size	Please refer Corrigendum
66		Annexure 9 D2D; Pt.5	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Since we are going to dump the backup data, request the below modification: The Storage Array/ Backup Appliance should support various protocols like FC, iSCSI Ethernet. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Please be guided by the RFP
67		Annexure 9 SAN Cabling	All existing SAN cabling requirements	We will provide OM3 OEM FC cables for connectivity. Considering the provided specifications, we might look for non-OEM/third-party cables which may lead to issues. Hence, request you to remove all SAN cabling related specs and we will take care of fiber cabling part with datacenter standards	Please be guided by the RFP
68		Annexure 9 Backup; Pt.25	c. Tape drive sharing must support both iSCSI and FC based connections	Tape drives generally do not support iSCSI protocol. Hence, request the below modification: c. Tape drive sharing must support both SAS and FC based connections.	Please refer Corrigendum

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69		Annexure 9 EMS Tool; Pt.1.4	Configuration Management - Should allow the operator to verify and modify the configuration of managed devices-Configuration management tools need to be provided for managing the IT infrastructure at the DC, DR, Near Site, and Head Office. End user devices are out of scope	Please clarify is configuration management only required for Network Devices? Or is it also required for Servers?	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
70		Annexure 9 EMS Tool; Pt.2.4	The solution should leverage common event format that does not require familiarity with source-specific log formats—thereby avoiding the need for device- or vendor-specific analysis or knowledge.	Within the clause it's been asked to leverage common event format that does not require familiarity with source specific log formats. Please clarify is this a requirement for common format for events or is it a requirement for event as well as log management?	Please be guided by the RFP
71		Annexure 9 EMS Tool; Pt.5.1	Should provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling for network devices	It's been asked to provide Fault, availability and performance function from a single station. Our submission is to relax this requirement and let SI/OEM to decide the no. of servers to be used to deploy the solution as per best practices as single/multiple server deployment depends upon various parameters i.e. the environment that need to be monitored, no. of IT infrastructure elements etc.	The requirement is to have a single pane of glass for network devices for fault and performance monitoring and reporting. UIIC should not login into multiple consoles to view alert and fetch out the report. If need be, Bidder may choose to factor multiple servers to cater to our requirement, however, our requirement is to have a single pane of glass.
72		Annexure 9 EMS Tool; Pt.8.8	Dynamic Monitoring configuration	Please elaborate the requirement what's meant/ expected by Dynamic Monitoring configuration?	Please be guided by the RFP
73		Annexure 9 EMS Tool; Pt.8.11	The modules/products should be from a single product family/suite so as to ensure the integration and high level of data exchange between various layers.	Our submission to rephrase the clause as "Proposed solution should provide an integrated solution leveraging industry standard/ open interfaces to ensure high level of data exchange between various layers"	Please be guided by the RFP
74		Annexure 9 Job Automation; Pt.B.2	The proposed solution should be capable of integrating with email clients	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client. Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
75		Annexure 9 Job Automation; Pt.B.3	The proposed solution should be capable of reading and understanding context of email and trigger the respective jobs	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client. Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also
76		Annexure 9 Job Automation; Pt.B.4	The proposed solution should be capable of integrating with ticketing systems to accept the user inputs to process the requests.	Please provide details of the ticketing system to integrate with? Please specify the OEM and version of the ticketing solution. Also please suggest/ confirm that will the ticketing system expose its REST APIs to be used for integration?	Bidder is required to factor and provide Ticketing system as part of EMS solution
77		Annexure 9 Job Automation; Pt.D.4	The proposed solution should be capable of integrating with any security authentication tools such as CyberArk, TPAM, etc.	In the clause previous to this clause it's been asked "The system should support authentication protocols like LDAP, AD, Pseudo Access to manage the jobs." and this clause specifies the requirement to integrate with any security authentication tools such as CyberArk, TPAM etc.  Please elaborate the requirement preferably with a use case to integrate with security authentications tools such as CyberArk, TPAM etc.	Please be guided by the RFP
78	8	2.4 Eligibility Criteria; Pt.5	Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	A change request to include additional customer references as below - Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one private or PSU bank /Scheduled commercial banks / public Ltd companies / Government (State and Central) / Insurance Companies in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	Please be guided by the RFP
79		3.1.10 Application Performance Monitoring Tool (APM)	Availability of senior level experts on On-Call Basis for critical alerts / incidents	Please clarify the requirement for this clause? APM tool does the monitoring and alert the application owner in case there is any abnormality. Request you to remove this clause.	Please refer Corrigendum
80		3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please provide the clarity if UIIC needs High Availability (HA) too in DC and Non HA in DR, please confirm and clarify?	Please refer Corrigendum
81		3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please confirm if UIIC also needs Test or UAT environment for EMS solution?	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
82		3.1.8 EMS, Patch Management and Helpdesk Management Solution	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.	<p>∅ Please provide the Call management tool name and version informatio</p> <p>∅ Please provide the contract number of the existing OEM to fetch the required information</p> <p>∅ Does ATS also needs to be factored for 5 years as per RFP ask for ATS</p> <p>∅ Please confirm if AMC for the existing application (Call management tool) will take care of UIIC?</p>	<p>1) Aspect 7.2 is the name and version of the tool</p> <p>2) Please be guided by the RFP</p> <p>3) Yes, your understanding is correct</p> <p>4) As the Aspect solution will also move to Hyper converge environment which is provided by the bidder, hence, AMC needs to be factored in by the bidder</p>
83		3.1.3 HIPS for Virtualized x86 environment	The proposed toll should be integrated with the existing SIEM of the UIIC and the bidder needs to provide a report as per the agreed frequency to UIIC stakeholders show casing the patch details and other malware attack and protection done by the tool.	Please clarify on what SIEM tool currently present in the environment and is the requirement is to integrate the SIEM tool with EMS solution for monitoring/ticketing?	Details will be shared with the successful bidder
84		3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS should also support single pane of glass visibility across multiple areas of monitoring.	<p>Please provide below details:</p> <ol style="list-style-type: none"> <li>1. Total number of OS Instances (Physical/virtual servers) present in the environment that needs to be monitored.</li> <li>2. Total nos. of DB OS instances to be monitored</li> <li>3. Total nos. of Middleware present in the environment</li> <li>4. Total number of Application OS Instance (physical or virtual machine) that runs an application component to be monitored?</li> <li>5. Total number of Network devices present in the environment</li> <li>6. Total number of storage devices</li> </ol>	<p>EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly</p> <p>Network devices details are mentioned in RFP Annexure 13</p>
85		3.1.8 EMS, Patch Management and Helpdesk Management Solution	Bidder needs to provide 15 Lic for the Central Helpdesk Agents for allocating and updating the tickets. UIIC currently has 2000 Branches which may grow to 2400 during tenure of the contract.	Please provide clarity on are whether 15 licenses are concurrent licenses Or named licenses?	Please refer Corrigendum
86		3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR. The solution deployed at the DR would be from the perspective of monitoring and management of the DR	Please clarify on the EMS, Patch Management, Helpdesk, APM and Job Automation solutions requires High Availability mode in DC and DR? If High Availability mode is required, whether it is application level high availability Or hardware level High availability?	Please refer Corrigendum
87		3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please clarify whether patch management is required only for the servers present in the DC and DR OR is the requirement of patch management for end-points ( desktops/laptops) also?	<p>EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly</p> <p>Network devices details are mentioned in RFP Annexure 13</p>

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
88		3.1.8 EMS, Patch Management and Helpdesk Management Solution	The Proposed EMS tool should have end-to-end IT automation platform with advanced AI Voice based interaction capabilities. It should intelligently Understand user queries, analyze 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.	Please clarify whether the requirement is to have the inbuilt voice assistance capability feature present in the solution OR the proposed solution is capable of providing the integration with 3rd party voice based assistance? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum
89		3.1.8 EMS, Patch Management and Helpdesk Management Solution	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	Please clarify whether the requirement is to have the inbuilt STT capability and emotional polarity, tone detection features etc.. present in the solution OR the proposed solution is capable of providing the integration with 3rd party voice based assistance? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum
90		3.1.24.1 Environments	Physically separate adequately sizing should be quoted for RISC Based Bare Metal Server for each of the following environments. o Production at DC and DR (100% compute and storage capacity of DC), o Pre prod, o Test & SIT, o Development. o Training	For EMS, APM and Job Automation tools, please clarify on how many environment is required? This would help in factoring the HW Sizing for different environment? Please clarify where one environment is required for pre-production, Test, develop and training OR we need to have dedicated environment for each stage?	Please refer Corrigendum
91		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 UIC deployed at corporate office, Primary Data Center, Disaster Recovery Site and Near Site. The end user devices will be out of scope.	Please clarify on automatic discovery of all the assets are in scope? Are you looking for agent-based discovery or agent-less discovery of all the assets? Also, please clarify on the requirement of managing non-ip based assets ( like infrastructure peripherals) present in the organization in the same asset management solution.	Discovery of in scope assets are in scope of the bidder and asset management tool which bidder needs to provide in compliance to the specifications mentioned in Annexure 9



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92	60	3.2.2.6 Security Management	he 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	Please clarify on this requirement whether we need to factor the SIEM solution for fulfill this requirement Or is this expected to have the integration capability with the proposed solution with your existing SIEM solution.	Integration of all in scope applications and hardware needs to be done with the SIEM solution of UIIC
93	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Please provide more clarity on what type of application (core insurance and Portal) that needs to be monitored. For example, whether it is java based, .net based etc..	Please be guided by the RFP
94	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Please provide more clarity on how many servers (OSI's) on which these applications are hosted?	All these 3 applications will be hosted on the infrastructure supplied by the bidder
95	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Provide clarity on each application will be accessed by how many users and what is the frequency of accessing the application.	Please be guided by the RFP
96	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Provide clarity on approximately how many healthy critical transactions are important to capture and monitor from each application as part of synthetic monitoring and are these transactions are to be monitored from single location or multiple locations?	Please be guided by the RFP
97	62	3.2.2.10 Application Performance Management	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	Please provide details on how many application, database instances are present?	All these 3 applications will be hosted on the infrastructure supplied by the bidder
98	124	Annexure 9 APM; Pt.4	4: No Root access required to install or operate agent.	Please clarify on this requirement. The Linux systems will expect root privileges to install any software's ( for example rpms). Is this expected to install the agent using root privilege and operate using non-root privilege access?	Yes, your understanding is correct
99	124	Annexure 9 APM; Pt.5	5:No use of OS primitive LD Preload for discovering components - malware technique	Please provide more clarity on this requirement.	Please be guided by the RFP
100	124	Annexure 9 APM; Pt.7	7: No more than 2->4% overhead out of the box.	Please provide more clarity on this requirement.	Please be guided by the RFP
101	124	Annexure 9 APM; Pt.25	25:Single UI incorporating Analytics and APM modules	Please provide more clarity on this requirement. Is this expected to provide both the features in as part of the single dashboard?	Please be guided by the RFP
102	124	Annexure 9 APM; Pt.30	30: Alert off of metrics created in analytics based on search criteria	Please provide more clarity on this requirement.	Please be guided by the RFP
103	124	Annexure 9 APM; Pt.31	31: Analytics data collection does not require full call method stack data	Please provide more clarity on this requirement.	Please be guided by the RFP
104	124	Annexure 9 APM; Pt.54	54: Collect SQL Explain & Execution plans	Please provide more clarity on this requirement.	Please be guided by the RFP

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105	124	Annexure 9 EMS Tool; Pt.2.3	2.3: The solution should have borderless collection of any data from any device in any format from log-generating sources and provide long-term retention of logs and events through high compression ratios with search capability	Please provide more clarity on this requirement on high compression ratio with search capability	Bidder needs to retain logs of last 1 year, however, proper purging mechanism needs to be factored in for these logs
106	124	Annexure 9 EMS Tool; Pt.8.9	8.9: Support for backup and storage	Please provide more clarity on this requirement.	Please be guided by the RFP
107	124	Annexure 9 EMS Tool; Pt.8.28	8.28: It should have a Java Enabled WEB Based user Interface through which Administrator can access all administrative tasks and operational status monitoring. Similarly it should produce a WEB based interface to the users also for accessing the SLA reports etc.	Please provide more clarity on this requirement? We support latest technologies (HTML5). Is the requirement to have only Java based WEB UI?	Please refer Corrigendum
108	124	Annexure 9 EMS Tool; Pt.10.61	10.61: Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux/Unix, Solaris and AIX	Please provide the count of each OS types that is present in the environment and needs to be patched. This helps to provide the optimized sizing for the solution.	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
109	124	Annexure 9 EMS Tool; Pt.12.1	12.1 : Use of Machine Learning/Artificial Intelligence/Speech to Text /Natural language Understanding in IVA Transactional Capability	Please clarify whether the requirement is to have the inbuilt Speech To Text capability feature present in the solution OR the proposed solution is capable of providing the integration with 3rd party Speech To Text? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum
110	124	Annexure 9 EMS Tool; Pt.12.3	12.3: Integration with Telephony / IVR platform for voice enabled human voice conversations	Please provide more clarity on this requirement.	Please be guided by the RFP
111	124	Annexure 9 EMS Tool; Pt.12.6	12.6: Text to speech and speech to text conversion and NLP Engine	Please clarify whether the requirement is to have the inbuilt Speech To Text capability feature present in the solution OR the proposed solution is capable of providing the integration with 3rd party Speech To Text? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum
112	124	Annexure 9 EMS Tool; Pt.12.11	12.11: Ability to handle the exceptions based on the business rule such as frustration based, intent based, scheduled when the chatbot is unable to process request after specified attempts etc	Please clarify on this requirement whether the virtual agent should be able to understand the intent of end-user interactions and provide the suggestions to end users accordingly?	Please be guided by the RFP
113	124	Annexure 9 EMS Tool; Pt.12.13	12.13: Agent Screen Option	Please provide more clarity on this requirement.	Please be guided by the RFP
114	124	Annexure 9 EMS Tool; Pt.12.17	12.17: Easy to use Widgets for Location, Flow creation, Input options, voice / text options	Please provide more clarity on this requirement.	Please be guided by the RFP
115	124	Annexure 9 Job Automation; Pt.A.4	A.4: The proposed solution should be able to provide customized monitoring widgets	Please provide more clarity on this requirement.	Please be guided by the RFP
116	124	Annexure 9 Job Automation; Pt.A.5	A.5: The proposed solution should be capable of handling SNMP based triggers	Please provide more clarity on this requirement.	Please be guided by the RFP

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117	124	Annexure 9 Job Automation; Pt.F.5	F.5: The proposed solution should be capable of mobile based job management	Please provide more clarity on this requirement.	Please be guided by the RFP
118	124	Annexure 9 Job Automation; Pt.C.4	C. The proposed solution should be able to do automation across platforms like Web application , windows application , Embedded GUI and Cli and Rest API for third party interactions	Please clarify on the automation platform on Embedded GUI. Is the requirement to have automation for UI based application to automate business processes?	Please be guided by the RFP
119	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	It should be capable of handling below use cases: Password Reset	Please clarify that the you have any password reset tool (like AD) available and the proposed solution should integrate with password reset tool accept from the user request?	The proposed solution should integrate with multiple solutions like AD, APM, or other application(s) for which password reset is required. The application(s) will be finalized during SRS
120	124	Annexure 9 EMS Tool; Pt.10.30	10.30: Proposed solution should support event-driven remediation.	event driven responses is restricted to few vendors and limits the participation of all vendors offering patch management solution	Please be guided by the RFP
121	124	Annexure 9 EMS Tool; Pt.10.41	10.41: Proposed solution should support the grouping of patches into a 'baseline' which can take the form of monthly patch bundle e.g. ' Critical Patches'	The baseline feature and terminology is restricted to few vendors and limits the participation of all vendors offering patch management solution	Please be guided by the RFP
122	124	Annexure 9 EMS Tool; Pt.10.52	10.52: Proposed solution should have the dashboard to drill down to show details for both compliant and non-compliant systems, including but not limited to, non-compliant controls, component name, category, identifier and type	Kindly remove the dashboard	Please be guided by the RFP
123	124	Annexure 9 EMS Tool; Pt.10.55	10.55: Proposed solution should allow console operators to export report in CSV,PDF,XLS & HTML format	Kindly remove HTML format it is a non-standard export format	Please be guided by the RFP
124		Annexure 9 Hyper converge infra; Site - Mumbai DC - Cluster 1; Pt.2	Each node to be proposed with 2* Intel Cascade lake processors.	Please change to include AMD x86 CPU. Each node to be proposed with 2* AMD EPYC Rome or 2* Intel Cascade lake processors <b>Reason:</b> AMD has got improved processors which performs better than Intel. The present clause limits OEMs to opt for only one particular processors which avoids competition in open RFP. Please see below the spec rating of requested Intel Xeon SKU and it's equivalent AMD EYPC SKU	Please be guided by the RFP
125		Annexure 9 Hyper converge infra; Site - Mumbai DC - Cluster 1; Pt.2	Each node to be proposed with minimum 2* Intel Cascade lake processors.	Please change to include AMD x86 CPU. Each node to be proposed with 2* AMD EPYC Rome or 2* Intel Cascade lake processors <b>Reason:</b> AMD has got improved processors which performs better than Intel. The present clause limits OEMs to opt for only one particular processors which avoids competition in open RFP. Please see below the spec rating of requested Intel Xeon SKU and it's equivalent AMD EYPC SKU	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
126		Annexure 9 Hyper converge infra; Site - HYD-DR - Cluster 1; Pt.2	Each node to be proposed with minimum 2* Intel Cascade lake processors.	Please change to include AMD x86 CPU. Each node to be proposed with 2* AMD EPYC Rome or 2* Intel Cascade lake processors. Reason: AMD has got improved processors which performs better than Intel. The present clause limits OEMs to opt for only one particular processors which avoids competition in open RFP. Please see below the spec rating of requested Intel Xeon SKU and it's equivalent AMD EYPC SKU	Please be guided by the RFP
127		Annexure 9 Hyper converge infra; Site - HYD-DR - Cluster 1; Pt.2	Each node to be proposed with minimum 2* Intel Cascade lake processors.	Please change to include AMD x86 CPU. Each node to be proposed with 2* AMD EPYC Rome or 2* Intel Cascade lake processors Reason: AMD has got improved processors which performs better than Intel. The present clause limits OEMs to opt for only one particular processors which avoids competition in open RFP. Please see below the spec rating of requested Intel Xeon SKU and it's equivalent AMD EYPC SKU	Please be guided by the RFP
128		Annexure 9 Hyper converge infra; Site - Chennai HO; Pt.2	Each node to be proposed with minimum 2* Intel Cascade lake processors.	Please change to include AMD x86 CPU. Each node to be proposed with 2* AMD EPYC Rome or 2* Intel Cascade lake processors Reason: AMD has got improved processors which performs better than Intel. The present clause limits OEMs to opt for only one particular processors which avoids competition in open RFP. Please see below the spec rating of requested Intel Xeon SKU and it's equivalent AMD EYPC SKU	Please be guided by the RFP
129		2.4 Eligibility Criteria; Pt.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.	The bidder should have an average annual financial turnover of at least ₹ 450 Crore for the last three Audited financial statements / Certificate financial year's viz. 2017-18, 2018-19, and 2019-20.	Please be guided by the RFP
130		2.4 Eligibility Criteria; Pt.8	The bidder should have engaged in supplying and providing maintenance services of infrastructure in India in last 5 years and should have had experience in managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site for ANY Core Banking Solution / Core Insurance Application encompassing the underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	The bidder should have engaged in supplying and providing maintenance services of infrastructure in India in last 5 years and should have had experience in managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site for ANY Core Banking Solution / Core Insurance Application encompassing the Underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company in India having atleast 1000 branches in India	Please refer Corrigendum

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**RFP # 000100/HO IT/RFP/194/2020-2021 dated 11/09/2020**

S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
131		General	General	<p>This has reference to the ongoing UIIC RFP for hardware refresh. Given the UIIC is one of the leading PSU Firm of Insurance vertical which is governed by various guidelines released by the agencies like IRDAI, UIDAI it is of imperative importance to consider the below points in the RFP.</p> <ol style="list-style-type: none"> <li>As per enclosed guidelines of UIDAI, Key management solution is required to meet the clause 16.1 &amp; 16.2 which will manage the lifecycle of encryption / tokenization Keys that are used to secure the PII Data within Database, File Servers and Backup platform.</li> <li>Further as UIIC being Insurance company is taking Aadhaar numbers &amp; Storing them to facilitate the Pradhan Mantri Fasal Bima Yojna , all that Aadhar numbers has to be secured by placing Aadhaar Vault as mentioned in clause 36.4.21 of enclosed operational guidelines by Ministry of Agriculture &amp; Farmers Welfare. FIPS 140-2 Level Key Manager with relevant s/w is required to be incorporated in this RFP to meet both UIDAI &amp; Ministry guidelines.</li> <li>As this project is envisaged with shelf-life of 5 years , it is must to have Key Manager which can help to achieve the upcoming Personal Data Protection Bill which as per clause 24 A clearly talks about the use of methods such as de-identification and encryption. Hence again Key Management is becomes the back-bone for deploying encryption &amp; De-identification (Tokenization) solutions.</li> <li>Dedicated Appliances for encrypting the data</li> </ol>	Please be guided by the RFP
132		Annexure 9 Hyper converge infra; General; Pt.3	The storage solution with the HCI should either have inbuilt software defined storage capability integrated within the Hypervisor kernel itself or should use a virtual storage controller architecture.	This clause needs to be modified to "virtual /physical storage controllers "or since dHCI architecture is based on the concept of dedidcated compute and storage nodes	Please be guided by the RFP
133		Annexure 9 Hyper converge infra; General; Pt.24	HCI solution should be capable of increasing the resources such as (RAM, CPU and storage) online.	Does increasing refers to scale-up or scale-out approach. Furthermore, the resources (RAM, CPU, and storage) referred here are for virtual machines/guest OS or the physical host	Please be guided by the RFP
134		Annexure 9 Hyper converge infra; x86 Node; Pt.2	<b>Each CPU configuration (Each node must have 2 CPU of same configuration):-</b> Intel Cascade Lake Processors with Minimum 24 Core, Minimum Base frequency 2.40GHz, Minimum Turbo Boost frequency 3.10 GHz, Minimum L3 Cache 35.75 MB	We can offer 24 cores @2.10 GHz without any overheads Request you to modify the same	Please be guided by the RFP

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135		Annexure 9 Hyper converge infra; x86 Node; Pt.6	<b>Disks Requirement :-</b> The Proposed Solution should support inline Deduplication and compression from Day one. <b>All Flash Configuration -</b> Bidder/OEM while sizing the solution should ensure that UIIC gets usable storage space of 25 TB in each node of HCI clusters without inline Deduplication and compression.	Please specify as the total storage space required in a cluster instead of per node	Please refer Corrigendum
136		Annexure 9 Hyper converge infra; x86 Node; Pt.8	<b>I/O slots :-</b> Minimum of 4xPCIe Gen 3 Slots	Please clarify if you want to use these slots for Network interface card.	Please be guided by the RFP
137		Annexure 9 Hyper converge infra; x86 Node; Pt.9	<b>Ethernet ports :-</b> 4x1GbpsBase-Tports(Optional), 6 x 10Gbps Base-T Ports, 1 Dedicated Management port (optional)	2 x SFP28 ports are supported. Kindly clarify as to why only BaseT ports are required	Please refer Corrigendum
138		Annexure 9 Hyper converge infra; x86 Node; Pt.10	<b>Interface Ports :-</b> Minimum of 1 VGA/VideoPort, 2xUSB2.0/USB3.0, dedicated Management Ports	VGA port as an output is no longer supported as a technology and is OEM specific. Request you to kindly remove the same	Please refer Corrigendum
139		Annexure 9 Hyper converge infra; x86 Node; Pt.11	<b>Certification and Compliances :-</b> Microsoft Windows Server, Hyper-V, VMWare Hypervisor/ Acropolis Hypervisor, Red Hat Enterprise Linux(RHEL).	Please clarify is any one or all of the mentioned hypervisors needs to be supported.	Please be guided by the RFP
140		Annexure 9 Hyper converge infra; x86 Node; Pt.15	<b>Configuration &amp; Management (optional) :-</b> Real-time out-of-band hardware performance monitoring & alerting Agent free monitoring, driver updates & configuration, power monitoring & capping, RAID management, external storage management, monitoring of FC, HBA & CNA & system health Out-of-band hardware & firmware inventory Virtual IO management / state less computing system.	dHCI relies on iSCSI instead of FC, HBA, and CNA Need the same to be amended accordingly	Please refer Corrigendum
141		Annexure 9 Hyper converge infra; x86 Node; Pt.15	<b>LCD/LED panel (Optional) :-</b> Should display system ID, status information and system error conditions in different colours or status LED/LCD available to indicate health of the machine.	This feature is OEM specific	Please be guided by the RFP
142		Annexure 9 Hyper converge infra; Software defined storage; Pt.3	Can be configured using either Hybrid or All-Flash Storage	New age solution are available with highly resilient SSD only	This capability has been asked as the proposed hardware should be capable of supporting both hybrid as well as flash. The bidder needs to provide all flash only
143		Annexure 9 Hyper converge infra; Software defined storage; Pt.4	Should provide upgrade path from Hybrid to All-Flash with same set of compatible hardware no disruptively.(in case of Hybrid)	Point 4 is not applicable for us since the proposed dHCI is already all flash architecture	This capability has been asked as the proposed hardware should be capable of supporting both hybrid as well as flash. The bidder needs to provide all flash only
144		Annexure 9 Hyper converge infra; Software defined storage; Pt.5	Should provide high-resilient shared storage capacity for Virtual environment		Please be guided by the RFP

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145		Annexure 9 Hyper converge infra; Software defined storage; Pt.9	Should support server side read/write caching to reduce storage latency	Proposed dHCI architecture has dedicated all flash storage nodes,so caching maynot be an issue. The same can be removed	Please be guided by the RFP
146		Annexure 9 Hyper converge infra; Software defined storage; Pt.12	Should support non-disruptive Scale-Up (Upgrade by inserting drives in existing empty drive slots) & Scale-Out (Upgrade by adding nodes) upgrades to grow capacity and/or performance whenever required.	dHCI architecture supports independent scale out of compute and storage nodes	Please be guided by the RFP
147		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 1; Pt.1	Solution should provide 624 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Each node can provide 48 cores @ 2.1 HHz	Please be guided by the RFP
148		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 1; Pt.3	Solution to provide 2.4 TB usable memory without considering HA & Other overheads required for HCI. 64G LRDIMMs or higher	Request you to please amend the same removing LRDIMMS as it is non generic	Please be guided by the RFP
149		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 1; Pt.5	All the nodes in the solution should be ALL flash only. Required capacity to be configured using SDD drives not exceeding 2 TB	Today SSD config is upto 15TB , no restriction to be included on drive capacity Furthermore, higher capacity drives would mean lesser nodes and hence lesser Rack Space, power consumption, cooling, and network cables	Please be guided by the RFP
150		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 1; Pt.6	Each node to have 4x10GSFP+ & 4*25G SFP+ ports with redundancy to sustain NIC failures	2 x 25G SPF28 ports are provided on each HCI node which provides a total bandwidth of 50 Gbps and which is greater Need the same to be modified to support on a generic perspective	Please refer Corrigendum
151		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 1; Pt.7	All servers in the HCI cluster must contribute Compute & Storage.	We request you to change this clause since dHCI architecture has dedicated compute and storage nodes	Please be guided by the RFP
152		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 2; Pt.1	Solution should provide 624 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Each node can provide 48 cores @ 2.1 HHz	Please be guided by the RFP
153		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 2; Pt.3	Solution to provide 2.4 TB usable memory without considering HA & Other overheads required for HCI. 64G LRDIMMs or higher	Request you to please amend the same removing LRDIMMS as it is non generic	Please be guided by the RFP
154		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 2; Pt.5	All the nodes in the solution should be ALL flash only. Required capacity to be configured using SDD drives not exceeding 2 TB	Today SSD config is upto 15TB , no restriction to be included on drive capacity Furthermore, higher capacity drives would mean lesser nodes and hence lesser Rack Space, power consumption, cooling, and network cables	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
155		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 2; Pt.6	Each node to have 4x10GSFP+ & 4*25G SFP+ ports with redundancy to sustain NIC failures	2 x 25G SPF28 ports are provided on each HCI node which provides a total bandwidth of 50 Gbps and which is greater Need the same to be modified to support on a generic perspective	Please refer Corrigendum
156		Annexure 9 Hyper converge infra; Site Mumbai DC- Cluster 2; Pt.8	All servers in the HCI cluster must contribute Compute & Storage.	We request you to change this clause since dHCI architecture has dedicated compute and storage nodes	Please be guided by the RFP
157		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 1; Pt.1	Solution should provide 480 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Each node can provide 48 cores @ 2.1 HHz	Please be guided by the RFP
158		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 1; Pt.3	Solution to provide 2.2 TB usable memory without considering HA & Other overheads required for HCI. 64G LRDIMMs or higher	Request you to please amend the same removing LRDIMMS as it is non generic	Please be guided by the RFP
159		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 1; Pt.5	All the nodes in the solution should be ALL flash only. Required capacity to be configured using SDD drives not exceeding 2 TB	Today SSD config is upto 15TB , no restriction to be included on drive capacity Furthermore, higher capacity drives would mean lesser nodes and hence lesser Rack Space, power consumption, cooling, and network cables	Please refer Corrigendum
160		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 1; Pt.6	Each node to have 4x10GSFP+ & 4*25G SFP+ ports with redundancy to sustain NIC failures	2 x 25G SPF28 ports are provided on each HCI node which provides a total bandwidth of 50 Gbps and which is greater Need the same to be modified to support on a generic perspective	Please refer Corrigendum
161		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 1; Pt.7	All servers in the HCI cluster must contribute Compute & Storage.	We request you to change this clause since dHCI architecture has dedicated compute and storage nodes	Please be guided by the RFP
162		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 2; Pt.1	Solution should provide 480 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Each node can provide 48 cores @ 2.1 HHz	Please be guided by the RFP
163		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 2; Pt.3	Solution to provide 2.2 TB usable memory without considering HA & Other overheads required for HCI. 64G LRDIMMs or higher	Request you to please amend the same removing LRDIMMS as it is non generic	Please be guided by the RFP
164		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 2; Pt.5	All the nodes in the solution should be ALL flash only. Required capacity to be configured using SDD drives not exceeding 2 TB	Today SSD config is upto 15TB , no restriction to be included on drive capacity Furthermore, higher capacity drives would mean lesser nodes and hence lesser Rack Space, power consumption, cooling, and network cables	Please refer Corrigendum



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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
165		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 2; Pt.6	Each node to have 4x10GSFP+ & 4*25G SFP+ ports with redundancy to sustain NIC failures	2 x 25G SPF28 ports are provided on each HCI node which provides a total bandwidth of 50 Gbps and which is greater Need the same to be modified to support on a generic perspective	Please refer Corrigendum
166		Annexure 9 Hyper converge infra; Site HYD-DR- Cluster 2; Pt.8	All servers in the HCI cluster must contribute Compute & Storage.	We request you to change this clause since dHCI architecture has dedicated compute and storage nodes	Please be guided by the RFP
167		Annexure 9 Hyper converge infra; Site Chennai HO; Pt.1	Solution should provide 240 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Each node can provide 48 cores @ 2.1 HHZ	Please be guided by the RFP
168		Annexure 9 Hyper converge infra; Site Chennai HO; Pt.6	Each node to have 4x10G SFP with redundancy to sustain NIC failures	2 x 25G SPF28 ports are provided on each HCI node which provides a total bandwidth of 50 Gbps and which is greater Need the same to be modified to support on a generic perspective	Please be guided by the RFP
169		Annexure 9 Storage; Pt.1	The storage must be a SAN storage. The storage must have redundant components with no single point of failure including controllers, cache, power supply, cooling fans etc.	This is in contradiction to point 4. Kindly clarify if SAN only storage or unified storage is needed	Please be guided by the RFP
170		Annexure 9 Storage/ Pt.3	Storage must come with its own Racks and PDUs. There must be redundant power supplies.	Storage units usually will be provided with Rackmount kits only , but not 42U rack Please amend the same as " Storage must be supplied with necessary rail kits and PDU's and with redundant power supplies "	Please be guided by the RFP
171		Annexure 9 Storage/ Pt.4	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	Point 1 mentions SAN and the protocols required are for Unified. Please clarify	Please refer Corrigendum
172		Annexure 9 Storage/ Pt.5	Storage must be proposed with 2 controllers. Minimum 8 x 16 Gbps FC Front end ports & 4 x 10GbE Ports. Front end ports must be evenly distributed across controllers.	10GbE ports --- Are these with SFP+ modules and optical cables or with RJ-45 cables(10G BASE-T)	Please refer Corrigendum
173		Annexure 9 Storage/ Pt.6	Active - Active controllers with automatic load balancing/workload placement across controllers.	Automatic load balacing will be OEM specific ..... Request you to amend this	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
174		Annexure 9 Storage/ Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	Request you to amend the same to only basic file auditing capabilities as few of the events mentioned are Non-Generic	Please refer Corrigendum
175		Annexure 9 D2D/ Pt.1	The proposed Disk based backup Storage must be a SAN Storage System OR The proposed Disk based Storage can be a purpose build backup appliance from the backup software OEM in No Single Point of Failure HA controller configuration offering minimum 4 Nos of 16/32Gbps FC ports & 4 Nos of 10/25GbE iSCSI ports distributed evenly across the active controllers. The proposed Backup solution must be offered with Subscription based backup license or perpetual license including AMC and ATS for the tenure of the contract.	This is in contradiction to point 5. Kindly clarify if SAN only storage or unified storage is needed	Please be guided by the RFP
176		Annexure 9 D2D; Pt.5	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Contradict with point 1. Kindly clarify as to why we need Ethernet , NFS in the future , when the required storage is only SAN	Please be guided by the RFP
177		Annexure 9 D2D/ Pt.14	Support for industry-leading OS platforms like Windows, Oracle SUN Solaris, HP-UX, IBM-AIX, Linux etc. Necessary license if required should be provisioned as well for unlimited capacity.	HP-UX is not supported by majority vendors and is OEM specific. Request you to amend the same	Please be guided by the RFP
178		2.4 Eligibility Criteria; Pt.5	Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	We are an Indian OEM registered under MSME act. We would like to query if there are any preferences to an Indian MSME OEMs. As regards the said clause 2.4 - there should be a relaxation stating that the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corporates/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
179		2.4 Eligibility Criteria; Pt.7	Application Monitoring Solution: The Proposed Application Monitoring solution should be implemented & Operational in at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India monitoring the Core Application.	The Clause should be relaxed to stating that the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment.	Please be guided by the RFP
180		2.4 Eligibility Criteria; Pt.9	Backup Solution :- The proposed Backup Solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	The Clause should be relaxed to stating the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment.	Please be guided by the RFP
181	13	3.1 Scope of Work during Implementation phase	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.	Bank has to cleary define the scope of integration for Installation and Implementation with the existing Softwares and for the same existing Vendor has to provide the API for integration.	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor
182		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.	Bank needs to clearly define the number of Devices.	Please be guided by the RFP Annexure 13
183		34 Service Level Agreement	Critical Infrastructure and software  Availability of Key Infrastructure and software	Any reason why Mimimum Service level for Critical Infrastructure and software is 99% and for Availability of Key Infrastructure and software is 99.3%	Please be guided by the RFP

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184		Annexure 9 EMS Tools; Pt.6.2	It should provide Software Compliance, Contract Management and Financial Charge back capabilities that go beyond asset tracking and provide complete Asset lifecycle management; that provide a real Return On Investment for IT organizations	Please mention on what parameters ROI to be calculated ? Also our understanding is that this is needed as part of report. Please confirm whether our understanding is correct	Please be guided by the RFP
185		Annexure 9 EMS Tools; Pt.9.27	Ability to be kicked off in a self-healing or automatic mode from incidents and provide help to manage closed loop incident management process in case of monitoring events	Please confirm if orchestration should be part of close loop incident management process ?	If the orchestration is required for meeting the functionality then it has to be factored
186		Annexure 9 EMS Tools; Pt.12.3	Integration with Telephony / IVR platform for voice enabled human voice conversations	Request to change this to " Integration with an IVR platform for auto ticket generation" as integration is always with IVR Platform	Please be guided by the RFP
187		Annexure 9 EMS Tools; Pt.12.5	Capability to integrate with ITSM tools and Digital Channels like IVR, Webchat, What's app, Agent screens, backend systems like CRM using APIs, Web Services. Custom Adapters etc	Please change this to" Capability to integrate with ITSM tools and Digital Omni Channels like IVR /Webchat /What's app / MS Teams / Slack / Email / Agent screens, backend systems like CRM using APIs, Web Services. Custom Adapters etc". This will help cover all possible channels	Please be guided by the RFP
188		Annexure 9 EMS Tools; Pt.12.6	Text to speech and speech to text conversion and NLP Engine	Please explain the use-cases for Text to speech and Speech to text	Please be guided by the RFP
189		Annexure 9 EMS Tools; Pt.12.12	Sentimental Analysis and Service Level Analytics	Please explain the use-case for Sentimental analysis	Please be guided by the RFP
190		Annexure 9 EMS Tools; Pt.12.19	Options to Integrate with video call and Co browsing for remote support	Please change this to "Options to integrate with 3rd party remote support tool and Web-Ex systems". This will be the right terminology and easily achievable	Please be guided by the RFP
191		Annexure 9 EMS Tools; Pt.1.4	Configuration Management - Should allow the operator to verify and modify the configuration of managed devices-Configuration management tools need to be provided for managing the IT infrastructure at the DC, DR, Near Site, and Head Office. End user devices are out of scope	Please clarify is configuration management only required for Network Devices? Or is it also required for Servers?	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
192		Annexure 9 EMS Tools; Pt.2.4	The solution should leverage common event format that does not require familiarity with source-specific log formats—thereby avoiding the need for device- or vendor-specific analysis or knowledge.	Within the clause it's been asked to leverage common event format that does not require familiarity with source specific log formats. Please clarify is this a requirement for common format for events or is it a requirement for event as well as log management?	Details will be shared with successful bidder

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193		Annexure 9 EMS Tools; Pt.5.1	Should provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling for network devices	It's been asked to provide Fault, availability and performance function from a single station. Our submission is to relax this requirement and let SI/OEM to decide the no. of servers to be used to deploy the solution as per best practices as single/multiple server deployment depends upon various parameters i.e. the environment that need to be monitored, no. of IT infrastructure elements etc.	The requirement is to have a single pane of glass for network devices for fault and performance monitoring and reporting. UIIC should not login into multiple consoles to view alert and fetch out the report. If need be, Bidder may choose to factor multiple servers to cater to our requirement, however, our requirement is to have a single pane of glass.
194		Annexure 9 EMS Tools; Pt.8.1	Dynamic Monitoring configuration	Please elaborate the requirement what's meant/expected by Dynamic Monitoring configuration?	Please be guided by the RFP
195		Annexure 9 EMS Tools; Pt.8.11	The modules/products should be from a single product family/suite so as to ensure the integration and high level of data exchange between various layers.	Our submission to rephrase the clause as "Proposed solution should provide an integrated solution leveraging industry standard/ open interfaces to ensure high level of data exchange between various layers"	Please be guided by the RFP
196		Annexure 9 Job Automation; Pt.B.2	The proposed solution should be capable of integrating with email clients	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client. Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also
197		Annexure 9 Job Automation; Pt.B.3	The proposed solution should be capable of reading and understanding context of email and trigger the respective jobs	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client. Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also
198		Annexure 9 Job Automation; Pt.B.4	The proposed solution should be capable of integrating with ticketing systems to accept the user inputs to process the requests.	Please provide details of the ticketing system to integrate with? Please specify the OEM and version of the ticketing solution. Also please suggest/ confirm that will the ticketing system expose its REST APIs to be used for integration?	Bidder is required to factor and provide Ticketing system as part of EMS solution
199		Annexure 9 Job Automation; Pt.D.4	The proposed solution should be capable of integrating with any security authentication tools such as CyberArk, TPAM, etc.	In the clause previous to this clause it's been asked "The system should support authentication protocols like LDAP, AD, Pseudo Access to manage the jobs." and this clause specifies the requirement to integrate with any security authentication tools such as CyberArk, TPAM etc.  Please elaborate the requirement preferably with a use case to integrate with security authentications tools such as CyberArk, TPAM etc.	Please be guided by the RFP
200		3.2.1.6 DC-DR Drills; Pt.22	UIIC can also do an unplanned DC-DR Drill which bidder needs to support and design the system accordingly.	What is the unplanned DR drill frequency ? Need to understand the number of unplanned drills to determine the required resources into the scope.	All drills that UIIC will schedule can be planned or unplanned drill which is at the sole discretion of UIIC

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201		3.2.1.7 RTO/ RPO Management	GC Core and Portal (Part of ADR Tool) RPO = 0 Min & RTO = 120 Min	What is the current replication mechanism/software is currently used to achieve 0 RPO ?	Please be guided by the RFP
202		34 Service Level Agreement; 34.2 Issue Criticality Classification	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	Need to understand why the penalty will be charged in case of Disaster or DR drill ?	As in Case of Disaster and DR Drill, our DR infrastructure will work as Production Site and bidder will be responsible to maintaining the same
203		34 Service Level Agreement; 34.3 Service Level Default	NO of successful DR Drill conducted by the bidder	Need to understand the penalty clause.	Please be guided by the RFP as the penalty amount is mentioned
204		34 Service Level Agreement; 34.3 Service Level Default	Maintenance of RTO and RPO as mentioned in the RFP	Need to understand the penalty clause.	Please be guided by the RFP as the penalty amount is mentioned
205		Point # 5 & 6 ADR	1. The disaster drill should be non intrusive. 2. There should not be any downtime for ATM and IB Services during SO/SB process	Need more clarification on these two points. 1. How can be a DR drill non intrusive ? When DR Drill happens the application/DB services at DC goes down and the same services at DR comes up within the defined RTO time hence DR drill is always intrusive. 2. How ATM and IB services can start at DR without stopping first at DC ? please explain the current manual scenario where there is no downtime involved for these services.	Please refer Corrigendum
206		Annexure 9 Storage; Pt.4	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	It is recommended to isolate file workloads (CIFS, NFS) from primary storage which hosts core insurance workloads <u>Hence, request change to:</u> The proposed enterprise storage should support iSCSI and FCP Block protocols, configured to support the required capacity and performance on day-1	Please refer Corrigendum
207		Annexure 9 Storage; Pt.12	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	Limiting the disk capacity will limit the better options to UIIC. Hence, request to remove disk size maximum limitations	Please refer Corrigendum

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208		Annexure 9 Storage; Pt.16	The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance. Since this is Core Insurance application storage, under no circumstances the cache memory on the storage controller must be bypassed to guarantee acceptable performance levels at all times. This feature needs to be demonstrated during UAT.	During one controller failure, partner controller will take over the entire workload and in-order to maintain the data integrity cache will be skipped that time and there will not be an impact to application/host access. <u>Hence request below modification:</u> The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance with required performance of 1,20,000 IOPS with 4K Block Size, 50:50 R:W ratio. This needs to be demonstrated during UAT.	Please be guided by the RFP
209		Annexure 9 Storage; Pt.18	The proposed storage must support Synchronous and Asynchronous replication across sites / storages for FC & NFS data on the storage. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	It is recommended to isolate NFS workloads from primary core insurance storage array. <u>Hence request the below modification:</u> The proposed storage must support Synchronous and Asynchronous replication across sites / storages. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	Please refer Corrigendum
210		Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	<u>Request the below change:</u> Proposed Storage must support Replication, Snapshot technology, Cloning, online LUN extension & Auditing capabilities such as creation of LUN/Volumes, LUN/Volume resizing etc.,	Please refer Corrigendum
211		Annexure 9 Storage; Pt.30	Storage must have work load balancing capabilities and multipathing software for unlimited hosts.	Suggest the below point for host mapping support instead of "unlimited": Storage must have work load balancing capabilities and multipathing software for up to 10,000 hosts	Please refer Corrigendum

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212		Annexure 9 Storage; Pt.31	Storage must support native multipathing for all the operating systems. Vendor must provide multipathing software for OS which do not have native multipathing feature. If licensed separately, the vendor needs to provide all the necessary licenses for entire offered capacity.	<b>Request more info:</b> By default, we support NMP for VMware ESXi, Windows, RHEL, Cent OS, AIX etc., It would be good if UIIC provide the list of hosts along with OS version/edition details to check if any older OS (which doesn't have native DSM) going to connect it to the proposed storage	Please be guided by the RFP
213		Annexure 9 Storage; Pt.32	Storage must have inbuilt capability for online data/LUN migration from one disk system to other without taking application offline.	We suggest the below modification: Storage must have inbuilt capability for LUN migration from one storage pool to another storage pool in ONLINE without taking application offline.	Please be guided by the RFP
214		Annexure 9 Storage; Pt.34	The storage must provide features to support availability, integrity and reliability features to support 100% data availability	<b>Request below modification:</b> Proposed storage should have dual controllers in Active-Active mode to achieve high availability. If required, storage should also support storage-to-storage clustering to achieve 100% data availability	Please be guided by the RFP
215		Annexure 9 Storage; Pt.36	The storage must provide mandatory migration of data capabilities from existing storage to new proposed storage seamlessly without any disruption to current storage layout.	We support heterogeneous storage virtualization for data migrations from existing non-IBM storage to proposed IBM storage. Also, this needs detailed discussion with UIIC as there will be multiple dependencies involved in data migration.	Please be guided by the RFP
216		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	Need clarity on the full database size and one full backup size	Please refer Corrigendum
217		Annexure 9 D2D; Pt.5	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Since we are going to dump the backup data, request the below modification: The Storage Array/ Backup Appliance should support various protocols like FC, iSCSI Ethernet. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Please be guided by the RFP
218		Annexure 9 SAN Cabling	All existing SAN cabling requirements	We will provide OM3 OEM FC cables for connectivity. Considering the provided specifications, we might look for non-OEM/third-party cables which may lead to issues. Hence, request you to remove all SAN cabling related specs and we will take care of fiber cabling part with datacenter standards	Please be guided by the RFP
219		Annexure 9 Backup; Pt.25	c. Tape drive sharing must support both iSCSI and FC based connections.	Tape drives generally do not support iSCSI protocol. Hence, request the below modification: c. Tape drive sharing must support both SAS and FC based connections.	Please refer Corrigendum



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220		Annexure 9 RISC; Processor; Pt.2	The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered	The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered and it support SMT8 functionality Oracle Database is capable of using multi-threading processor cores and can make use SMT8 configuration option to take full advantage of the available cores. Oracle Database 12c on a RISC Server with SMT8 significantly boosted the throughput performance of Oracle Database OLTP transactions	Please be guided by the RFP
221		Annexure 9 RISC; Processor; Pt.3	Minimum clock speed will be 2.6 GHz	Minimum clock speed will be 3.0 GHz Higher the Clock speed means faster the CPU and executes the instructions faster	Please be guided by the RFP
222		Annexure 9 RISC; Processor; Pt.4	Minimum L3 cache of 32MB per chip and at least 2 MB per core.	Minimum L3 Cache of 120 MB per chip and at least 10 MB per core For better performance of Oracle RAC database hot data should be available close to CPU. Higher CPU cache will ensure less data fetching from memory subsystem and reduce the latency significantly. Large banks running large databases have seen improved performances as compared to other architectures with lower memory cache size.	Please be guided by the RFP
223		Annexure 9 RISC; I/O Subsystem; Pt.1	All IO shall be virtualized. No application workload shall run in these partitions. Dedicated processor and memory resources shall be allocated to these partitions; minimum of 1 core & 16GB of memory. These processor and memory are additional, not considered in above Processor specifications	All IO shall be virtualized. No application workload shall run in these partitions. Dedicated processor and memory resources shall be allocated to these partitions; minimum of 1 core & 16GB of memory. And minimum two virtual i/o to ensure redundancy these processor and memory are additional, not considered in above Processor specifications There should be minimum two virtual I/O server to ensure redundancy and able to achieve higher availability, Else failure of one I/O server will terminate complete communication to the server system	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
224		Annexure 9 RISC; I/O Subsystem; Pt.2	All IO slots should be PCIe Generation2 and above with lanes x8 and x16. If Gen3 PCIe x8 slots are used then they must not be populated with no more 4 ports (each adapter). All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc	All IO slots should be PCIe Generation3 with lanes x8 and x16. All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc Oracle DB requires high I/o throughput and in that case PCI3 is minimum recommended . Oracle DB is highly thread environment hence required PCI Gen 3 which gives more throughput in case of both LAN & SAN Connectivity. PCIe3.0 x 8 generates 64Gb/s while PCIe 2.0 x8 generates only 40Gb/s and also NVME - the latest technology offering from Disk , delivers best optimal performance using PCIe 3. <a href="https://www.faceofit.com/pcie-gen-3-vs-pcie-gen-2/">https://www.faceofit.com/pcie-gen-3-vs-pcie-gen-2/</a> <a href="https://www.simms.co.uk/tech-talk-2/pcie-and-nvme-explained/">https://www.simms.co.uk/tech-talk-2/pcie-and-nvme-explained/</a>	Please refer Corrigendum
225		Annexure 9 RISC; I/O Subsystem; Pt.3	The server shall be configured with below type of Adapters ● 16 Gbps Fibre Channel adapters for SAN access (disk & tape) ● 10 Gigabit Short Range Fiber Ethernet adapters for user/application communication Functional (Ethernet & Fibre Channel) redundancy at an adapter level should be provided in each IO partition.	The server shall be configured with below type of Adapters ● 32 Gbps Fibre Channel adapters for SAN access (disk & tape) ● 10 Gigabit Short Range Fiber Ethernet adapters for user/application communication Physical (Ethernet & Fibre Channel) redundancy at an adapter level should be provided in each IO partition. Change functional to physical since the Oracle DB required more i/o throughput Dedicated card need for Oracle RAC	Please be guided by the RFP
226		Annexure 9 RISC; I/O Subsystem; Pt.6	Fibre Channel : The server shall have total Thirty Two (32) 16 Gb or Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers.	Fibre Channel : The server shall have Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers. Oracle DB requires highest throughput in which using the latest 32Gbps FB HBA meet the throughput requirement	Please refer Corrigendum
227		Annexure 9 RISC; Partitioning & Virtualization; Pt.6	System shall be capable of creating partitions with dedicated or virtual resources (processor, disk & media, and I/O) with separate operating system instances or within a single operating system instance	System shall be capable of creating partitions with dedicated or virtual resources (processor, disk & media, and I/O) with separate operating system instances Virtualization or partitioning within OS is not recommended as it brings extra overheads on top of hypervisor level virtualization	Please refer Corrigendum

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228		Annexure 9 RISC; Roadmap; Pt.1	The processor and operating system roadmap for the next five (5) years shall be submitted with attestation by OEM.	Processor roadmap should be from OEM of processor. 1. Servers quoted shall have the latest processor and release date within past 3 years of bid due date of this tender. 2. OEM support and spares for the supplied hardware and operating system shall be available for a period of minimum 7 years from date of "Power On Self Test" sign-off for all hardware covered by this tender. 3. The processor and operating system roadmap for the next five (5) years shall be submitted 4. Release date of the quoted product has to be mentioned 5. Bidder must back-align support with respective OEM mandatorily during warranty period and also during AMC period. Bidder must provide documentary proof for the same As server OEM does not have control over manufacturing of processor Pprocessor and server are from different OEM then Processor roadmap should be from OEM of processor and not from server OEM	Please refer Corrigendum
229		Annexure 19: Hardware End of Life and Support Declaration	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.	We confirm that the Supplied hardware will not be end-of-life during contract period and will be under support from the date of PO to next 7 years. Requesting to remove the end of Sale - No OEM can able to Provide End of Sale for over the period ofSeven years.	Please refer Corrigendum
230		3.2.3.12.2 For Sustainance Phase	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.	<b>Request to change the same to below to ensure seamless support as OEM payroll can have various complications:</b>  Bidder needs to factor the atleast 1 onsite OEM <b>certified</b> resource from the Proposed OEM in General shift on all working days of UIIC for the below mentioned components.	Please refer Corrigendum
231		Annexure 7 Commercial Bid Format; FM	OEM Resource for RISC Servers	<b>Please change to :</b> OEM certified Resource for RISC Servers	Please be guided by the RFP
232		Annexure 7 Commercial Bid Format; FM	OEM Resource for Tape Library	<b>Please change to :</b> OEM certified Resource for Tape Library	Please be guided by the RFP
233		Annexure 7 Commercial Bid Format; FM	OEM Resource for D2D Appliance	<b>Please change to :</b> OEM certified Resource for D2D Appliance	Please be guided by the RFP

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<b>S.No.</b>	<b>Page #</b>	<b>Point/ Section</b>	<b>Existing Clause</b>	<b>Query</b>	<b>UIIC's Response</b>
234		Annexure 7 Commercial Bid Format; FM	OEM Resource for Storage	<b>Please change to :</b> OEM certified Resource for Storage	Please be guided by the RFP
235		Annexure 7 Commercial Bid Format; FM	OEM Resource for SAN Switch	<b>Please change to :</b> OEM certified Resource for SAN Switch	Please be guided by the RFP
236		Annexure 7 Commercial Bid Format; FM	OEM Resource for Backup Solution	<b>Please change to :</b> OEM certified Resource for Backup Solution	Please be guided by the RFP
237		3.1.1 Bare Metal Server at DC, NDR & DR	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.	Request to share the Bill of material for Oracle Exadata and partition in detail so that we can refresh the same with RISC servers (of the same processor family as being suggested for Oracle DB) which will avoid the dependancy on Oracle Golden Gate while continuing to provide the full functionalities of the existing solutions	UIIC is not looking for any refresh in existing Exadata
238		2.4 Eligibility Criteria; Pt.3	The bidder should have an average annual financial turnover of at least ₹500 Crore for the last three financial year's viz. 2017-18, 2018-19, and 2019-20. Audited financial statements / Certificate from Auditor	Requesting you to consider Unaudited statements for FY-2019-20.	Please be guided by the RFP
239		2.4 Eligibility Criteria; Pt.4	The bidder should have made Net Profit after taxation in the last three financial years viz. 2017-18, 2018-19, and 2019-20.	Requesting you to consider Unaudited statements for FY-2019-20.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
240		33 Evaluation Methodology; Bidder Credentials Strengths	<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 (300 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (150 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (250 Marks)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (300 Marks)</li> </ul>	<p>Requesting you to modify the clause as" 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) 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 (300 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (150 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (250 Marks)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (300 Marks)</li> </ul>	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
241		33 Evaluation Methodology; Bidder Credentials Strengths	<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 (75 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (55 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (70 Marks)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (75 Marks)</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 (75 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (55 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (70 Marks)</li> </ul>	<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 (75 Marks)</p> <ul style="list-style-type: none"> <li>• One similar Project (55 Marks)</li> <li>• Two similar Projects (70 Marks)</li> <li>• Three Similar Projects (75 Marks)</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 (75 Marks)</p> <ul style="list-style-type: none"> <li>• One similar Project (55 Marks)</li> <li>• Two similar Projects (70 Marks)</li> <li>• Three Similar Projects (75 Marks)</li> </ul>	Please be guided by the RFP
242		3.2.3.13.3 Desired Qualification and Experience of Resources; Governance	<p>MBA/Engineering with PMI certification. ISO 20000 implementation certification will be an added advantage.</p> <ul style="list-style-type: none"> <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>	<p>MBA/Engineering with PMI certification.</p> <ul style="list-style-type: none"> <li>• Should have experience of managing IT Infrastructure managed services (Servers, storage, database, networks, backup &amp; restore, Quality Assurance and Helpdesk Management) engagements in <b>Scheduled Commercial Bank/ Banks / Insurance Company/Govt/PSU in India</b></li> </ul>	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
243		3.2.3.13.3 Desired Qualification and Experience of Resources; Managerial Role	<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>	<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 <b>Scheduled Commercial Bank/ Banks / Insurance Company/Govt/PSU in India</b></li> </ul>	Please be guided by the RFP
244		17 Liquidated Damages during Delivery, Installation & Warranty	If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIC 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 .	Requesting you to modify the clause as " If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price ."	Please be guided by the RFP
245		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	Requesting you to Delete the clause	Please be guided by the RFP
246	7	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 UIC Datacentre & Near DR, Mumbai & Disaster Recovery site, Hyderabad.	Please clarify if the proposed patch management is to be configured for Fallback from DC to NDR and then to DR also in each location the patch management server is configured for High Availability	Since the NDR site is bunker site where only Storage and server is implemented, hence, Bidder is not required to provision for any Patch Management server specifically in NDR. However, the monitoring, patching etc. needs to be done for NDR site with the DC EMS tool.

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247	9	2.4 Eligibility Criteria; Pt.5	Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	A change request to include additional customer references as below - Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one private or PSU bank /Scheduled commercial banks / public Ltd companies / Government (State and Central) / Insurance Companies in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	Please be guided by the RFP
248	12	3.1 Scope of Work during Implementation phase	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.	Does it mean the solution is being deployed in 4 different locations. Is the customer looking for automatic failover service also ?	Please be guided by the RFP
249	13	3.1 Scope of Work during Implementation phase	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	Please confirm the number of named technicians are required to perform patch management and network monitoring. Also require how many network devices to be monitored.	All the supplied infrastructure, software and Network components mentioned in Annexure 13 are in scope of the Bidder
250	15	3.1.3 HIPS for Virtualized x86 environment	The proposed tool should be integrated with the existing SIEM of the UIIC and the bidder needs to provide a report as per the agreed frequency to UIIC stakeholders showing the patch details and other malware attack and protection done by the tool.	Please clarify on what SIEM tool currently present in the environment and is the requirement is to integrate the SIEM tool with EMS solution for monitoring/ticketing?	Details will be shared with successful bidder
251	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please provide the clarity if UIIC needs High Availability (HA) too in DC and Non HA in DR, please confirm and clarify?	Please refer Corrigendum
252	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please confirm if UIIC also needs Test or UAT environment for EMS solution?	Please refer Corrigendum



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253	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS should also support single pane of glass visibility across multiple areas of monitoring.	Please provide below details: Total number of OS Instances (Physical/virtual servers) present in the environemnt that needs to be monitored. Total nos. of DB OS instances to be monitored Total nos. of Middlewares present in the environemnt Total number of Application OS Instance (physical or virtual machine) that runs an application component to be monitored? Total number of Network devices present in the environment Total number of storage devices	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
254	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR. The solution deployed at the DR would be from the perspective of monitoring and management of the DR	Please clarify on the EMS, Patch Management, Helpdesk, APM and Job Automation solutions requires High Availability mode in DC and DR? If High Availability mode is required, whether it is application level high availability Or hardware level High availability?	Please refer Corrigendum
255	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please clarify whether patch management is required only for the servers present in the DC and DR OR is the requirement of patch managemnet for end-points ( desktops/laptops) also?	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly
256	17	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Remote Control	What is the UIIC expectation on the remote control because there is no specifications/expectation given in the RFP for Remote Control.  Request UIIC to clear the scope for Remote control so bidder can factor the appropriate solution for this feature.	Remote control refers to taking remote access from ITSM tool to the end points/servers like Desktops and laptops to fasten the incident resolution process
257	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Bidder needs to provide 15 Lic for the Central Helpdesk Agents for allocating and updating the tickets.	Please provide the clarity whether UIIC needs Concurrent or Named Licenses for Helpdesk tool, please confirm?	Please refer Corrigendum
258	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Bidder needs to provide 15 Lic for the Central Helpdesk Agents for allocating and updating the tickets. UIIC currently has 2000 Branches which may grow to 2400 during tenure of the contract.	Please provide clarity on are whether 15 licences are concurrent licences Or named licences?	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
259	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The Proposed EMS tool should have end-to-end IT automation platform with advanced AI Voice based interaction capabilities. It should intelligently Understand user queries, analyse answers and suggest responses. It can "listen" as a live agent handles exception, do event correlation, root cause analysis and provide resolution interacting with ITSM tool or by searching knowledge bases. It can also learn from the 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.	Requesting the end customer to modify that the application should have the chat bot where technicians will be able to interact and get the queries resolved using chat.please clarify on the multi-launguage part here.	Chat bot is already covered in the same clause as AI
260	19	3.1.8 EMS, Patch Management and Helpdesk Management Solution	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.	<p>☒Please provide the Call management tool name and version information</p> <p>☒Please provide the contract number of the existing OEM to fetch the required information</p> <p>☒Does ATS also needs to be factored for 5 years as per RFP ask for ATS</p> <p>☒Please confirm if AMC for the existing application (Call management tool) will take care of UIIC?</p>	<p>1) Aspect 7.2 is the name and version of the tool</p> <p>2) Please be guided by the RFP</p> <p>3) Yes, your understanding is correct</p> <p>4) As the Aspect solution will also move to Hyper converge environment which is provided by the bidder, hence, AMC needs to be factored in by the bidder</p>
261	21	3.1.10 Application Performance Monitoring Tool (APM)	Availability of senior level experts on On-Call Basis for critical alerts / incidents	<p>Please clarify the requirement for this clause?</p> <p>APM tool does the monitoring and alert the application owner in case there is any abnormality.</p> <p><b>Request you to remove this clause if it is not applicable</b></p>	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
262	21	3.1 Scope of Work during Implementation phase	4. Migration of existing data as per UIIC's requirement	Please share the detailed scope of the migration	Please be guided by the RFP
263	21	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.	Please confirm the core insurance application build no ? E.g, Java, .net, ruby on rail, js node, php, etc.	UIIC is Using GC Core application from TCS
264	35	3.1.24.1 Environments	Physically separate adequately sizing should be quoted for RISC Based Bare Metal Server for each of the following environments. o Production at DC and DR (100% compute and storage capacity of DC), o Pre prod, o Test & SIT, o Development. o Training	For EMS, APM and Job Automation tools, please clarify on how many environment is required? This would help in factoring the Hardware Sizing for different environment? Please clarify where one environment is required for pre-production, Test, develop and training OR we need to have dedicated environment for each stage?	Please refer Corrigendum
265	56	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.	Please clarify on automatic discovery of all the assets are in scope? Are you looking for agent-based discovery or agent-less discovery of all the assets? Also, please clarify on the requirement of managing non-ip based assets ( like infrastructure peripherals) present in the organization in the same asset management solution.	Discovery of in scope assets are in scope of the bidder and asset management tool which bidder needs to provide in compliance to the specifications mentioned in Annexure 9
266	60	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	Please clarify on this requirement whether we need to factor the SIEM solution for fulfill this requirement Or is this expected to have the integration capability with the proposed solution with your existing SIEM solution.	Integration of all in scope applications and hardware needs to be done with the SIEM solution of UIIC
267	61	3.2.2.7 Patch Management; Pt.12	Patch Management is only for in scope infrastructure at DC, DR, NDR & HO. The end user devices are out of scope	Please clarify if the end user devices i.e. computer/laptops is out of scope . This clause is contradictory to the Annexure-9 10.9 Proposed solution should be supported for deployment of patches at end-points and servers	Patch Management needs to be factored in for all in scope hardware and software
268	61	3.2.2.7 Patch Management; Pt.12	Patch Management is only for in scope infrastructure at DC, DR, NDR & HO. The end user devices are out of scope	Please let us know the number of end user devices to be patched .	Patch Management needs to be factored in for all in scope hardware and software

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
269	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Please provide more clarity on what type of application (core insurance and Portal) that needs to be monitored. For example, whether it is java based, .net based etc..	Please be guided by the RFP
270	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Please provide more clarity on how many servers (OSI's) on which these applications are hosted?	All these 3 applications will be hosted on the infrastructure supplied by the bidder
271	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Provide clarity on each application will be accessed by how many users and what is the frequency of accessing the application.	Please be guided by the RFP
272	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Provide clarity on approximately how many healthy critical transactions are important to capture and monitor from each application as part of synthetic monitoring and are these transactions are to be monitored from single location or multiple locations?	Please be guided by the RFP
273	62	3.2.2.10 Application Performance Management	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	Please provide details on how many application, database instances are present?	All these 3 applications will be hosted on the infrastructure supplied by the bidder
274	63	3.2.2.10 Application Performance Management	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.	Please clarify the requirement since APM tool/solution doesn't provide L1 support?  Is UIIC looking for third party person to monitor the APM tool?	Please refer corrigendum
275	63	3.2.2.10 Application Performance Management	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.	Please clarify the UIIC expectation on this clause?	Please refer corrigendum
276	88	26 Project Timelines; Tools	Submission of SRS & Sign off from UIIC for Each Tool : Within 04 (Four) week from the date of purchase order.	Please change the timeline from 04 weeks to 06 weeks since preparation of SRS document require discussion with the customer and it is exhaustive exercise	Please refer Corrigendum
277	88	26 Project Timelines; Tools	Submission of HLD & LLD and sign off from UIIC for Each tool : Within 07 (Seven) week from the date of purchase order.	Please change the timeline from 07 weeks to 12 weeks since preparation of HLD and LLD document require validation from OEM as per RFP document and also incorporate feedback from OEM if any during the validation process before final submission to the UIIC	Please refer Corrigendum

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278	89	26 Project Timelines; Tools	Customization and UAT Completion for Tools : Within 07 (Seven) weeks from the date of delivery of hardware.	Please change the timeline from 07 weeks to 24 weeks since software tools are very much complex in implementation nature and require so much efforts to implement the same in DC and DR.	Please refer Corrigendum
279	89	26 Project Timelines; Tools	GO Live of all Tools : Within 12 (Twelve) weeks from the date of delivery of hardware.	Please change the timeline from 12 weeks to 28 weeks since Go Live happens only once the UAT is completed as per agreed scope	Please refer Corrigendum
280	116	2.4 Eligibility Criteria; Pt.5	The Proposed Enterprise Management solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	As we are addressing the Patch management solution using two OEM's , one for windows and one for non windows can each OEM provide the reference seperately for 1500 end points	Please be guided by the RFP
281		Annexure 9 APM; Pt.5	No use of OS primitive LD_Preload for discovering components - malware technique	This requirement is not clear. Please clarify the UIIC expectation for this compliance point.	Please be guided by the RFP
282		Annexure 9 APM; Pt.4	4: No Root access required to install or operate agent.	Please clarify on this requirement. The linux systems will expect root previlages to install any softwares ( for example rpms). Is this expected to install the agent using root previlage and operate using non-root previlage access?	Yes, your understanding is correct
283	124	Annexure 9 APM; Pt.5	5:No use of OS primitive LD_Preload for discovering components - malware technique	Please provide more clarity on this requirement.	Please be guided by the RFP
284		Annexure 9 APM; Pt.7	7: No more than 2->4% overhead out of the box.	Please provide more clarity on this requirement.	Please be guided by the RFP
285		Annexure 9 APM; Pt.25	25:Single UI incorporating Analytics and APM modules	Please provide more clarity on this requirement. Is this expected to provide both the features in as par tof the single dashboard?	Please be guided by the RFP
286		Annexure 9 APM; Pt.30	30: Alert off of metrics created in analytics based on search criteria	Please provide more clarity on this requirement.	Please be guided by the RFP
287		Annexure 9 APM; Pt.31	31: Analytics data collection does not require full call method stack data	Please provide more clarity on this requirement.	Please be guided by the RFP
288		Annexure 9 APM; Pt.54	54: Collect SQL Explain & Execution plans	Please provide more clarity on this requirement.	Please be guided by the RFP
289		Annexure 9 APM; Pt.24	Validate technology can scale to support the business requirements of the application managed.	Need to know the technologies that end user is referring here	The Sizing needs to be done by the bidder and the name/ list of applications for which APM needs to be factored are already mentioned in the RFP
290		Annexure 9 APM; Pt.23	Leverage multiple data inputs into analysis (app performance data, machine data and customer provided data)	Please explain Leverage multiple data inputs into analysis (app performance data, machine data and customer provided data)	Please be guided by the RFP
291		Annexure 9 EMS Tool; Pt.10.61	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux/Unix, Solaris and AIX	Please remove Solaris and AIX as patch deployment for these operating systems not supported by many leading Patch Management Solution OEM's.	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
292		Annexure 9 EMS Tool; Pt.10.15	10.15 Proposed solution should have the ability to throttle bandwidth, either statically or dynamically. The throttling capability must support up and down stream throttling for both the server and agents	Can the patch management solution provide bandwidth throttling functionality for Desktop and servers only for downstream throttling as upstream throttling does not push too much data to the servers hence it is not required , Please clarify	Please be guided by the RFP
293		Annexure 9 EMS Tool; Pt.10.20	10.20 Proposed solution should provide easy to use in-place upgrade procedures for all components through the console	Please clarify - in place upgrade here means the capability to upgrade the Applications on the end points	Please be guided by the RFP
294		Annexure 9 EMS Tool; Pt.10.21	10.21 Proposed solution should have native support for high level of encrypted communications without any dependency on additional software, hardware, third party certificates or Certificate Authority	Please let us know if the self signed certificate will work for creating the certificate supporting encrypted communication.	Please be guided by the RFP
295		Annexure 9 EMS Tool; Pt.10.30	10.30 Proposed solution should support event-driven remediation.	On receipt of a critical patch, administrator can trigger a job for remediation to deploy the patch , Please clarify if this meets the requirement	Please be guided by the RFP
296		Annexure 9 EMS Tool; Pt.10.38	10.38 The Proposed Solution should have the ability to consolidate data and to produce a single report for inscope Clients/Endpoints	The Patch Management solution provides consolidated reports for all the end points managed ,would meet the requirement ?	A single dashboard to manage end points needs to be provided
297		Annexure 9 EMS Tool; Pt.10.39	10.39 Proposed solution should support regulatory specific reports	Please let us know what are the regulatory compliance standards reports that you are looking for. Most BFSI Companies today look at SCAP/OVAL compliance. Are you seeking that or any additional compliance?	Please be guided by the RFP
298		Annexure 9 EMS Tool; Pt.10.40	10.40 Proposed solution should be able to manually group computers together for deployment of patches. Proposed solution should provide the ability to dynamically group computers based on asset and software information	The Solution provides the functionality to create manual groups meet the requirement ?	Please be guided by the RFP
299		Annexure 9 EMS Tool; Pt.10.52	10.52 Proposed solution should have the dashboard to drill down to show details for both compliant and non-compliant systems, including but not limited to, non-compliant controls, component name, category, identifier and type	Please let us know the non-compliant controls , component name , Category and identifier that you are looking at.	Please be guided by the RFP
300		Annexure 9 EMS Tool; Pt.10.58	10.58 Proposed solution should allow console operator to trigger alerts when user-defined conditions are met	The proposed solution provides the functionality to send an email notification would meet the requirement ?	The requirement is to raise a ticket in the ITSM tool followed by email notification to the respective stakeholder(s) as per defined criteria
301		Annexure 9 EMS Tool; Pt.10.7	10.7 Proposed solution should identify and download missing patches from vendors' websites	The proposed solution will allow the Patch security team to download the missing patches from the vendor site on the Patch management server for distribution , will meet the requirement ?	Please be guided by the RFP
302		Annexure 9 EMS Tool; Pt.12.19	Options to Integrate with video call and Co browsing for remote support	Please clarify the requirement and use case for this requirement which UIC is looking for?	Please be guided by the RFP

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303		Annexure 9 EMS Tool; Pt.2.1	The solution should be capable of managing business service events by exploiting agent/agentless data sources and be able to do automatic provisioning of management policies and monitoring templates which are parameterized to specific CI instances in an automatically discovered run time service model with an additional provision to integrate with 3rd party CMDBs and also provide a self-service portal for administrators	Please provide the details of 3rd party CMDBs details like Application name and version details for integration with proposed solution?	Please be guided by the RFP
304		Annexure 9 EMS Tool; Pt.8.18	Utilizes a Common Object Repository (CORe) or equivalent feature that allows various modules to share management data	Please clarify the requirement since it is not clear on this compliance point?	Please be guided by the RFP
305		Annexure 9 EMS Tool; Pt.8.21	Capability of integrating with third party element manager	Please confirm if customer is looking the solution capability only for integration perspective or UIIC is looking to integrate with any existing element manager system with proposed solution?	Please be guided by the RFP
306		Annexure 9 EMS Tool; Pt.9.28	The proposed Helpdesk solution should allow a web based GUI ticketing logging system to all the end users of OBC to raise self-tickets by them	Please clarify the term "OBC" here, is it related to UIIC, please confirm?	Please refer Corrigendum
307	124	Annexure 9 EMS Tool; Pt.2.3	2.3: The solution should have borderless collection of any data from any device in any format from log-generating sources and provide long-term retention of logs and events through high compression ratios with search capability	Please provide more clarity on this requirement on high compression ratio with search capability	Bidder needs to retain logs of last 1 year, however, proper purging mechanism needs to be factored in for these logs
308	124	Annexure 9 EMS Tool; Pt.8.9	8.9: Support for backup and storage	Please provide more clarity on this requirement.	Please be guided by the RFP
309		Annexure 9 EMS Tool; Pt.8.28	8.28: It should have a Java Enabled WEB Based user Interface through which Administrator can access all administrative tasks and operational status monitoring. Similarly it should produce a WEB based interface to the users also for accessing the SLA reports etc.	Please provide more clarity on this requirement? We support latest technologies (HTML5). Is the requirement to have only Java based WEB UI?	Please refer Corrigendum
310		Annexure 9 EMS Tool; Pt.8.61	10.61: Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux/Unix, Solaris and AIX	Please provide the count of each OS types that is present in the environment and needs to be patched. This helps to provide the optimized sizing for the solution.	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
311		Annexure 9 EMS Tool; Pt.10.61	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux/Unix, Solaris and AIX	Please share the count of the OS here for patching. Requesting the end customer to remove the Solaris and AIX patching as the market share for these two OS is very less and most of the OEM does not cover these OS.	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
312		Annexure 9 EMS Tool; Pt.2.3	2.3: The solution should support automated enforcement of policies on servers through fully automated check and remediation process. Solution should enable patch policy creation and flexible patch deployments and Supports native patch formats for all major operating systems.	Please clarify on the different Operating systems to be patched. Requesting the end customer to remove the Solaris and AIX patching as the market share for these two OS is very less and most of the OEM does not cover these OS.	Please be guided by the RFP
313		Annexure 9 EMS Tool; Pt.7.1	7.1: The proposed solution should have the capability to monitor both user and system initiated network traffic between client machines and servers and between servers, collecting network and server performance and availability data in real time, thus enabling administrators to pinpoint the cause of delays and quantify the business impact of detected performance issues related to end users	The application/user traffic can be achieved by processing packet flow using J flow, S Flow, Netflow, etc. Let me how many interfaces are there in which the packet flow has to be enabled (usually for WAN facing interfaces the packet flow will be enabled)	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
314		Annexure 9 EMS Tool; Pt.10.16	10.16: Proposed solution should be able to deploy patch management agent as well as the patches with the help of IP addresses / host name	post to the agent deployment the patches can be pushed . Request the customer to change the clause "Proposed solution should be able to deploy agents using IP address/hostname and post to the agent deployment, the patches can be deployed"	Please refer Corrigendum
315		Annexure 9 EMS Tool; Pt.10.23	10.23: Proposed solution should support the IPv4 & IPv6	requesting the end user to modify the clause as IPV6 or IPV4 for patch management solution. If we are able to deploy the agent through GPO via AD, or via scripts or manual installation, patches can be deployed	Please be guided by the RFP
316		Annexure 9 EMS Tool; Pt.10.31	10.31: Proposed solution should support rollback of patches and service packs applied, if rollback is supported for that particular Patch/Service packs	requesting the end customer to "Proposed solution should support rollback of patches and service packs applied in windows operating system, if rollback is supported for that particular Patch/Service packs	Please be guided by the RFP
317		Annexure 9 EMS Tool; Pt.4.3	4.3: Should support End to End path provisioning by auto filtering to reduce the amount of time to provision SAN to business application	Is this requirement related to management of Storage devices. Requesting the customer to provide scripts which can fetch these details and those scripts can be automated in the solution	Please be guided by the RFP
318		Annexure 9 EMS Tool; Pt.9.28	9.28: Should create automated IT process workflows for closed loop change and incident management. User should be given options to execute workflows in one of three modes: automated, visually guided or operator initiated, and prescheduled.	Can you elaborate on the IT Process that are been followed at the customer side. As Per ITIL, only the end user can create an incident and the change request are created by the technician based on the incidents. The end user will not be allowed to create a change request directly.	Please be guided by the RFP



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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
319		Annexure 9 EMS Tool; Pt.9.26	9.26: The proposed ITIL-based HelpDesk Management System must discover incident trends based on analysis of unstructured data. Actionable and fast - problem resolution based on unstructured data from all Service Manager processes. It should displays impact of potential problems based on cluster size of related incidents and determine patterns in thousands of incidents for faster problem isolation	Please explain the term unstructured data ? Please provide details on the process that are been followed to coorelate the multiple incidents and to map the resolutions to identify the patterns of incidents for faster problem resolution	Unstructured data such as text descriptions in the tickets. The tool should allow to detect patterns in structured and unstructured data ,find common terms in the records such as requests, incidents, surveys, user searches etc.... And should also be able to group them together and kick off the knowledge management/Problem management process with the individual records attached.
320		Database Performance Optimization	General	Number of named DB instances for all the database flavours like: Oracle, SQLServer, Sybase / SAP ASE, DB2, MySQL, PostgreSQL, MongoDB, Cassandra?	Please be guided by the RFP
321		Database Performance Optimization	General	Number of Standalone, RAC/ Clustered database instances to be monitored?	The Sizing needs to be done by the bidder and the name/ list of applications for which APM needs to be factored are already mentioned in the RFP
322		Database Performance Optimization	General	Number of Primary, DR instances to be monitored?	All the in scope application as mentioned in the RFP, their DC and DR instances needs to be monitor
323		Database Performance Optimization	General	How many years of support (AMC) needed?	Please be guided by the RFP
324		Database Performance Optimization	General	Number of DB servers to be monitored?	All the in scope application as mentioned in the RFP, their DC and DR instances needs to be monitor
325		Database Performance Optimization	General	Underlying database operating system details?	Oracle, Mssql will be the primary database however bidder need to comply with all the specifications and database mentioned in the Annexure 9
326		Database Performance Optimization	General	Number of users who would use SQL optimizer tool?	Please refer Corrigendum
327	11	3.1 Scope of Work during Implementation phase	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	Bidder to ensure that the proposed hardware should not be end of support at time of bidding.	Please refer Corrigendum
328	11	3.1 Scope of Work during Implementation phase	Bidder should ensure that proposed hardware and software components should not go end-ofsupport within 7 years of date of delivery of the device/s, the same responsibility shall so survive after termination or expiry of the contract	Please clarify on the term "the same responsibility shall so survive even after the termination or expiry of the contract"	Please refer Corrigendum
329	13	3.1 Scope of Work during Implementation phase	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	Components should not go end of support within 24 Months of date of delivery	Please refer Corrigendum

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330	27	RISC Server	Installation and configuration of UNIX and other features like Power VM, GPFS and Power HA as per BOQ	These are terminology specific to an OEM, kindly remove	Please refer Corrigendum
331	36	3.1.42.2 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 within 4 weeks of crossing the threshold.	Change RISC Server to EPIC/RISC	Please refer Corrigendum
332		Annexure 9 RISC; General; Pt.1	The latest server line with the latest generation processor from the vendor at the time of bid submission shall be quoted	Higher clockspeed processors offer better performance and savings in terms of Licenses , Hence Amend the clause to "The latest server line with the latest generation processor with the highest clock speed available from the vendor at the time of bid submission shall be quoted"	Please be guided by the RFP
333		Annexure 9 RISC; General; Pt.14	Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse, video etc. Any cores required to achieve Virtualization /Partitioning should be factored extra /addition to the requirement mentioned below.	Integrated controllers on Motherboard offer high bandwidth and performance at a better TCO. Hence please allow the use of integrated controllers on the servers in the solution.Kindly remove this clause.	Please be guided by the RFP
334		Annexure 9 RISC; Memory; Pt.4	All memory should be DDR4 based or latest type at a minimum throughput of 1,600MHz; if lower clocked memory is offered or the memory (DIMMS) population runs the memory at a lower clock then 50% additional memory should be offered.	Please change the clause to "All memory should be DDR3/DDR4 based or latest type at a minimum throughput of 1,600MHz; if lower clocked memory is offered or the memory (DIMMS) population runs the memory at a lower clock then 50% additional memory should be offered."	Please refer Corrigendum
335		Annexure 9 RISC; I/O Subsystem; Pt.1	All IO slots should be PCIe Generation2 and above with lanes x8 and x16. If Gen3 PCIe x8 slots are used then they must not be populated with no more 4 ports (each adapter).	Please Ammend the clause to "All IO slots should be PCIe Generation2 and above with lanes x8 . A maximum of 2 Ports per Adapter should be configured"	Please refer Corrigendum
336		Annexure 9 RISC; General; Pt.12 & Pt.14	All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc.	Please Ammend the clause to "All IO slots should be PCIe Generation2 and above with lanes x8 . A maximum of 2 Ports per Adapter should be configured"	Please refer Corrigendum
337		Annexure 9 RISC; RAS Functionality; Pt.2	Memory shall have the following minimum RAS features:	Kindly ammend the Clause as "Mirroring of memory/Equivalent used by critical resources"	

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338		Annexure 9 RISC; RAS Functionality; Pt.2	<ul style="list-style-type: none"> <li>Extended ECC memory &amp; ChipKill or similar solution</li> </ul>		
339		Annexure 9 RISC; RAS Functionality; Pt.2	<ul style="list-style-type: none"> <li>Dynamic memory sparing / replacement</li> </ul>		Please be guided by the RFP
340		Annexure 9 RISC; RAS Functionality; Pt.2	<ul style="list-style-type: none"> <li>Mirroring of memory used by critical resources</li> </ul>		Please refer Corrigendum
341		Annexure 9 RISC; RAS Functionality; Pt.2	<ul style="list-style-type: none"> <li>Cache line deallocation and memory bus line deallocation and sparing should be supported.</li> </ul>		
342		Annexure 9 RISC; Form Factor; Pt.1	Only Rack (Monolithic) Servers should be quoted.	Kindly remove reference to Rack/Monolithic Servers.	Please refer Corrigendum
343		Annexure 9 RISC; Form Factor; Pt.1	The server should fit in a industry standard 19" server rack.		
344		Annexure 9 RISC; Roadmap; Pt.1	The processor and operating system roadmap for the next five (5) years shall be submitted with attestation by OEM.	Please ammend the clause as "The processor and operating system support roadmap for the next five (5) years shall be submitted with attestation by OEM."	Please refer Corrigendum
345		Annexure 9 RISC; Warranty, SLA & Support; Pt.1	The system should be quoted with 5years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5)	Please ammend the clause as "The system should be quoted with 5years with 24 x 7 and 6 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5)"	Please refer Corrigendum
346		Annexure 9 RISC; Design & Architecture; Pt.1	The system should be a fully integrated system with Compute, Networking, SAN with the ability to run DB	The specifications ask for High end server and Storage for the solution, in such a situation, fully integrated systems clause is relevant. Please remove the Fully integrated System clause.	Please refer Corrigendum
347		Annexure 20 Projection for Next 5 Years	Number of Transactions for last 3 years and Projections for Next 5 years	Please do share us SPOC from Application Vendor Team and UIIC with whom we have to discuss and arrive at sizing. Information shared in RFP is not sufficient to arrive at a solution and sizing for DB Tier as DB performance is entirely dependent upon on Application architecture, access pattern, data types etc	Please be guided by the RFP
348		Annexure 9 RISC; General; Pt.7	The Preprod, Test & SIT, Training and development servers should be on same platform	While it is recommended to have Enterprise Servers for Production database servers, other environments	Please be guided by the RFP
349		Annexure 9 RISC; General; Pt.10	High-end Enterprise Class Servers /Complexes Should be Quoted. The servers should be supplied with OEM Rack along with required redundant PDUs	like Pre-Prod, Test, SIT etc can have Entry Level to Mid-Range servers since the Performance requirements and availability requirements for the same is different than that of production. OEM	Please be guided by the RFP
350		Annexure 9 RISC; General; Pt.3	Each Server should have minimum 30% additional scalability for future growth	Please clarify whether this is in addition to 5 Years sizing. If in addition to 5 year sizing, we request UIIC to remove this clause as this will put OEM to quote higher models leading to unnecessary investment to UIIC	Please be guided by the RFP

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351		Annexure 9 RISC; General; Pt.13	All Servers should have redundant service processors and redundant power supply with automatic takeover & redundant system clocks and All the OS should be enterprise version.	We request you to please remove this clause or keep this clause <b>for Production Servers only</b> .	Please refer Corrigendum
352		Annexure 9 RISC; Processor; Pt.1	Bidder can consolidate Multiple virtual machine in single server maintaining the redundancy for each workload at physical server.	We understand that UIIC is expecting 2 * Servers in RAC for Production setup which will ensure the redundancy for virtual machines be achieved at across physical servers. Please confirm	Please be guided by the RFP
353		Annexure 9 RISC; Memory; Pt.1	All memory should be DDR4 based or latest type at a minimum throughput of 1,600MHz; if lower clocked memory is offered or the memory (DIMMS) population runs the memory at a lower clock then 50% additional memory should be offered.	1600 MHz is older generation technology. 2400 Ghz is the current generation Speed for DDR4 in all UNIX Servers. Request UIIC to change it to 2400 MHz	Please refer Corrigendum
354		Annexure 9 RISC; Memory; Pt.3	Future scalability of twice the physical memory quoted should be possible on the server.	In UNIX Servers, RAM scalability is based on CPU Configuration. Since RFP asks for 30% scalability in CPU, memory scalability should be inline with the same.	Please refer Corrigendum
355		Annexure 9 RISC; Disk; Pt.1	The server shall have capability to boot from SAN for all virtual machines Dedicated (used solely for boot function) redundant FC ports across two physical adapters must be offered.	Please clarify whether this is in addition to FC ports asked in IO Subsection or this is included in the same	Please be guided by the RFP
356		Annexure 9 RISC; Media Device; Pt.1	Each Virtual machine shall have direct access (no network/remote mount) to a tape drive.	Backing up from production servers to Tape Drive directly is very old methodology. Since UIIC is requesting D2D Solution along with Backup Software and Tape Library, all backup related activities should be handled by Backup Software & Backup Server/D2D for an elegant solution inline with	Please refer Corrigendum
357			Direct access to the tape drive shall be provided without having to reboot the partition.		Please refer Corrigendum
358			All required SAS/FC adapters to mount these drives need to be populated in the server(s).		Please be guided by the RFP
359		Annexure 9 RISC; I/O Subsystem; Pt.2	All IO slots should be PCIe Generation2 and above with lanes x8 and x16. If Gen3 PCIe x8 slots are used then they must not be populated with no more 4 ports (each adapter). All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc.	1. PCIe Gen 3 is the current technology which provides better bandwidth than PCI gen2 and hence request UIIC to standardise the PCI technology to PCI gen 3 2. Hot Swappable / Pluggable Features are very useful in Production Workloads. However, such features are not required for Non-Prod Workloads. Hence please amend the clause to classify this for <b>production servers only</b>	Please refer Corrigendum
360		Annexure 9 RISC; I/O Subsystem; Pt.5	Ethernet: The server shall have total Thirty Two (32) 10 Gb Ethernet ports across N+N redundant adapters / controllers.	1. 32 * 10 Gbps Ethernet and 16 * 32 Gbps FC ports is an overkill considering there are only two DB instances. Request you to please reduce it to 16 * 10	Please refer Corrigendum
361	RISC		Fibre Channel : The server shall have total Thirty Two (32) 16 Gb or Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers.	Gbps Ethernet Ports and 8 * 32 Gbps FC ports 2. Since RFP asks for Virtualised IO, there is no need to have too many adapters in server. 3. Please do clarify and list out the number of DB instances / VM count that is planned	Please refer Corrigendum

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362		Annexure 9 RISC; Partitioning and Virtualization; Pt.5	Partitions should have security isolation from one another. Shared I/O if offered should also have security isolation. Partitions should be security certified under Common Access Protection Profile (CAPP), the Labeled Security Protection Profile (LSPP) and the Role Based Access Control Protection Profile (RBACPP) for the Common Criteria for Information Security Evaluation (CC) at Evaluation Assurance Level 4+ or equivalent. The bidder is required to attach a self-attested copy of the certificate.	CAPP, LSPP, RBACPP specifications are OEM Specific and Proprietary. <b>Request to remove this clause and amend the same</b> with "Partitions should have security isolation from one another. Shared I/O if offered should also have security isolation"	Please be guided by the RFP
363		Annexure 9 RISC; Partitioning and Virtualization; Pt.9	The hypervisor shall be capable of executing policies to administer processor and memory resources including <ul style="list-style-type: none"> <li>● Dynamically &amp; automatically allocating additional physical memory temporarily to partitions with heavy paging</li> </ul>	1. Automatically allocating more memory is not recommended for production & enterprise workloads. Additional Resources should be added as and when required. 2. As per industry standard best practices, it is recommended to allocate required resources during implementation and based on workloads requirements Auto adding resources are for cloud-scale requirements and deployments	Please refer Corrigendum
364		Annexure 9 RISC; RAS Functionality; Pt.1	The processors shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Hardware supported Instruction Retry</li> <li>● Dynamic (without reboot) processor sparing / replacement</li> </ul>	Request to please amend the clause as below "The processors shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Hardware supported Instruction Retry</li> <li>● Dynamic processor sparing / replacement"</li> </ul>	Please refer Corrigendum
365		Annexure 9 RISC; RAS Functionality; Pt.2	Memory shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Extended ECC memory &amp; ChipKill or similar solution</li> <li>● Dynamic memory sparing / replacement</li> <li>● Mirroring of memory used by critical resources</li> <li>● Cache line deallocation and memory bus line deallocation and sparing should be supported.</li> </ul>	Request to amend the clause as below "Memory shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Extended ECC memory &amp; ChipKill or similar solution</li> <li>● Dynamic memory sparing / replacement"</li> </ul>	Please refer Corrigendum
366		Annexure 9 RISC; RAS Functionality; Pt.3	IO subsystem shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● All IO adapters should be hot swappable</li> <li>● ECC correction on IO interconnects</li> <li>● Internal disk if offered should be hot swappable; should support pre-failure alerts</li> </ul>	IO subsystem shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● All IO adapters should be hot swappable / hot pluggable</li> <li>● RAS Features of IO interconnects should be listed out</li> <li>● Internal disk if offered should be hot swappable; should support pre-failure alerts</li> </ul>	Please refer Corrigendum

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367		Annexure 9 RISC; RAS Functionality; Pt.4	The server chassis shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Redundant system interconnects (system bus)</li> <li>● Redundant service processors with automatic takeover &amp; system clocks</li> <li>● Redundant hot-swappable power supplies and cooling fans</li> <li>● LEDs to indicate failed components</li> <li>● Concurrent firmware updates</li> <li>● Continuous error collection &amp; logging of information from server checkers with monitoring by the service processor</li> </ul>	Please amend the clauses to below as OEM specific and proprietary The server chassis shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Redundant system interconnects (system bus) or List out RAS Features for Interconnects</li> <li>● Redundant service processors with automatic takeover &amp; system clocks</li> <li>● Redundant hot-swappable power supplies and cooling fans</li> <li>● Concurrent firmware updates</li> <li>● Continuous error collection &amp; logging of information from server checkers with monitoring by the service processor</li> </ul>	Please refer Corrigendum
368		Annexure 9 RISC; Security; Pt.2	Solution should provide periodic audit and compliance reports for Insurance	Please amend the clause as "Solution should provide audit and compliance reports functionality"	Please refer Corrigendum
369		Annexure 9 RISC; Security; Pt.4	The system should ensure that site patch level policies are maintained across physical & virtual systems. It should also provide a report of all non-compliance when systems are activated.	OEM Specific and Proprietary. Please allow Oem to list out the enterprise security features at all levels	Please refer Corrigendum
370		Annexure 9 RISC; Security; Pt.5	Real time security alerts has to be provided when violations of a compliance profile or changes to a monitored file occur		Please refer Corrigendum
371		Annexure 9 RISC; Roadmap; Pt.1	The processor and operating system roadmap for the next five (5) years shall be submitted with attestation by OEM.	Oracle requires customer to sign an NDA to share Roadmap for Oracle Products. Hence request to remove this clause	Please be guided by the RFP

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372		Annexure 9 RISC; Power & Cooling; Pt.2	<p>The server shall come with the following energy management features:</p> <ul style="list-style-type: none"> <li>● Continuous collection of real-time server power consumption and ambient temperature</li> <li>● Enable/disable power saving mode(s) to policy manage power &amp; thermal usage of the server by reducing processor frequencies and limiting processor utilization</li> <li>● Enforce a user-defined maximum power (watts) utilization by the server</li> <li>● Adjust fan speed in response to real-time temperatures of the server components.</li> <li>● Power off hot pluggable/swappable PCIe slots when not being used; not being used is defined as                             <ul style="list-style-type: none"> <li>○ when the PCIe slot is empty</li> <li>○ when the adapter in the PCIe slot is not assigned to a partition or IO partition</li> <li>○ when partition to which the PCIe slot is assigned is powered off the system should periodically scan the system to enable / disable PCIe slots</li> </ul> </li> </ul>	Proposed Server should list out energy management features	Please refer Corrigendum
373		Annexure 9 RISC; Management Console; Pt.1	<p>Single management console shall be offered.</p> <p>The management console must be on server-class system with redundant power supplies &amp; Ethernet adapters</p> <p>Management console should be located in the same data centre as the servers.</p> <p>The management console shall be capable of managing multiple physical servers at the same time.</p> <p>The management console shall be capable of connecting to the physical servers over the LAN or a out-of-band vLAN.</p> <p>Connection to the management console shall be secure using SSH protocols.</p>	Management Console is required for specific OEM. Oracle Servers can be managed by Oracle enterprise manager which can be installed in any server class system or VMs. Please clarify whether we are allowed to quote for x86 Servers for this purposes	Please refer Corrigendum
374		Annexure 9 RISC; Compute Subsystem; Pt.1	<p>In order to reduce the UIIC's Operating Expenditure on Power and Cooling, Energy Saving Features like automatically decreasing/increasing the frequency and voltage to the processors automatically depending on the workload should be available. If other Energy saving/ Green Certifications are available in the server model proposed, the same should be substantiated with documents from the OEM.</p>	<p>1. Changing Frequency and Voltage is OEM specific and proprietary.</p> <p>2. Changing Voltages and freequencies will lead to performance degradation and hence not recommended in Mission Critical Applications</p> <p>Please amend the clause</p>	Please be guided by the RFP

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375		Annexure 9 RISC; Design and Architecture; Pt.4	Should include Media Drive	Media Drives are not available or configurable in Enterprise Class Systems. Hence request UIC to remove this clause	Please refer Corrigendum
376	11	3.1 Scope of Work during Implementation phase; Pt.c	3.1.c Bidder is required to co-ordinate with UIC's existing System Integrator for migration activities and taking transition for Network activities	We are expecting database migration and hardware migration. Network migration details to be provided. Let us know if any other expectations.	Bidder need not to do any network migration
377	11	3.1 Scope of Work during Implementation phase; Pt.n	3.1.n Bidder is required to provide resources, which may be required for successful completion of the entire assignment within the quoted cost to UIC.	Is it OEM resources or bidder can choose?	Please be guided by the RFP
378	11	3.1 Scope of Work during Implementation phase; Pt.w	3.1.w Bidder will be informed about old and new location details as and when UIC 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	is it part of migration or as a part of contingency?	Please be guided by the RFP
379	11	3.1 Scope of Work during Implementation phase; Pt.x	3.1.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.	is it part of migration or as a part of contingency?	Please be guided by the RFP
380	20	3.1.7 Backup Solution at DC and DR	4. Migration of existing data as per UIC's requirement	please clarify the size of database and file systems which needs migration	Details will be shared with the successful bidder
381	20	3.1.9 Storage & SAN Switch	6. Setup and operationalize 3-way DR for CORE INSURANCE APPLICATION suite of applications	Please clarify whether UIC is looking for storage based solution or host based solution	Please be guided by RFP section 3.1.9 "Three-way DR replication"
382	20	3.1.9 Storage & SAN Switch	Three-way DR replication:Database native or storage-based replication for Oracle DB's on RISC server between DC, NDR and DR sites.	Please clarify whether UIC is looking for storage based solution or host based solution	Please be guided by RFP section 3.1.9 "Three-way DR replication"
383	22	3.1.13 Architecture Assessment Services from OEM	3.1.13 Architecture Assessment Services from OEM	OEM to perform & 3rd party to review ?	Yes, your understanding is correct
384	23	3.1.14 DB Performance Management and DB Optimization	3.1.14 DB Performance Management and DB Optimization	What performance management features are being looked for SAP?	Please be guided by RFP Annexure 9
385	37	3.2.1.1 Database Management	3.2.1.1 Database management	database upgrade can't be ad-hoc support, need the right estimates for arranging at the scope	Please be guided by the RFP
386	37	3.2.1.1 Database Management	Database Monitoring and Administration: Migration of Databases (Release Upgrade)	Please let us know the number of databases required for release upgrade	Details will be shared with the successful bidder
387	37	3.2.1.1 Database Management	Manage database transaction (SQL)/ archive (Oracle) logs	Looking for SQL or Oracle?	This is for Both SQL as well as Oracle



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388	37	3.2.1.1 Database Management	Flash back up on daily basis	is it storage based or database flash back?	Please be guided by the RFP
389	37	3.2.1.1 Database Management	Management of tools		Please be guided by the RFP
390	37	3.2.1.1 Database Management	Database adhoc support	We would like to propose 24x7 onsite support from oracle acs. Hope our undersanding is correct	Please be guided by the RFP
391		Annexure 9 Storage; Pt.1	The storage must be a SAN storage. The storage must have redundant components with no single point of failure including controllers, cache, power supply, cooling fans etc.	Proposed storage should be Enterprise class SAN storage systems with minimum of 4 controllers (without scale out), and it should be equivalent storage of current storage (XP 24K) or better	Please be guided by the RFP
392		Annexure 9 Storage; Pt.5	Storage must be proposed with 2 controllers. Minimum 8 x 16 Gbps FC Front end ports & 4 x 10GbE Ports. Front end ports must be evenly distributed across controllers.	Current storage system (XP 24K) is a high-end enterprise class 4 controller storage system.hence we are recommending to deploy 4 controller based system that delivers <b>100% data availability and guarentee for your Core Insurance platform,</b>	Storage must be proposed with 2 controllers scalable to 4 controllers . Minimum 8 x 16 Gbps FC Front end ports & 4 x 10GbE Fiber Ports. Front end ports must be evenly distributed across controllers.
393		Annexure 9 Storage; Pt.10	The proposed storage must offer 1,20,000 IOPS with 4K Block Size, 50:50 R:W.	4K block size is not a representative workload. It should ideally be 8K with 60:40 RW ratio. Ideally an analysis of existing storage or Oracle AWR analysis can provide those details.	Please be guided by the RFP
394		Annexure 9 Storage; Pt.12	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	Storage system to provide 200TB usable capacity after RAID protection and without data reduction. Any data reduction cabiliites (inline dedupe/compression) that accrues will be of benefit and future growth.	Please refer Corrigendum
395		Annexure 9 Storage; Pt.14	The storage must have minimum 128 GB usable Data cache / memory available across the pair of controller post write mirroring / protection overheads. The cache memory architecture and the proposed cache must be explained in the proposal.	Ideally recommended to 512GB DRAM cache across controllers. (especially considering the 400,000 IOPS scalability)	Please be guided by the RFP
396		Annexure 9 Storage; Pt.17	Proposed storage must be scalable to 4,000,00 IOPS to meet future requirements.	Trust this is 400,000 IOPS??	Please refer Corrigendum

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397		Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	Unified capability to be removed	Please refer Corrigendum
398		Annexure 9 Storage; Pt.36	The storage must provide mandatory migration of data capabilities from existing storage to new proposed storage seamlessly without any disruption to current storage layout.	It would be easier to achieve host-based migration from existing to new storage, especially considering the workload is primarily oracle. Also the current storage architecture with spinning disks is based on hundreds of small LUNs that are aggregated at the host. The proposed AFA need not carry that overhead and management complexity of hundreds of LUNs.	Please be guided by the RFP
399		Annexure 9 Storage; Pt.4	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	Please get unified storage requirement removed.	Please refer Corrigendum
400		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	What is database capacity that has to be backed up within 2 hours?	Please refer Corrigendum
401		Annexure 9 D2D; Pt.4	The array or the purpose built backup appliance should have 1 or more controllers for better performance & redundancy and there should not be any single point of failure.	Redundancy for the backup appliance can be achieved in multiple ways - one of the options is dual homed backups which avoid the complexity of controller failover. Also many backup systems do not automatically take over from the point of failure and may restart the backup (which negates the idea of dual controller)	Please refer Corrigendum
402		Annexure 9 D2D; Pt.14	Support for industry-leading OS platforms like Windows, Oracle SUN Solaris, HP-UX, IBM-AIX, Linux etc. Necessary license if required should be provisioned as well for unlimited capacity.	To be removed for vendors who quote a PBBA. This is a SAN storage spec.	Please be guided by the RFP
403		Annexure 9 Hyper Converge infra; x86 Node; Pt.5	<b>Disks Supported:-</b> Minimum of 12nos. SAS/SATA/SSD	For chennai only 4TB storage is asked - as per that minimum 12 Disks doesn't tally. Request you to kindly alter the same or remove the clause to suit all requirements of Mumbai, Hyderabad and chennai	Please be guided by the RFP. That is the total no. of disks slots per node. Please populate as required as per each site requirements

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
404		Annexure 9 Hyper Converge infra; x86 Node; Pt.6	<b>Disks Requirement :-</b> The Proposed Solution should support inline Deduplication and compression from Day one. <b>All Flash Configuration -</b> Bidder/OEM while sizing the solution should ensure that UIIC gets usable storage space of 25 TB in each node of HCI clusters without inline Deduplication and compression.	Please remove 25TB in each node - as this clause will not be applicable with HCI storage requirement mentioned in below locations of Mumbai, Hyderabad and chennai	Please refer Corrigendum
405		Annexure 9 Hyper Converge infra; x86 Node; Pt.9	<b>Ethernet ports :-</b> 4x1GbpsBase-Tports(Optional), 6 x 10Gbps Base-T Ports, 1 Dedicated Management port (optional)	In below Location wise specs - it says 4*10G and 4*25G - here it says 6*10G - Please clarify us what is required and is it really so many ports required? Usually 4*10G would suffice. Please clarify us.	Please refer Corrigendum
406		Annexure 9 Hyper Converge infra; Hypervisor Management Software; Pt.1	Hypervisor management software should be able to integrate into existing standard SPSP systems.	Can you explain it further ?	Please be guided by the RFP
407		Annexure 9 Hyper Converge infra; Software defined Storage; Pt.4	Should provide upgrade path from Hybrid to All-Flash with same set of compatible hardware no disruptively.(in case of Hybrid)	This clause is not Applicable here as in below locations, only All-Flash is asked. So please remove this clause	This capability has been asked as the proposed hardware should be capable of supporting both hybrid as well as flash. The bidder needs to provide all flash only
408		Annexure 9 Hyper Converge infra; Software defined Storage; Pt.5	Should provide high-resilient shared storage capacity for Virtual environment		Please be guided by the RFP
409		Annexure 9 Hyper Converge infra; Software defined Storage; Pt.6	Should be integrated with Hypervisor within or outside kernel and No additional VM/Appliance/hardware/software should be required to install.	Please remove this clause. This is contradictory to Sr.No 3 in "Required Minimum Specifications" - Some vendors will have kernel based and some Controller architecture will be used - So it is already clear in Sr.No 3 - So this clause (Vendor Specific) can be removed	Please refer Corrigendum
410		Annexure 9 Hyper Converge infra; Software defined Storage; Pt.11	The software defined storage solution should support Data Locality/ Data Distribution/ data striping.There should not be any Data Loss even in any case of multiple failures of nodes or storage disks.	Please remove this clause - as location wise requirement says - RF2 by which single Node failure is what is needed. "Multiple Failures of nodes" - this word is contradictory. For multiple node failures, more Storage copies will be needed and it will increase the cost. So RF2 is good to go as in below location wise requirement. So please remove the clause here with "Multiple failures of nodes"	Please refer Corrigendum
411		Annexure 9 Hyper Converge infra; Security; Pt.1	Proposed solution should be capable of encrypting data-atrest at SDS/Hard disk level, Third Party Key Management solution, if needed, should be provisioned from Day 1	These are SDN specs. Is SDN really needed?	Please be guided by the RFP
412		Annexure 9 Hyper Converge infra; Security; Pt.2	The proposed solution must offer Microsegmentation for VM-level security (at the vNIC).	These are SDN specs. Is SDN really needed?	Please be guided by the RFP

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413		Annexure 9 Hyper Converge infra; Security; Pt.3	The solution should provide a statefull distributed firewall such that the firewalling for Virtual Machines can be provided closest to the application within the server itself without traffic going to a Physical Firewall	These are SDN specs. Is SDN really needed?	Please be guided by the RFP
414		Annexure 9 Hyper Converge infra; Security; Pt.4	All the required Hypervisor Licenses and the associated Hypervisor Management should be included in the solution. Besides, all the required software and associated licenses to protected east-west traffic by leveraging VM-based attributes such as VM names, Security tags, OS type, port number etc. should be included.	These are SDN specs. Is SDN really needed?	Please be guided by the RFP
415		Annexure 9 Hyper Converge infra; Site- Mumbai DC- Cluster 1; Pt.6	Each node to have 4x10GSFP+ & 4*25G SFP+ ports with redundancy to sustain NIC failures	Is really so many Adapters/ports needed	Please refer Corrigendum
416		Annexure 9 Hyper Converge infra; Site- Mumbai DC- Cluster 1; Pt.9	Bidder to Propose 2 Nos of TOR switches with 24 Ports 25G per Switch & Uplinks as required based on the core switches.	In above TOR Switch Specification, 25G is not there. Is this really required?	Please refer Corrigendum
417		Annexure 9 Hyper Converge infra; Site- Mumbai DC- Cluster 2; Pt.6	Each node to have 4x10G SFP+ & 4*25G SFP+ports with redundancy to sustain NIC failures	Is both 10G and 25G both needed?	Please refer Corrigendum
418		Annexure 9 Hyper Converge infra; Site- Mumbai DC- Cluster 2; Pt.6	Each node to have 4x10GSFP+ & 4*25G SFP+ ports with redundancy to sustain NIC failures	Is all ports needed?	Please refer Corrigendum
419		Annexure 9 Hyper Converge infra; Site- HYD DR- Cluster 1; Pt.9	Bidder to Propose 2 Nos of TOR switches with 24 Ports 25G per Switch & Uplinks as required based on the core switches.	In above TOR Switch Specification, 25G is not there. Is this really required?	Please refer Corrigendum
420		Annexure 9 Hyper Converge infra; Site- HYD DR- Cluster 2; Pt.6	Each node to have 4x10G SFP+ & 4*25G SFP+ports with redundancy to sustain NIC failures	Is so many ports really needed?	Please refer Corrigendum
421		Annexure 9 Hyper Converge infra; Site- Chennai HO; Pt.1	Solution should provide 240 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	240 cores with 4TB Storage not balanced architecture. 4TB can be met in hardly 1 or 2 nodes where as 240 cores minimum need 5 or 6 servers	Please be guided by the RFP
422		Annexure 9 Hyper Converge infra; Site- Chennai HO; Pt.6	Each node to have 4x10G SFP with redundancy to sustain NIC failures	Here 25G not needed?	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
423		Annexure 9 Hyper Converge infra; General; Pt.12	The HCI solution should support to connect external storage devices (like NAS/ SAN etc.) and should be useable as part of the HCI Solution, for the purpose of Backup.	For the purpose of Backup, External Storage devices should be connected to Backup media servers which as per Backup best practices need to be outside of HCI infrastructure. Request to remove this.	Please be guided by the RFP
424		Annexure 9 Hyper Converge infra; General; Pt.20	Bidder must quote appropriate license to enable and meet mentioned features in the infrastructure automation architecture.	Please clarify	Please be guided by the RFP
425		Annexure 9 Hyper Converge infra; x86 Node; Pt.4	Memory configured :- Each Node in Cluster :- 1.30 TB DDR4 2666 Mhz RAM	This is contradicting with individual Site requirements. Please clarify	Please refer Corrigendum
426		Annexure 9 Hyper Converge infra; x86 Node; Pt.6	Disks Requirement :- The Proposed Solution should support inline Deduplication and compression from Day one. All Flash Configuration - Bidder/OEM while sizing the solution should ensure that UIC gets usable storage space of 25 TB in each node of HCI clusters without inline Deduplication and compression.	This is contradicting with individual Site requirements. Please clarify	Please refer Corrigendum
427		Annexure 9 Hyper Converge infra; x86 Node; Pt.7	DVD writer :- Internal/External DVD-RW Optical Disk Driver	Is this optional or required. If external Drive, Can be one drive per site? Please clarify	Yes, it can be one drive per cluster
428		Annexure 9 Hyper Converge infra; Hypervisor Management Software; Pt.13	Hypervisor management software should allow reliable for Physical/ Virtual machines running Windows and Linux operating systems to virtual environment.	Please clarify	Please refer Corrigendum
429		Annexure 9 Hyper Converge infra; Hypervisor Management Software; Pt.15	Hypervisor management software should be able to integrate into existing standard SPSSD systems.	Please clarify	Please be guided by the RFP
430		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.8	Hypervisor software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure.	Inorder to achieve Zero downtime, Industry best practices & application recommendations for BFSI industry is to implement Application level/OS Level HA for Application availabilty not using hypervisor capabilities. Request to modify this.	Please be guided by the RFP
431		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.9	Hypervisor software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions with/without the need for agents inside the virtual machines.	Please change the word "Integration" to "Support"	Please be guided by the RFP
432		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.22	It should support hardware as well as non-hardware accelerated 3D graphics to run Basic 3D applications in virtual machines.	Non Hardware accelerated 3D graphics? Is this optional ask ? If not what appllications requires basic 3D, Please clarify	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
433		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.23	The solution should provide an option to easily deploy and manage big data solutions like HANA, Hadoop & VDI on the Hypervisor platform.	Please clarify what is the ask here?	Please be guided by the RFP
434		Annexure 9 DB Performance Opt.; Pt.21	Unlimited 24x7 access to a Web support portal	1st year business critical 24x7 support is bundled along with license cost, year on year AMC is required to be renewed by paying 26% of customer price.	Please be guided by the RFP
435		Annexure 9 DB Performance Opt.; Pt.25	All modules comprising the solution must be supported in virtual environments	Both Virtual, Physical, Onpremise and Cloud environments are supported.	Please be guided by the RFP
436		Annexure 9 ADR; DR Automation; Pt.3	The proposed solution should facilitate Ready to use solution packages for cross platform recovery	Is UIIC having cross platforms for which recovery is required?	Please be guided by the RFP
437		Annexure 9 ADR; Deployment; Pt.3	The proposed solution should have granular, role based administration and should use existing Active Directory/LDAP, SAML for authentication without the need of its own separate identity management database	Does the solution should have local user level management database and also to be able to integrate with AD/LDAP for administration and authentication purposes ?	Please refer Corrigendum
438		Annexure 9 ADR; DR Monitoring; Pt.1	The proposed solution must offer a workflow based management & monitoring capability for the real time monitoring of a DR solution parameters like RPO (at DB level), RTO, replication status and should provide alerts on any deviations.	Does the solution dashboard should also show estimated RPO & RTO and achieved RPO & RTO?	Please be guided by the RFP
439		Annexure 9 ADR; Reports; Pt.2	The proposed solution should have good MIS system, especially it should have inbuilt Business level reports to ensure compliance to all types regulations including compliance report submitted to RBI/IBA/ Govt./other regulatory authorities with respect to DR operations and report generator to provide custom reports	Can the reports be of ISO 22301 standard? Is there any other standard of reports expected from this solution?	Please be guided by the RFP
440		Annexure 9 ADR; General; Pt.3	The proposed should have inbuilt ready to use library of recovery automation action for heterogeneous databases and replication environment. This must significantly reduce custom development of scripts and speedy deployment of DR solutions.	Can the proposed solution have drag-drop option for libraries to build the functional workflows for industrial standard components to reduce the time and effort?	Please be guided by the RFP
441		Annexure 9 ADR; Replication; Pt.1	The proposed solution should have file level replication for associated application servers and DB log replication which is supported on the commonly used OS platforms and has inbuilt bandwidth compression	What kind of replication features expected by the organization? Would it be suffice to have flat file replication in DR solution?	Please be guided by the RFP
442		Annexure 9 ADR; General; Pt.2	The proposed solution should provide a single dashboard to track DR Readiness status of all the applications under DR.	Does the organization requires any specific parameters to be displayed on the DR readiness for each application?	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
443		Annexure 9 ADR; Discovery & Administration; Pt.21	Relationship map between primary and DR subsystems that make up application's DR solution	Is the DRM solution also expected to have a diagrammatic representation of showing the discovered application components and the mapping on the dashboard?	Please be guided by the RFP
444		Annexure 9 Job Automation; Pt.A.3	The proposed solution should provide for Self service as a method for end users to initiate modifications to workloads , to handle requests and to interact with relevant stakeholders	Please clarify whether the self service for modification of workflows will require integration with a change management system for approvals	Please be guided by RFP as this can be discussed during SRS stage
445		Annexure 9 Job Automation; Pt.A.4	The proposed solution should be able to provide customized monitoring widgets	Please clarify on the use-case of this requirement. Monitoring widgets are a part of the monitoring tool. Events from job scheduling can be forwarded to the monitoring tool – Will this suffice. -or- are we referring to customizing the jobs/workload to be displayed in different dashboards based on user persona	Please be guided by the RFP
446		Annexure 9 Job Automation; Pt.A.5	The proposed solution should be capable of handling SNMP based triggers	Please clarify whether the requirement is to trigger a workflow based on SNMP trigger. -or- is the requirement to send out SNMP Traps on workflow status	Please be guided by the RFP
447		Annexure 9 Job Automation; Pt.B.3	The proposed solution should be capable of reading and understanding context of email and trigger the respective jobs	Please note that job scheduling tools can trigger workflows based on the events that occur in the system. However, it requires customization or third-party tools to read emails, or we can trigger jobs via REST Api calls. We recommend amending this clause to “ or provide a self service portal for users to trigger workflows from a catalogue”	Please be guided by the RFP
448		Annexure 9 Job Automation; Pt.B.7	The proposed solution should be able to support the data transfer thru FTP, SSH, FTPS etc.,	Please clarify whether there is a requirement of external file transfers as well i.e. file transfers with 3 <sup>rd</sup> parties outside the organizational network	Please be guided by the RFP
449		Annexure 9 Job Automation; Pt.B.8	The proposed solution should provide rule Engine to meet Business KRA and triggers jobs matches KRA	Please provide detailed functional requirements around the rules engine. Is it related to Business KRA in terms of SLAs i.e. based on the SLA or workflow execution time/delay events etc. a particular workflow needs to be triggered ? Or are we looking at output pattern identification and corresponding actions.	Please be guided by the RFP
450		Annexure 9 Job Automation; Pt.B.10	The proposed solution should be able to use deep learning methods to learn by monitoring	Please clarify the deep learning requirements. Are we referring to learning mechanisms to predict/proactively forecast delays etc.	Please be guided by the RFP
451		Annexure 9 Job Automation; Pt.C.1	The proposed solution should support multiple technology platforms including Windows, UNIX, Mainframe OS, Databases, Applications, Storage, Replication & Network from the monitoring and management perspective.	Please confirm whether the monitoring requirement here is referring to the monitoring of workloads/jobs on these platforms. Monitoring of the infrastructure is covered in the monitoring section of the RFP, we believe this specification is not applicable to Job automation, requesting your clarification on the same	Yes, your understanding is correct, monitoring here refers to monitoring of workload / jobs

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
452		Annexure 9 Job Automation; Pt.C.4	The proposed solution should be able to do automation across platforms like Web application , windows application , Embedded GUI and Cli and Rest API for third party interactions	Please clarify whether the embedded GUI actions can be triggered via command line/RestAPI/WSDL. Request your confirmation that this does not refer to screen scraping or GUI action macro recording such as clicking specific buttons etc.	Please be guided by the RFP
453		Annexure 9 Job Automation; Pt.D.3	The system should support authentication protocols like LDAP, AD, Pseudo Access to manage the jobs.	Requesting some clarification and use-case example around Pseudo access for managing jobs, are we referring to Role based Access Control ?	Please be guided by the RFP
454		Annexure 9 Backup	General	We request clarity on the licensing mechanism to be followed since Point 32 and 36 appear to be mutually exclusive. We request UIIC to suitable amend the requirements as "vendors may please be allowed to quote either capacity based on host/instance based licenses. In case bidder's solution is based on capacity based licensing, then a minimum of 250TB each in DC and DR to be provided".	Please refer Corrigendum
455		Annexure 9 Backup	General	Retention Policies and Backup Schedules :- There is no mention of retention policies and backup schedules. Request to provide details on backup schedules (Monthly full, daily incremental etc.) and retention periods	Please be guided by the RFP
456		Annexure 9 Backup	General	HCI Backup Requirement:- Need clarifications if backup is required for the proposed new setup as there is no mention on backup for HCI environment in the RFP.	This proposed backup solution will be for doing backup of the proposed hardware and software
457		Addition	General	Recommendation is to either add a new LTO6 drive to the new library and restore from older LTO4 tapes without needing to migrate media. Retain an instance of DP so that that older tapes can be read back.	Please be guided by the RFP
458		Annexure 9 SAN Cabling; Pt.1.1	EN50575 CPR Cable EuroClass Cca   s1b   d1   a1	Please add IEC standard for Fire protection IEC60794-X-XX for compliance along with EN standards	Please be guided by the RFP
459		Annexure 9 SAN Cabling; Pt.4.2	Cable Weight - 151.0 lb/kft   224.0 kg/km	Please cross check; the parameter mentioned is for 48 Fiber cable	Please be guided by the RFP
460		Annexure 9 SAN Cabling; Pt.4.2		For 24 Fiber cable with tight buffer construction; the Weight should be <60 kg/km	Please be guided by the RFP
461		Annexure 9 SAN Cabling; Pt.5.3	Tensile Load, long term, maximum 90 lbf   400 N	These parameters are with respect to 48 fiber cable	Please be guided by the RFP
462		Annexure 9 SAN Cabling; Pt.5.4	Tensile Load, short term, maximum 300 lbf   1335 N		Please be guided by the RFP
463		Annexure 9 SAN Cabling; Pt.6.1	Flame Test Listing - NEC OFNR-LS (ETL) and c(ETL)	The ETL Listing for Fiber cable is OEM Specific;	Please be guided by the RFP



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<b>S.No.</b>	<b>Page #</b>	<b>Point/ Section</b>	<b>Existing Clause</b>	<b>Query</b>	<b>UIIC's Response</b>
464		Annexure 9 SAN Cabling; Pt.6.1		Please mention only compliant to Fire Protection standard	Please be guided by the RFP
465		Annexure 9 SAN Cabling	General	What about SAN switch?, It is not mentioned in RFP- Please clarify	Please refer Corrigendum
466		General	General	Please provide the detailed list of all the databases, middleware and applications along with current versions and system performance data	Please be guided by the RFP
467		General	General	Since database upgrade has been mentioned in the RFP, please provide the target versions for the databases. Also we presume that the applications are compatible and certified with proposed target version of databases. Please also clarify if middleware and applications are also going to be upgraded.	"Version" are release by OEMs on specific intervals. Bidder is required to do any such upgradation during the contract period.
468		2.4 Eligibility Criteria; Pt.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	Request you to kindly amend this clause as: The bidder should have had experience of providing L1 & L2 support for Core Banking / Core Insurance Infrastructure and their associated databases/infrastructure for at least One scheduled commercial bank / Insurance Company in India having at least 1500 branches in India	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
469		33 Evaluation Methodology; Bidder Credentials Strengths	<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 (300 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (150 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (250 Marks)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (300 Marks)</li> </ul>	<p>As our understanding bidders can Bidder can the meet the criteria with Single or Multiple credentials. kindly clarify</p> <p>We request you to kindly amend this clause as: 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/infrasturcture in scheduled commercial bank / Insurance Company in India having at least 1500 branches in India (300 Marks)</p> <ul style="list-style-type: none"> <li>• One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (150 Marks)</li> <li>• Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (250 Marks)</li> <li>• Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (300 Marks)</li> </ul>	Please refer Corrigendum
470		33 Evaluation Methodology; Bidder Credentials Strengths	<p>The Bidder is required to submit the compliance for Annexure 9 Minimum Technical Specifications. Bidders should score 100% in Compliance to Annexure 9.</p> <p>The total marks of the Annexure will be scaled down on a scale of 500 marks</p> <p>Note:</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>As per our understanding the total marks assigned to Annexure-9 is 10750. However the evaluation will be done on 500 marks. Kindly clarify.</p> <p>Also suggests the methodology for evaluation of Annexure-9.</p>	Please refer "Score" tab of Annexure 9 Column E

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
471		33 Evaluation Methodology; Bidder Credentials Strengths	<p><b>Role</b> Program Manager/Service Delivery Manager</p> <p><b>Educational Qualifications/ Certifications/ Skills</b></p> <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>	<p>Since, program manager is an administrative profile hence PMI certification is not essential, hence we request you to kindly amend this clause as:</p> <p><b>Role</b> Program Manager/Service Delivery Manager</p> <p><b>Educational Qualifications/ Certifications/ Skills</b></p> <ul style="list-style-type: none"> <li>• MBA/Engineering/MCA.</li> <li>• 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>	Please be guided by the RFP
472	17	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Monitoring Backup and Management	Please confirm if you are looking for complete backup solution for your DC infra.	Please be guided by the RFP
473	17	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Server, storage and other infrastructure management	Are you looking to monitor your storage device only or complete storage management?	Please be guided by the RFP
474	17	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Query	DC infra is in HA or Standalone?	Please refer Corrigendum
475	17	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Query	Is there any existing EMS solution?	Please be guided by the RFP
476	6	2.4 Eligibility Criteria; Pt.3	The bidder should have an average annual financial turnover of at least ₹500 Crore for the last three financial year's viz. 2017-18, 2018-19, and 2019-20.	Request you to make this 400 crs instead of 500 crs.	Please be guided by the RFP
477	90	28 Payment Terms	Hardware-70% of total hardware cost.	Request you to release 100% payment against delivery of Hardware.	Please be guided by the RFP
478	11	3.1 Scope of Work during Implementation phase; Pt.I	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.	Request you to change this to 5 yrs instead of 7 yrs.	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
479		Annexure 9 Hyper Coverge infra; General; Pt.12	The HCI solution should support to connect external storage devices (like NAS/ SAN etc.) and should be useable as part of the HCI Solution, for the purpose of Backup.	As per Industry Best Practices Backups are taken to Tape or Disk Appliances which are in general connected to the Backup Master/ Media server and not to the HCI. Kindly remove this clause/ amend as " HCI Solution Support for Enterprise Backup Solutions".	Please be guided by the RFP
480		Annexure 9 Hyper Coverge infra; General; Pt.20	Bidder must quote appropriate license to enable and meet mentioned features in the infrastructure automation architecture.	Kindly Provide more details on the requirement.	Please be guided by the RFP
481		Annexure 9 Hyper Coverge infra; x86 Server; Pt.4	Memory configured :- Each Node in Cluster :- 1.30 TB DDR4 2666 Mhz RAM	This is contradicting with individual Site requirements. Please clarify	Please refer Corrigendum
482		Annexure 9 Hyper Coverge infra; x86 Server; Pt.6	Disks Requirement :- The Proposed Solution should support inline Deduplication and compression from Day one. All Flash Configuration - Bidder/OEM while sizing the solution should ensure that UIIC gets usable storage space of 25 TB in each node of HCI clusters without inline Deduplication and compression.	This is contradicting with individual Site requirements. Please clarify	Please refer Corrigendum
483		Annexure 9 Hyper Converge infra; x86 Node; Pt.7	DVD writer :- Internal/External DVD-RW Optical Disk Driver	Is this optional or required. If external Drive, Can be one drive per site? Please clarify	Yes, it can be one drive per cluster
484		Annexure 9 Hyper Converge infra; Hypervisor Management Software; Pt.13	Hypervisor management software should allow reliable for Physical/ Virtual machines running Windows and Linux operating systems to virtual environment.	Kindly Provide more details on the requirement.	Please refer Corrigendum
485		Annexure 9 Hyper Converge infra; Hypervisor Management Software; Pt.15	Hypervisor management software should be able to integrate into existing standard SPSP systems.	Kindly Provide more details on the requirement.	Please be guided by the RFP
486		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.8	Hypervisor software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure.	Inorder to achieve Zero downtime, Industry best practices & application recommendations for BFSI industry is to implement Application level/OS Level HA for Application availabilty not using hypervisor capabilities. Request to modify this.	Please be guided by the RFP
487		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.9	Hypervisor software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions with/without the need for agents inside the virtual machines.	Can we consider this as "Support" instead of "Integration" . Not sure what is the expectation. Please clarify.	Please be guided by the RFP
488		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.22	It should support hardware as well as non-hardware accelerated 3D graphics to run Basic 3D applications in virtual machines.	Non Hardware accelerated 3D graphics? Is this optional ask ? If not what applications requires basic 3D, Please clarify	Please be guided by the RFP

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489		Annexure 9 Hyper Converge infra; Hypervisor Technical; Pt.23	The solution should provide an option to easily deploy and manage big data solutions like HANA, Hadoop & VDI on the Hypervisor platform.	Kindly Provide more details on the requirement.	Please be guided by the RFP
490	6	1 Bid Schedule and Address; EMD	-3,30,00,000 / ( Rupees Three Crore and Thirty lakhs only)	<b>Rs. 5,00,000 / ( Rupees Five lacs only)</b>	Please be guided by the RFP
491	7	2.4 Eligibility Criteria; Pt.3	The bidder should have an average annual financial turnover of at least ₹500 Crore for the last three financial year's viz. 2017-18, 2018-19, and 2019-20.	Kindly request you modify the clause as The bidder should have an average annual financial turnover of at least ₹500 <b>Rs. 290 Crore</b> for the last three financial year's viz. 2017-18, 2018-19, and 2019-20.	Please be guided by the RFP
492	8	2.4 Eligibility Criteria; Pt.4	The bidder should have made net profit after taxation in the last three financial years viz. 2017-18, 2018-19, and 2019-20.	Kindly request you modify the clause as The bidder should have made <b>EBITDA positive</b> <del>made Net Profit after taxation</del> in the last three financial years viz. 2017-18, 2018-19, and 2019-20.	Please be guided by the RFP
493	8	2.4 Eligibility Criteria; Pt.7	Bidder should have its own Support center for Telephonic and Remote Assistance Services in Chennai, Mumbai / Navi Mumbai & Hyderabad	Kindly request you modify the clause as Bidder should have its own Support center for Telephonic and Remote Assistance Services in Chennai & Mumbai / Navi Mumbai	Please refer Corrigendum
494	8	2.4 Eligibility Criteria; Pt.8	The bidder should have engaged in supplying and providing maintenance services of infrastructure in India in last 5 years and should have had experience in managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site for ANY Core Banking Solution / Core Insurance Application encompassing the underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	Kindly request you to modify as " 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 Banking Solution / Insurance Application encompassing the underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company in India having atleast 1000 branches in India	Please refer Corrigendum
495	8	2.4 Eligibility Criteria; Pt.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	Kindly request to modify the clause as The bidder should have had experience of providing L1 & L2 support for Banking / Insurance Infrastructure and their associated databases for at least One scheduled commercial bank / Insurance Company in India having at least 1000 branches in India	Please refer Corrigendum

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496	82	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.	The successful bidder will have to furnish a security deposit to the tune of 10% 5% 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.	Please be guided by the RFP
497	85	17 Liquidated Damages during Delivery, Installation & Warranty	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.	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% 0.2% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% 5% of the contract price . Once the maximum is reached, UIIC may consider termination of the contract.	Please be guided by the RFP
498	88	26 Project Timelines; Hardware refresh	Delivery of Hardware at DC & DR Within 08 (Eight) weeks from the date of purchase order.	Delivery of Hardware at DC & DR Within 08 (Eight) 12 (Twelve) weeks from the date of purchase order.	Please refer Corrigendum
499	88	26 Project Timelines; Tools	Delivery of Hardware at DC & DR for tools Within 08 (Eight) weeks from the date of purchase order.	Delivery of Hardware at DC & DR Within 08 (Eight) 12 (Twelve) weeks from the date of purchase order.	Please refer Corrigendum
500	88	26 Project Timelines; Tools	Installation of Tools in UAT environment for Tools Within 01 (One) weeks from the date of delivery of hardware.	Installation of Tools in UAT environment for Tools Within 01 (One) 3 (Three) weeks from the date of delivery of hardware.	Please refer Corrigendum
501	90	28 Payment Terms	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	Hardware :- 70% 80% of total hardware cost - Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents at respective site. 20% 15% of total hardware cost - On Successful installation and acceptance of the infrastructure / hardware by the UIIC at respective site 10% 5% of total hardware cost - After completion of benchmarking or 3 months after successful running of the respective hardware at respective site	Please be guided by the RFP

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502	90	28 Payment Terms	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	Database, Operating System & Other peripheral Software Licenses :- 70% 95% 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% 5% of total Database & peripheral software - 3 months after successful running of the respective software at respective site	Please be guided by the RFP
503	90	28 Payment Terms	Software License (ADR, APM, EMS, Job Automation, Backup Solution, Db Performance) :-	100% Payment on delivery, on submission of Invoice	Please be guided by the RFP
504	91	28 Payment Terms	Managed Services :- Quarterly in Arrears	Managed Services :- Quarterly in Arrears advance	Please be guided by the RFP
505	92	28 Payment Terms	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 UIIC or his appointed representative at respective site 10% of implementation cost :- After three months of acceptance sign off by UIIC at respective site	Hardware installation and commissioning :- 40% 90% of implementation cost :- On Successful implementation of Hardware at respective site 50% of implementation cost :- On Successful completion of acceptance testing of Hardware by UIIC or his appointed representative at respective site 10% of implementation cost :- After three months of acceptance sign off by UIIC at respective site	Please be guided by the RFP
506	100	34 Service Level Agreement	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 the bidder fails to meet the timeline, UIIC shall levy a penalty at the rate of 1% 0.2% 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.)	Please be guided by the RFP
507		34 Service Level Agreement; 34.2 Issue Criticality Classification	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.	For three (3) downtime occurrences within a stipulated time window of a calendar month, a sum equivalent to 1% 0.25% 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.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
508	105	34 Service Level Agreement; 34.3 Service Level Default	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.	The proposed rate of penalty would be 1 % 0.25% 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 5,000 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) 5% (five percent) of the contract value.	Please be guided by the RFP
509	106	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	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.) 5% (five percent ) of the contract value	Please be guided by the RFP
510		Annexure 9 Hyper Converge infra; x86 Node; Pt.6	3)The Proposed solution should support inline deduplication and compression from day one ,1 ) The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms and has inbuilt compression	Suggest you to change it to The Proposed solution should support inline deduplication and compression from day one using external WAN Optimizer with Hardware bypass capabilities and HA capabilities on 10G fibre both at DC and DR	Please be guided by the RFP
511		Annexure 9 ADR; Replication; Pt.1	1 ) The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms and has inbuilt compression	Suggest you to change it The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms by using compression from day one using external WAN Optimizer with Hardware bypass capabilities and HA capabilities on 10G fibre both at DC and DR	Please be guided by the RFP
512		Annexure 9 ADR	General requirements missing GSLB for DNS site failover for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest you to include Global server Load balancer to do DNS site failover for both IPv4 and IPv6 Core Insurance Application, SAP and Portal and other published internet facing services also do a DNS failover from DC to DR with automated and manual support	Please be guided by the RFP



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514		Annexure 9	General requirements missing GSLB for ADC and WAF for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest you to have Server load balancing alongwith SSL offloading and web application firewall capabilities to protect Core Insurance Application, SAP and Portal and other applications for future use	UIIC already has a Load Balancer which will be used for application: Model: Barracuda 540 Throughput (L4) 5 Gbps Throughput (L7) 3.6 Gbps SSL TPS (2k) 1,400 SSL Throughput 1 Gbps Concurrent Connections 14M L4 Connections Per Second 120,000 L7 Connections Per Second 24,000 Max. Compression Throughput 2 Gbps  No of 10 Ge ports – 8 Ports  No of 40 GE ports – NA
515		Annexure 9	General requirements SSL interception to inspect the SSL encrypted traffic for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest you to include SSL interceptor for inspection the encrypted traffic which reduces the application latency and faster response of the internet facing applications. This will also enable faster inspection at all security layers in the infra.	Please be guided by the RFP
516		Annexure 9	General requirements Link load balancer for availability of ISP links for both outbound and inbound traffic and also DNS failover for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest to to consider Link load balancer for availability of ISP links for both outbound and inbound traffic and also DNS failover for Core Insurance Application, SAP and Portal and other published internet facing services	Please be guided by the RFP
517	28	General	General	Povides us with current vcenter, vsphere version. Is SRM there for replication	Since bidder is required to provide a completely new HCI environment, bidder can factor the version as per RFP

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518	84	16 Indemnification	<p>Indemnity</p> <p>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.</p>	<p>Clause to be modified as under:</p> <p>Indemnity</p> <p>The Bidder shall indemnify, protect and save UIIC and hold UIIC harmless from and against all actual and proven claims, losses, costs, damages, expenses, action suits and other proceedings, <del>(including reasonable attorney fees)</del>, 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, <del>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,</del> 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.</p>	Please be guided by the RFP
519	86	21 Dispute Resolution	DISPUTE RESOLUTION	<p>Following para to be added:</p> <p>Sole arbitrator to be jointly appointed by both parties. The cost of arbitration shall be borne equally by both the parties.</p>	Please refer Corrigendum
520	122	Annexure 8 NDA	<p>TERM</p> <p>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.</p>	<p>Clause to be modified as under:</p> <p>TERM</p> <p>This Agreement shall be effective on the first date written above and shall continue in full force and effect for the period of 1 year post termination/ expiry of this Agreement <del>at all times thereafter</del>. 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, <del>perpetually</del>.</p>	Please be guided by the RFP

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521	131	Annexure 12 Pre-Contract Integrity Pact	<p>Fall Clause</p> <p>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.</p>	Clause to be deleted	Please be guided by the RFP
522	NA	General	General	<p><b>Clause non Solicitation to be added as under;</b></p> <p>Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation.</p>	Please be guided by the RFP
523	NA	General	General	<p><b>Termination right to be added for Bidder/Vendor as under;</b></p> <p>Bidder/Vendor may terminate this Agreement and / or any SOW upon written notice to the Client if Client commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the first party.</p>	Please be guided by the RFP

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524	NA	General	General	<p><b>Following clause to be added in payment terms:</b></p> <p>In the event of delay in installation or commissioning of equipment supplied by the Service Provider, or delay in submission of documents required under the RFP / Agreement / PO, or delay in issuance of the acceptance certificates by the Client, due to reasons beyond the reasonable control of the Service Provider, including but not limited to site not being ready, or force majeure situations, government orders and notifications, government ordered lockdown, epidemics and pandemics etc., the Client shall make immediate payment and not withhold payment of fees for the Products supplied and / or services already rendered, on this account. In such cases the Service Provider shall raise the invoice to the extent of the value of goods delivered and/or quantum of work performed and the Client shall make payment thereof. Further, it shall be the obligation of the Service Provider to perform all the unperformed / partially performed work and submit all the necessary documents in terms of the RFP / Agreement / PO as soon as practicably possible upon normalization of the situation.</p>	Please be guided by the RFP
525	73	3.2.3.12 Minimum Resources On-Site Deployment	General	Kindly request you bidders on roll resources	Please be guided by the RFP
526		Architecture Storage	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	<p>Requesting to consider the clause as "<b>Storage must be configured with FC and iSCSI protocols from Day one.</b> Necessary documentation must be provided. Storage must support QoS."</p> <p>Considering the core insurance application/GC Core Application and portal database workload being structured and high performance requirements to maintain SLAs, recommended to use Block based storage so that complete storage resources are available for block workload all time.</p>	Please refer Corrigendum

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527		Capacity	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	We recommend UIIC to consider the usable capacity of 200TB usable on maximum 7.6TB SSDs and NDR capacity 30TB on maximum 3.8TB SSDs after RAID 6 and group size not more than 6+2. Raid 6 brings in more protection as systems can sustain upto 2 disk failure per RAID group. Raid Type should be formed with maximum of 8 Drives in Single RAID Group (6D+2P) as recommended and specify RAID type to be common across comparison.	Specification of SAN Storages for DC & DR – Capacity all flash 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - all flash 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.
528		Hot Spares	Necessary hot spares to be configured additional. The proposed storage must have minimum hot spare drives.	We recommend UIIC to consider as "proposed storage must have minimum of 1 HS for every 24 drives" instead of necessary, so that we can maintain uniformity across configurations.	Please be guided by the RFP
529		Cache storage	The storage must have minimum 128 GB usable Data cache / memory available across the pair of controller post write mirroring / protection overheads. The cache memory architecture and the proposed cache must be explained in the proposal.	Requesting UIIC to include additional clause " <b>Cache/memory to be obtained only using DRAM and SSD/PCIe device should not be used</b> ".  <b>DRAM are the memory module options which can provide high performance data services for CPU without latency/overheads.</b>	Please be guided by the RFP
530		Replication storage	The proposed storage must support Synchronous and Asynchronous replication across sites / storages for FC & NFS data on the storage. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	Requesting to consider the clause as " The proposed storage must support Synchronous and Asynchronous replication across sites / storages. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site" To be inline to point 4.	Please refer Corrigendum
531		Compatibility Storage	Must be compatible with Operating Systems like Microsoft Windows, SUN Solaris, HP-UX, AIX 6.x, AIX 7.x, RHEL and upgrades.	We support the Windows ,SUN Solaris, HP-UX, AIX 7.x , RHEL and upgrades and except the AIX 6.x and request you to consider.	Please refer Corrigendum

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532		Features required Storage	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	Requesting to consider clause as " Must support Replication, Snapshot technology, Cloning, online LUN extension & basic auditing capabilities."  To be inline to point 4.	Please refer Corrigendum
533		Requirement Storage D2D	The proposed Disk based backup Storage must be a SAN Storage System OR The proposed Disk based Storage can be a purpose build backup appliance from the backup software OEM in No Single Point of Failure HA controller configuration offering minimum 4 Nos of 16/32Gbps FC ports & 4 Nos of 10/25GbE iSCSI ports distributed evenly across the active controllers. The proposed Backup solution must be offered with Subscription based backup license or perpetual license including AMC and ATS for the tenure of the contract.	Recommended to have dual controller with 4 Nos of 16/32Gbps FC ports & 4 Nos of 10 GbE iSCSI	Please be guided by the RFP
534		Architecture & Processing Power D2D	The array or the purpose built backup appliance should have 1 or more controllers for better performance & redundancy and there should not be any single point of failure.	Recommend to have dual controller architecture	Please refer Corrigendum
535		Protocol Support	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Requesting UIIC to consider the proposed storage should support minimum FC and iSCSI protocols	Please be guided by the RFP
536		RAID level / RAID level mixing d2D	Industry standard RAID levels or equivalent to protect from single disk failure and dual disk failure.	We recommend UIIC to consider the usable capacity of 300TB usable maximum by using 6TB NLSAS after RAID 6 and group size not more than 6+2. Raid 6 brings in more protection as systems can sustain upto 2 disk failure per RAID group. Raid Type should be formed with maximum of 8 Drives in Single RAID Group (6D+2P) as recommended and specify RAID type to be common across comparison.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
537		Availability d2D	Write Cache should be mirrored between Active-Active controllers on a controller pair for storage based D2D or Proposed backup appliance should be offered with battery backed up Data Cache / RAM / NVRAM / DRAM for protection against data loss in power failure scenario and continuous automated file system check to ensure data integrity.	Requesting UIIC to consider Cache memory to be obtained only using DRAM and SSD/PCIe device should not be used".	Please refer Corrigendum
538		Cache D2D	The proposed storage array/disk appliance should offer minimum 32 GB Usable Data Cache / DRAM /NVRAM available after memory mirroring / protection overheads. Bidders to offer more Data Cache/DRAM/NVRAM if required by the storage array/disk appliance.	Requesting UIIC to consider 64/128GB usable data Cache/memory to be obtained only using DRAM and SSD/PCIe device should not be used".  DRAM are the memory module options which can provide high performance data services for CPU without latency/overheads.	Please be guided by the RFP
539		Sparing D2D	Minimum 2 Hot Spares to be provided.	We recommend UIIC to consider as "proposed storage must have minimum of 1 HS for every 24 drives" instead of necessary, so that we can maintain uniformity across configurations.	Please be guided by the RFP
540	NA	General	General	The existing infrastructure which is hosted in Service Provides locations (DC, NDR and DR) will continue to exist till the proposed infrastructure is deployed in respective hosting facilities and go live. The rack space in hosting facility for both setups for few months ( at least 6 months) will be provided by UIIC. Request to clarify.	Yes, your understanding is correct
541	NA	General	General	While existing hardware is being refreshed, please confirm that there is no dependency on the existing hardware for application performance.	SLA of the bidder will be for in scope hardware and software provided by the Bidder
542	35	3.2 Scope of Work for Facility Management Phase	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	Request UIIC to provide the call log data for the last 12 / 6 months, This will help in analysing the data and optimize the solution. Also request to provide the existing helpdesk setup at UIIC. We understand that bidder will provide only support for the existing tool. The helpdesk setup and services are not in the scope of present RFP. Please confirm.	Please be guided by the RFP
543	11	3.1 Scope of Working during Implementation Phase	UIIC currently has its Data Centre (DC) & Near Site (NDR) in Mumbai, Disaster Recovery Centre (DR) in Hyderabad and HO in Chennai	It is mentioned in the RFP that both DC and NDR are in Mumbai. Please clarify whether they are in same premises or different locations	Details will be shared with the successful bidder
544	12	3.1 Scope of Working during Implementation Phase	Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost.	As there is no certainty that it will happen, bidders cannot factor the cost and also cannot be ignored as it is a significant amount. Hence request UIIC to consider this activity through Change Request Process.	Please be guided by the RFP

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545	103	34 Service Level Agreement; 34.3 Service Level Default	RTO and RPO maintenance	The required bandwidth between the locations- DC-DR-NDR and HO is not in the bidders. Scope. We expect UIC would have considered required bandwidth between DC-NDR and DR to achieve specified RPO and RTO.	Adequate bandwidth is already provisioned for each site and penalty of RTO and RPO will be levied accordingly
546	14	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 proposed toll should be integrated with the existing SIEM of the UIC	Only HIPS is present in scope. It is assumed that the security requirements - like Firewalls , IPS etc are already in place and are out of scope of this RFP. Please provide the existing SIEM details	HIPS has inbuilt modules of firewall , IPS, anti-malware, integrity monitoring, log inspection, app control etc. for servers
547	14	3.1.6 Structured Cabling at DC and DR	For installation and implementation of structured cabling, bidder has to liaison with UIC's existing System Integrator.	Please share the Existing System Integrator details for structure cabling implementation.	Details will shared with the successful bidder
548	42	3.2.1.2.53. Server (Bare Metal, Virtualized and Hyper Converge infra) Management	Support and ensure that the timely installation of updated signature files and anti-virus software patches on all servers within the managed environment occurs.	We assume that the supply of AntiVirus solution is not in the scope of bidder and will be provided by UIC/or SOC Vendor. Bidder's role is only to update the antivirus patches on all servers. Please confirm.	Bidder needs to factor HIPS solution as per the Specifications mentioned in Annexure 9
549	71	3.2.3.7 Responsibility Matrix	Management of existing outsourcing/AMC arrangements (for Aspect, SAP etc.)	This clause is mentioned in the Responsibility matrix. Please elaborate on bidders role in management of AMC for SAP. Please also let us know how many such other outsourcing/AMC arrangements have to be managed and the expected activities to be performed	Please refer Corrigendum
550	73	3.2.3.11 Service Window across Service Category	Application Management SAP As per UIC Business Hours	Kindly specify the expectation around SAP Application Management.	Please refer Corrigendum
551	75	3.2.3.12.2 For Sustenance Phase		Database Performance Management and Query Optimization tool is not mentioned under sustenance phase and also service window. We assume it is considered and covered in the Database Management of Core Services. Please confirm that our understanding is correct	Yes, your understanding is correct
552	27	3.1.20 Installation and Configuration	Testing of patch solution on selected branches and servers	Kindly indicate the number of branches to be considered for the test of patch solution. The servers mentioned in this clause are from one of the 4 locations-DC/DR/NDR/HO.Please confirm	Will be discussed and finalized with the successful bidder
553	27	3.1.20 Installation and Configuration	Middleware - Basic Installation on designated servers	Please provide the details of middleware software that needs to be installed. Do the bidder need to supply or do we assume UIC will provide the required software.	Please be guided by the RFP
554	NA	General	Onsite Support during COVID Pandemic Situation	During pandemic situation, request UIC to consider remote support option till the time of restoration of normal situation	Please be guided by the RFP
555	NA	General	General	Is Upgrade of database part of scope of this RFP. Please clarify	Please be guided by the RFP



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556	NA	General	General	Please clarify , whether Application Support for SAP, Portal or any other application part of the scope	All in scope software provided by the bidder are in the scope of the bidder. SAP application support is not in scope of the bidder
557	NA	General	General	Does Vendor need to perform Infra sizing for GC, SAP and Portals?	Sizing of GC core and Portal Database needs to be done by the bidder as per the parameters mentioned in the RFP. SAP DB and Application are provisioned in the HCI sizing
558	105	34 Service Level Agreement; 34.4 Penalty Computation	Cost Reference for 5-year tenure ( Product cost of standalone server + Installation cost at standalone server + AMC & ATS cost of standalone server)	It is observed from the example mentioned in the RFP , that for any SLA deviation, while calculating the penalty , total product cost + AMC for 5 years is considered. Request UIIC to revisit this clause and reduce it to apportioned value for that particular quarter / month	Please be guided by the RFP
559	17	3.1.8 EMS, Patch Management and Helpdesk Management Solution	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:  <ul style="list-style-type: none"> <li>• 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 &amp; 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</li> </ul>	Which is the current tool used for following functions and is UIIC looking to replace the existing solution: Help desk/Service desk CMDB Incident Management Problem Management Change & Release Management Asset Management Service request Event Management	Please be guided by the RFP
560				What are the integrations in scope for ITSM tool	All in scope application, hardware, network and security applications like SIEM.
561				Which is the current tool used for Remote Control	Remote control to take the remote from ITSM tool to the end points/servers like Desktops and laptops to fasten the incident resolution process
562				Please let us know which discovery tool/solution currently used for a. DC Assets - Server, Network, Storage, Databases, Network devices b. End User Assets - Laptops, Desktops, Printers etc Please let us know existing discovery solution can be leveraged	Please be guided by the RFP
563				How many interfaces/data sources are providing data to CMDB.Provide the interfaces/data sources details.	Please be guided by the RFP

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564				Which monitoring tools are deployed in UIIC landscape and is the vendor expected to takeover these tools or replace it with new tools?	Please be guided by the RFP
565	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The Proposed EMS tool should have end-to-end IT automation platform with advanced AI Voice based interaction capabilities.	Is the voice based interaction capability a must have feature in the proposed tool ?	Please refer Corrigendum
566		General	General	Please share detailed server inventory with device type, device name, OS major and minor version and location ber of disks.	Please be guided by the RFP
567		General	General	Please share detailed Database inventory with device type, device name, OS major and minor version, database type and database version and location	Please be guided by the RFP
568		General	General	Please share detailed Storage inventory with Storage Make and model, deployed location, Storage capacity, Utilized storage, Storage Ports Storage num	Please be guided by the RFP
569		General	General	Please share location wise inventory list for for Network Devices a. Device Type b. Device Make c. Device Model d. Device location	Please be guided by the RFP
570		General	General	What is the scope for data migration for ITSM - Existing reports and knowledge articles have to be migrated?	Yes, your understanding is correct. Also, all new reports as per scope and SRS which will be finalized between vendor and UIIC
571		General	General	Do you want to have a full visibility of your datacenter including the relationship and dependency between applications?	Please be guided by the RFP
572		General	General	Do you want to do management of your client (desktop , laptop)?	EMS tool is for in scope Hardware and Software of the bidder
573		General	General	How many Endpoints you have (laptop,desktop)?	EMS tool is for in scope Hardware and Software of the bidder
574		General	General	Do you want to do a Discovery for your endpoints?	EMS tool is for in scope Hardware and Software of the bidder
575		General	General	What is the scope of patch management? Does it include both End User Assets and Data Centre Assets	EMS tool is for in scope Hardware and Software of the bidder
576		General	General	Please share the total count of end user assets and details on Device type, make, model	EMS tool is for in scope Hardware and Software of the bidder
577		General	General	How many Service Catalog to be created in new system for the Go-Live	That will be discussed and finalized during SRS and requirement gathering stage

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
578		General	General	Please provide volume details : Number of end users Total count of IT support staff Number of IT staff requiring access only to Incident and Problem Mgmt. Number of IT staff requiring access only to Change and Asset Management users Number of IT staff requiring access all ITSM modules Number of approvers Ticket volume ( end user and event based) IT Help Desk staff count	Please be guided by the RFP as the total employee, branch count is mentioned. Additionally, the number of Licenses required is also mentioned.
579		General	General	Should the vendor also propose a tool for Infrastructure Capacity management	Please be guided by the RFP
580	61	3.2.2.8 Software License Management	The Bidder shall perform an inventory of software licenses as of a date	Software license management is mentioned in scope. Is there any existing tool used for this purpose and can it be leveraged	Please be guided by the RFP
581				What are the major software publishers to manage (Microsoft, Oracle, IBM, Adobe, SAP- For SAP please share the number of users Oracle Databases - number of DB instances	Please be guided by the RFP
582	35	3.1.24.1 Environments	All the Non-Production environment needs to be factored at DR Location	Does this mean all non production environments will be hosted at DR site?	Yes, your understanding is correct
583	11	3.1 Scope of Work during Implementation phase	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	Is this applicable for the tools supplied as part of this solution?	Yes, your understanding is correct
584	88	26 Project Timelines; Tools	Tools (ADR, APM, Job Automation, DB Performance Management & EMS) Implementation Timelines S	The timelines provided may change based on the scope and other details we receive, can we propose a different timeline view?	Please be guided by the RFP
585	21	3.1.10 Application Performance Monitoring Tool (APM)	Application performance Monitoring	Number of servers supporting this application (All the details, Appservers, DB servers, middleware servers...etc.) for both Production and QA/Dev/UAT etc.	Please be guided by RFP Annexure 7 and Annexure 20
586			Application performance Monitoring	Specify the different application technologies involved (Java/ Node.JS/ PHP/ C++ etc),	Please be guided by the RFP
587			Application performance Monitoring	Specify the DB and Middleware Instances, (Oracle. DB2. MySQL etc, and ( Message Queues, SOAP, Web Services etc.)	Please be guided by the RFP
588			Application performance Monitoring	Number of JVMs required (Count in break up for both production and QA/Dev/UAT etc)	Please be guided by the RFP
589			Application performance Monitoring	How is Application accessed? (browser, thick client, mobile browser, mobile app, devices)	Please be guided by the RFP
590			Application performance Monitoring	How many approximate End Users are accessing the apps and major prime locations.? is this application hosted in one data centre or multiple data centres..? Any high availability planned..?	Please be guided by the RFP

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591			Application performance Monitoring	Business Transaction definitions? Login to logout in case of Business transactions (synthetic monitoring) and URL in case of only ping monitor..?	Please be guided by the RFP
592			Application performance Monitoring	Is the any legacy application to be monitored	Please be guided by the RFP
593			Application performance Monitoring	What will be the approximate number of transaction to be monitor	Please be guided by the RFP
594			Application performance Monitoring	Do you require synthetic monitoring? Simulate end-user transactions	Please be guided by the RFP
595			Application performance Monitoring	Does client require real-user monitoring? Capture and analyze traffic from the network	Please be guided by the RFP
596			Application performance Monitoring	is deep-dive statistics from the Java or .NET environment required?	Please be guided by the RFP
597	73	3.2.3.11 Service Window across Service Category	Service Window across Service Category	In this section , it is mentioned as the service window for APM, EMS, ADR, JOB Automation is mentioned as 24 x7x 365. However, in the table in the section- 3.2.3.12.2 ( For Sustenance Phase), it is mentioned as 9AM to 6PM ( for L2-EMS, , L1 and L2 for APM, and L1 for ADR) , 6AM to 10PM ( for EMS tools) and 24 x 7 (for L2 ADR). Please calrify which one to consider.	The resource requirement mentioned in the RFP is the minimum resource requirement which UIC is looking for. Bidder can propose additional resources to meet the service window and SLA
598	118	Annexure 7 Commercial Bid Format	Bill of Material	Please clarify , where do we consider the non-Production environments, in DC or DR ? In the <b>Application cost</b> tab, it is mentioned under DR, whereas, the same is mentioned under DC in <b>DC-DR-NLS-HO Hardware</b> tab.	Please refer Corrigendum
599	140	Annexure 18 Sizing Adequacy Letter	Sizing Adequacy Letter	Sizing information is not available in the document. It is difficult to size the hardware based on the number of transactions and concurrent users only. The application service provider / UIC has to facilitate to provide the required sizing information for determining the required hardware for the applications meeting the service level requirements.	Please be guided by the RFP
600	142	Annexure 20 Projection for Next 5 Years	Number of Transactions for last 3 years and Projections for Next 5 years	Please do share us SPOC from Application Vendor Team and UIC with whom we have to discuss and arrive at sizing. Information shared in RFP is not sufficient to arrive at a solution and sizing for DB Tier as DB performance is entirely dependent upon on Application architecture, access pattern, data types etc	Please be guided by the RFP
601	11	3.1 Scope of Work during Implementation phase; Pt.c	Bidder is required to co-ordinate with UIC's existing System Integrator for migration activities and taking transition for Network activities	We are expecting database migration and hardware migration. Network migration details to be provided. Let us know if any other expectations.	Bidder need not to do any network migration

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602	11	3.1 Scope of Work during Implementation phase; Pt.n	Bidder is required to provide resources, which may be required for successful completion of the entire assignment within the quoted cost to UIIC.	Is it OEM resources or bidder can choose?	Please be guided by the RFP as the OEM efforts are clearly called out in the RFP
603	11	3.1 Scope of Work during Implementation phase; Pt.w	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	is it part of migration or as a part of contingency?	Please be guided by the RFP
604	11	3.1 Scope of Work during Implementation phase; Pt.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.	is it part of migration or as a part of contingency?	Please be guided by the RFP
605	20	3.1.7 Backup Solution at DC and DR	Migration of existing data as per UIIC's requirement	please clarify the size of database and file systems which needs migration	Details will be shared with the successful bidder
606	20	3.1.9 Storage & SAN Switch	Setup and operationalize 3-way DR for CORE INSURANCE APPLICATION suite of applications	Please clarify whether UIIC is looking for storage based solution or host based solution	Please be guided by RFP section 3.1.9 "Three-way DR replication"
607	20	3.1.9 Storage & SAN Switch	Three-way DR replication:Database native or storage-based replication for Oracle DB's on RISC server between DC, NDR and DR sites.	Please clarify whether UIIC is looking for storage based solution or host based solution	Please be guided by RFP section 3.1.9 "Three-way DR replication"
608	22	3.1.13 Architecture Assessment Services from OEM	3.1.13 Architecture Assessment Services from OEM	We understand that OEM to perform & 3rd party to review ? Please clarify	Yes, your understanding is correct
609	23	3.1.14 Database Performance Management & Database Optimization	3.1.14 DB Performance Management and DB Optimization	Please let us know the performance management features are being looked for SAP?	It is to be done for Core Insurance solution, Portal and SAP
610	36	3.2.1.1 Database Management	3.2.1.1 Database management	Database upgrade can't be ad-hoc support, need the right estimates for arranging at the scope	Please be guided by the RFP
611	38	3.2.1.1 Database Management	Database Monitoring and Administration: Migration of Databases (Release Upgrade)	Please let us know the number of databases required for release upgrade	Please be guided by the RFP
612	38	3.2.1.1 Database Management	Manage database transaction (SQL)/ archive (Oracle) logs	Please clarify the expectation whether it is for SQL or Oracle or both	This is for Both SQL as well as Oracle
613	38	3.2.1.1 Database Management	Flash back up on daily basis	is it storage based or database flash back?	This Clause is mentioned in the Database Management and this flashback is related to Database

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614	11	3.1 Scope of Work during Implementation phase; Pt.k	Bidder should ensure that proposed hardware and software components should not go end-of-life / End of sale during contract period. Bidder needs to give a declaration from the respective hardware OEM on OEM's letter head as per the Annexure – 19 (Hardware End of Life and Support Declaration) of the RFP	Bidder to ensure that the proposed hardware should not be end of support at time of bidding.	Please refer Corrigendum
615	11	3.1 Scope of Work during Implementation phase; Pt.i	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 after termination or expiry of the contract responsibility shall so survive even	Please clarify on the term "the same responsibility shall so survive even after the termination or expiry of the contract"	Please refer Corrigendum
616		Annexure 9 RISC; Warranty, SLA & Support; Pt.1	The system should be quoted with 5years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5)	Please ammend the clause as "The system should be quoted with 5years with 24 x 7 and 6 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5)"	Please refer Corrigendum
617		Annexure 9 RISC; Warranty, SLA & Support; Pt.2	The processor and operating system roadmap for the next five (5) years shall be submitted with attestation by OEM.	Please ammend the clause as "The processor and operating system support roadmap for the next five (5) years shall be submitted with attestation by OEM."	Please refer Corrigendum
618		Annexure 9 RISC; Services; Pt.4	The bidder needs to ensure OEM L3 Engineers onsite support during production migration as well as during stabilization Support of 2 months	Please clarify the scope of OEM L3 Engineers	Please be guided by the RFP
619	124	Annexure 9 Storage; Pt.2	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	Request to please amend the specifications as "Storage must be configured with FC & iSCSI Block access protocols. Storage should also support file protocols including CIFS/SMB 3.0, NFS v3 and NFS v4 either natively or by adding gateways. Storage must support QoS that allows for setting IOPS and Bandwidth min and max limits.	Please refer Corrigendum
620	124	Annexure 9 Storage; Pt.5	Storage must be proposed with 2 controllers. Minimum 8 x 16 Gbps FC Front end ports & 4 x 10GbE Ports. Front end ports must be evenly distributed across controllers.	Current storage system is a high-end multi-controller enterprise class system. Customer is already used to a certain level of availability experience that shouldn't ideally be reduced. Bringing that down to a 2 controller system may not be an ideal recommendation. We request that the storage system should have atleast quad controllers to ensure that failure of a component does not degrade performance by 50%.	Storage must be proposed with 2 controllers scalable to 4 controllers . Minimum 8 x 16 Gbps FC Front end ports & 4 x 10GbE Fiber Ports. Front end ports must be evenly distributed across controllers.
621	124	Annexure 9 Storage; Pt.10	The proposed storage must offer 1,20,000 IOPS with 4K Block Size, 50:50 R:W.	4K block size is not a representative or real world workload. It should ideally be 8K with 60:30 RW ratio. Ideally an analysis of existing storage or Oracle AWR analysis can help provide those details which can help in appropriate sizing.	Please be guided by the RFP

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622	124	Annexure 9 Storage; Pt.12	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	Data reduction is a function of the data being stored. If the data is non-dedupable (for e.g. PDF files, zip files, encrypted files, video files etc.) then no technology can help. In order to protect UIIC's interest, it would be ideal to ask for 200TB usable capacity after RAID protection and without data reduction. Any data reduction that accrues will be to UIIC's benefit and future growth can easily be met without any commercial impact.	Please refer Corrigendum
623	124	Annexure 9 Storage; Pt.14	The storage must have minimum 128 GB usable Data cache / memory available across the pair of controller post write mirroring / protection overheads. The cache memory architecture and the proposed cache must be explained in the proposal.	Ideally recommended to 512GB DRAM cache across controllers. (especially considering the 400,000 IOPS scalability)	Please be guided by the RFP
624	124	Annexure 9 Storage; Pt.17	Proposed storage must be scalable to 4,000,00 IOPS to meet future requirements.	Please clarify whether this is 400,000 IOPS??	Please be guided by the RFP
625	124	Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	Request that this clause be removed from the specification or specify that these capabilities can be met either natively or by the file gateways.	Please refer Corrigendum
626	124	Annexure 9 Storage; Pt.26	The storage must provide mandatory migration of data capabilities from existing storage to new proposed storage seamlessly without any disruption to current storage layout.	It would be easier to achieve host-based migration from existing to new storage, especially considering the workload is primarily oracle. Also the current storage architecture with spinning disks is based on hundreds of small LUNs that are aggregated at the host. The proposed AFA need not carry that overhead and management complexity of hundreds of LUNs.	Please be guided by the RFP
627		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	Please specify the amount of data that has to be backed up in 2 hours? That will help vendors size the appliance appropriately.	Please refer Corrigendum

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628		Annexure 9 D2D; Pt.9	Reliability	Redundancy for the backup appliance can be achieved in multiple ways - one of the options is dual homed backups which avoid the complexity of controller failover. Also many backup systems do not automatically take over from the point of failure and may restart the backup (which negates the idea of dual controller)	Please refer Corrigendum
629		Annexure 9 D2D; Pt.14	OS & Clustering Support	To be removed for vendors who quote a PBBA. This is a SAN storage spec.	Please be guided by the RFP
630		Annexure 9 tape Library; Pt.1	FEATURE	We suggest that an LTO-6 tape drive also be added to the new library to facilitate reading of older LTO4 cartridges either for recovery or for media migration purposes.	Please be guided by the RFP
631		Annexure 9 tape Library; Pt.10	Reliability	We request amendment as follows "the offered tape library must have a high reliability i.e. MTBF (Mean Time Between Failures) of 125,000 hours or MSBF of 2,000,000 cycles as some vendors provide MTBF values for greater clarity. (incidentally MTBF of 125,000 hours translates to more than 14 years of availability)	Please be guided by the RFP
632		Annexure 9 RISC; Partitioning and Virtualization; Pt.5	Partitions should have security isolation from one another. Shared I/O if offered should also have security isolation. Partitions should be security certified under Common Access Protection Profile (CAPP), the Labeled Security Protection Profile (LSPP) and the Role Based Access Control Protection Profile (RBACPP) for the Common Criteria for Information Security Evaluation (CC) at Evaluation Assurance Level 4+ or equivalent. The bidder is required to attach a self-attested copy of the certificate.	CAPP, LSPP, RBACPP specifications are OEM Specific and Proprietary. <b>Request to remove this clause and amend the same</b> with "Partitions should have security isolation from one another. Shared I/O if offered should also have security isolation"	Please refer Corrigendum
633		Annexure 9 RISC; RAS Functionality; Pt.1	The processors shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Hardware supported Instruction Retry</li> <li>● Dynamic (without reboot) processor sparing / replacement</li> </ul>	Request to please amend the clause as below "The processors shall have the following minimum RAS features: <ul style="list-style-type: none"> <li>● Hardware supported Instruction Retry</li> <li>● Dynamic processor sparing / replacement"</li> </ul>	Please refer Corrigendum
634		Annexure 9 RISC; General; Pt.3	Each Server should have minimum 30% additional scalability for future growth	Please clarify whether this is in addition to 5 Years sizing. If in addition to 5 year sizing, we request UIIC to remove this clause as this will put OEM to quote higher models leading to unnecessary investment to UIIC	Yes, this is in addition to 5 year sizing
635		Annexure 9 RISC; Processor; Pt.1	Bidder can consolidate Multiple virtual machine in single server maintaining the redundancy for each workload at physical server.	We understand that UIIC is expecting 2 * Servers in RAC for Production setup which will ensure the redundancy for virtual machines be achieved at across physical servers. Please confirm	Please be guided by the RFP



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636		Annexure 9 RISC; Disk; Pt.1	The server shall have capability to boot from SAN for all virtual machines Dedicated (used solely for boot function) redundant FC ports across two physical adapters must be offered.	Please clarify whether this is in addition to FC ports asked in IO Subsection or this is included in the same	Please be guided by the RFP
637	12	3.1 Scope of Work during Implementation phase	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. <b>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.</b>	Requesting UIIC to please share the old location and new location details for assets movement, because to move assets form one location to another location transportation charge need to be factored . Also requesting to share asset valuation (as per UIIC finance book ) as insurance will be covered as per that valuation.	Please be guided by the RFP
638	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	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.	Requesting to please share Aspect current License details with quantity. This information will be required for bidder to factor ATS for the entire contract period.	No. of Agents :- 20 No. of directors :- 3 No of Switches :- 1 No of M 3 Designers :- 2 No of M 3 Sessions :- 60 No. of Trunks :- 80
639	20	3.1.9 Storage & SAN Switch	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.	As data migration is a critical activity, so requesting UIIC to please allow necessary downtime to perform migration activity according to the agreed migration plan and data size.	Please be guided by the RFP
640	20	3.1.9 Storage & SAN Switch	Three-way DR replication	We are expecting required bandwidth for replication. Requesting UIIC to please upgrade the bandwidth to to meet RPO.	2 Active Links 500Mbps each between DC and DR 2 Active Links 500Mbps each between DC and NDR 2 Active links 100 Mbps between and NDR
641	20	3.1.10 Application Performance Monitoring Tool (APM)	Bidder is required to do design, size, supply of software and hardware, implementation, monitor and manage the proposed APM Tool.	Request to please share number of application server and/or license quantity need to be factored for DC and DR.	Please be guided by RFP Annexure 7 and Annexure 20
642	21	3.1.11 Automated Disaster Recovery Tool	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	Request to please share the exact number of Server, Application and Database need to be replicated in DR. This information will be required for ADR sizing.	Please be guided by RFP Annexure 7 and Annexure 20

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643	27	3.1.20 Installation and Configuration	Migration of Physical server to virtual Server (P2V) and Virtual sever to Virtual Server	Request to please share exact Server count for Migration ( P2V and V2V). This information will be required for bidder for Resource sizing. Also requesting to share what level of pCPU to vCPU mapping UIIC is looking for Virtual servers in Hyperconverged infra.	Please be guided by the RFP
644	27	3.1.20 Installation and Configuration	Basic installation on designated servers.	Request to please share exact Server Count for middleware installation along with Middleware OEM name. This information will be required for bidder for Resource sizing.	Please be guided by the RFP
645	33	3.1.24 Hardware	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 order to factor relevant hardware to ensure compute should not exceed 70% and storage 80% we need current utilization and forecasting for next 5 years to factor hardware to meet expectation	Please be guided by the RFP
646		3.2 Scope of Work for Facility Management Phase	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.	Request to remove Aspect form Bidder scope as this is predominantly contact Center or Dialler solution.	Please be guided by the RFP
647	52	3.2.1.7 RTO / RPO Management	GC Core and Portal (Part of ADR Tool)	As per the mentioned clause Zero RPO need to be achieved for GC Core and Portal. Practically it will be difficult if DR is in different seismic zone. So requesting UIIC to relook this clause and amend PRO with 15 min.	Please be guided by the RFP
648	52	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	Requesting UIIC to ensure\provide necessary bandwidth for replication and to achieve RPO.	Please be guided by the RFP
649	20	3.1.9 Storage & SAN Switch	5. Vendor must provide additional hardware/software, if required, to meet the scope of work.	Request to please share current replication mathedology, whether it is Storage based Replication or Netive DB replication.	It is Native DB replication
650	60	3.2.2.7 Patch Management	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	Requesting to please allow bidder to propose separate patch management tool and separate EMS tool. This approach can help bidder to select better tools for specific tasks.	Please be guided by the RFP

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651	62	3.2.2.10 Application Performance Management	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	Requesting UIIC to allow any of both internal or independent third party resource ( L1, L2, L3) to preform the task mentioned in the clause.	Please refer corrigendum
652		3.2.3.12.2 For Sustenance Phase	Total Minimum Resources	As per the Govt policy permitted working hours er week is 45 Hrs max. So request to modify the resource count mentioned in the table according to the permit	The requirement mentioned in the RFP is the number of shift and count per shift. We have not mentioned the timetable of resources. Bidder needs to factored the resources accordingly.
653		3.2.3.12.3 Desired Qualifications and Experience of Resources	Educational Qualifications/ Certifications/ Skills	Request to remove education passing score criteria for Network L1 because this will not add any value neither for UIIC and nor for Bidder.	Please be guided by the RFP
654	88	26 Project Timelines	Delivery of Hardware at DC & DR	Request to please revise the hardware delivery timeline form 8 weeks to 12 Weeks. In Covid Situation, it will be challenging for Bidder to meet the given timeline (due to shipment and transport issue).	Please refer Corrigendum
655	88	26 Project Timelines	Completion of all work at the DC and DR Sites including migration, commissioning and documentation.	Request to change the timeline from 5 weeks to 8 weeks, because migration of the critical applications and data required adequate time and planning along with fallback plan.	Please refer Corrigendum
656	89	26 Project Timelines; Tools	Delivery of Hardware at DC & DR for tools	Request to please revise the hardware delivery timeline form 8 weeks to 12 Weeks. In Covid Situation, it will be challenging for Bidder to meet the given timeline (due to shipment and transport issue).	Please refer Corrigendum
657	101	34 Service Level Agreement; 34.3 Service Level Default	Minimum Service Level	Request to change minimum Service level for "Critical Infrastructure and software" and "Infrastructure and software" to 99%. Currently it is 99.99% and very difficult for bidder to achieve.	Please be guided by the RFP
658	102	34 Service Level Agreement; 34.3 Service Level Default	Each planned down - time for system servicing (up gradation, bug fixing, patch uploads, regular maintenance etc.) will not be more than 4 hours.	To deploy patches and to fix the bug, required time is totally depends on the size and code of the patch. So request to remove 4 Hrs downtime window form this clause and allow to perform this task based on mutual discussion and permit the downtime case to case basis according to the same.	Please be guided by the RFP
659	103	34 Service Level Agreement; 34.3 Service Level Default	Bidder needs to maintain 100% backup success rate	Backup job can be failed due to several reasons like software bug, issue with Tape Drive or Tap, cable fault, network issue etc. So in this case Bidder can reinitiate the backup job for successful backup. Request to please amend this clause .	Please be guided by the RFP as Tape drive, backup software and surrounding infrastructure is managed by the bidder

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660	103	34 Service Level Agreement; 34.3 Service Level Default	NO of successful DR Drill conducted by the bidder	DR Drill is a joint responsibility of Bidder and Customer. So request to remove this clause from RFP or mention RACI for this activity.	Please be guided by the RFP
661	104	34 Service Level Agreement; 34.3 Service Level Default	Maintenance of RTO and RPO as mentioned in the RFP	It is again joint responsibility and dependency on Application and Bandwidth. Bidder can monitor and report in case of any delay or issue. So request to delete this paneity clause.	Please be guided by the RFP
662	104	34 Service Level Agreement; 34.3 Service Level Default	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).	Request to please remove this clause because resource will be in Bidders Payroll, hence HR policy (transfer, increment, promotion etc) will be applicable accordingly.	Please be guided by the RFP
663	23	3.1.14 DB Performance Management and DB 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	Request to please share number\quantity of the database need to be monitored. This data will be required for tool sizing.	Please be guided by the RFP
664	N/A	Annexure 7 Commercial Bid Format		Request to please mention Volumetric \ Quantity for each and every Hardware, Software and Tools need to be supplied by bidder , mentioned in Annexure 7 This will help to maintain uniformity across bidders and will help UIIC for comparing bidder solution and cost.	Please be guided by the RFP
665	15	3.1.3 HIPS for Virtualized x86 environment	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 UIIC and the bidder needs to provide a report as per the agreed frequency to UIIC stakeholders show casing the patch details and other malware attack and protection done by the tool.	Bidder requests to review the requirement of HIPS as these specific functionality will be natively available in HCI and virtualization	Please be guided by the RFP

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<b>S.No.</b>	<b>Page #</b>	<b>Point/ Section</b>	<b>Existing Clause</b>	<b>Query</b>	<b>UIIC's Response</b>
666	41	3.2.1.2 Server (Bare Metal, Virtualized and Hyper Converge infra) Management	<p><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.</p>	<p>Bidder request to confirm the availability of VMS Tool so that same will be leveraged</p>	<p>Details will be shared with the successful bidder</p>
667	60	3.2.1.2 Server (Bare Metal, Virtualized and Hyper Converge infra) Management	<p><b>Anti-virus scan and anti-virus update on the server</b>                      Bidder to update virus related signature files on servers to manage the removal of malicious code. Support and ensure that the timely installation of updated signature files and anti-virus software patches on all servers within the managed environment occurs.                      Support and ensure that the timely installation of updated signature files and anti-virus software patches on all servers within the managed environment occurs.</p>	<p>There is no tool/technology mentioned as part of BOM from AV prospective. Bidder request to clarify whether bidder need to propose the AV Solution or existing AV licenses can be leveraged from UIIC.</p>	<p>Bidder needs to factor HIPS solution as per the Specifications mentioned in Annexure 9</p>

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668	60	3.2.1.2 Server (Bare Metal, Virtualized and Hyper Converge infra) Management  3.2.2.6 Security Management:	Process security data identifying logged or audited access to a resource. Process security data identifying attempted access to a protected resource. Process security data identifying password violation attempts. Process security data identifying usage of emergency ID's. Monitor and maintain ID's and their designated privileges or access to make certain that only active, authorized ID's have access. Report any significant computer security incidents occurring on any systems Report any significant network security incidents occurring on any systems 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.	Bidder will leverage the existing SIEM solution for fulfilment of same functional Security requirement. Please clarify; if bidders understanding is not appropriate.	Please be guided by the RFP
669		Annexure 9 Storage; Pt.4	<b>Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.</b>	Request to please amend the specifications as "Storage must be configured with FC & iSCSI Block access protocols. Storage should also support file protocols including CIFS/SMB 3.0, NFS v3 and NFS v4 either natively or by adding gateways. Storage must support QoS that allows for setting IOPS and Bandwidth min and max limits.	Please refer Corrigendum
670		Annexure 9 Storage; Pt.10	<b>The proposed storage must offer 1,20,000 IOPS with 4K Block Size, 50:50 R:W.</b>	4K block size is not a representative or real world workload. It should ideally be 8K with 60:30 RW ratio. Ideally an analysis of existing storage or Oracle AWR analysis can help provide those details which can help in appropriate sizing.	Please be guided by the RFP
671		Annexure 9 Storage; Pt.12	<b>Specification of Unified Storages for DC &amp; DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.</b>	Data reduction is a function of the data being stored. If the data is non-dedupable (for e.g. PDF files, zip files, encrypted files, video files etc.) then no technology can help. In order to protect UIIC's interest, it would be ideal to ask for 200TB usable capacity after RAID protection and without data reduction. Any data reduction that accrues will be to UIIC's benefit and future growth can easily be met without any commercial impact.	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
672		Annexure 9 Storage; Pt.14	The storage must have minimum 128 GB usable Data cache / memory available across the pair of controller post write mirroring / protection overheads. The cache memory architecture and the proposed cache must be explained in the proposal.	Ideally recommended to 512GB DRAM cache across controllers. (especially considering the 400,000 IOPS scalability)	Please be guided by the RFP
673		Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	Request to please remove this clause from the specification or specify that these capabilities can be met either natively or by the file gateways.	Please refer Corrigendum
674		Annexure 9 Storage; Pt.36	Storage clause no 36	It would be easier to achieve host-based migration from existing to new storage, especially considering the workload is primarily oracle. Also the current storage architecture with spinning disks is based on hundreds of small LUNs that are aggregated at the host. The proposed AFA need not carry that overhead and management complexity of hundreds of LUNs.	Please be guided by the RFP
675		Annexure 9 Hyper Converge infra; x86 Node; Pt.5	Hyperconverged Clause no 5	For Chennai only 4TB storage is asked - as per that minimum 12 Disks doesn't tally. Request you to kindly alter the same or remove the clause to suit all requirements of Mumbai, Hyderabad and Chennai	Please refer Corrigendum
676		Annexure 9 Hyper Converge infra; x86 Node; Pt.6	Hyperconverged Clause no 6	Please remove 25TB in each node - as this clause will not be applicable with HCI storage requirement mentioned in below locations of Mumbai, Hyderabad and Chennai	Please refer Corrigendum
677		Annexure 9 Hyper Converge infra; x86 Node; Pt.9	Hyperconverged Clause no 9	In below Location wise specs - it says 4*10G and 4*25G - here it says 6*10G - Please clarify us what is required and is it really so many ports required? Usually 4*10G would suffice. Please clarify us.	Please refer Corrigendum
678		Annexure 9 Hyper Converge infra	Hyperconverged Clause no 9	This clause is not Applicable here as in below locations, only All-Flash is asked. So please remove this clause	Please be guided by the RFP
679		Annexure 9 Hyper Converge infra; Software defined Storage	Hyperconverged Clause no 4 - Software Define Storage	This clause is not Applicable here as only All-Flash is asked. So please remove this clause	Please be guided by the RFP

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680		Annexure 9 Hyper Converge infra; Software defined Storage	Hyperconverged Clause no 6 - Software Define Storage	Please remove this clause. This is contradictory to Sr.No 3 in "Required Minimum Specifications" - Some vendors will have kernel based and some Controller architecture will be used - So it is already clear in Sr.No 3 - So this clause (Vendor Specific) can be removed	Please refer Corrigendum
681		Annexure 9 Hyper Converge infra; Software defined Storage	Hyperconverged Clause no 11 - Software Define Storage	Please remove this clause - as location wise requirement says - RF2 by which single Node failure is what is needed. "Multiple Failures of nodes" - this word is contradictory. For multiple node failures, more Storage copies will be needed and it will increase the cost. So RF2 is good to go as in below location wise requirement. So please remove the clause here with "Multiple failures of nodes"	Please be guided by the RFP
682		Annexure 9 Hyper Converge infra; Security; Pt.1	Hyperconverged Clause no 1 - Security	These are SDN specs. Request to please confirm whether SDN is needed or not	Please be guided by the RFP
683		Annexure 9 Hyper Converge infra; Security; Pt.2	Hyperconverged Clause no 2 - Security	These are SDN specs. Request to please confirm whether SDN is needed or not	Please be guided by the RFP
684		Annexure 9 Hyper Converge infra; Security; Pt.3	Hyperconverged Clause no 3 - Security	These are SDN specs. Request to please confirm whether SDN is needed or not	Please be guided by the RFP
685		Annexure 9 Hyper Converge infra; Security; Pt.4	Hyperconverged Clause no 4 - Security	These are SDN specs. Request to please confirm whether SDN is needed or not	Please be guided by the RFP
686		Annexure 9 Hyper Converge infra; Site- Mumbai DC- Cluster 1	Hyperconverged Clause no 9 - Site Mumbai DC Cluster 1	In the TOR Switch section , 25G is not mentioned there . Request to please review TOR Switch section and amend this section accordingly.	Please refer Corrigendum
687		Annexure 9 Hyper Converge infra; Site- Mumbai DC- Cluster 2	Hyperconverged Clause no 6 - Site Mumbai DC Cluster 2	Request to please review this clause and confirm whether 10G and 25G both needed or 10G can work .	Please refer Corrigendum
688		Annexure 9 Hyper Converge infra; Site- HYD DR- Cluster 1	Hyperconverged Clause no 9 - Site HYD DR Cluster 1	In the TOR Switch section , 25G is not mentioned there . Request to please review TOR Switch section and amend this section accordingly.	Please refer Corrigendum
689		Annexure 9 Hyper Converge infra; Site- Chennai HO; Pt.1	Hyperconverged Clause no 1 - Site Chennai HO	240 cores with 4TB Storage not balanced architecture. 4TB can be met in hardly 1 or 2 nodes where as 240 cores minimum need 5 or 6 servers. Request to please review this clause and amend as per the technical feasibility.	Please refer Corrigendum



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690		3.1 Scope of Work during Implementation phase	3.1 SCOPE OF WORK DURING IMPLEMENTATION PHASE:	Request to please confirm whether bidder has to migrate data from existing tool to new tool or it will be fresh installation without existing data. In case of migration requesting to share current OEM name and version of the existing tool. This data will be required for migration plan and to check the compatibility with new proposed tools.	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor
691	29	3.1.21 Phase wise activities for Migration	3.1.21 Phase wise activities for Migration	Application Team's support will be required during migration because bidder don't have application configuration visibility and will not have required access rights. Requesting to please include Application team for migration activity to make necessary application level configuration changes during and post migration.	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor
692	13	3.1.1 Bare Metal Server at DC, NDR & DR	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.	Request to please share the GC Database Server and ODI Server count for Oracle Golden Gate sizing.	As the GC Core Database sizing needs to be done by the bidder so bidder needs to factor the Golden gate Lic accordingly. Exadata: Data as of now- 44 cores are being used in Exadata
693	133	Annexure 13 Existing Network & Licenses Details at DC & DR	ANNEXURE 13- EXISTING NETWORK & LICENSES DETAILS AT DC & DR	Requesting to please include or Share existing Servers details along with RAM (in GB), OS , DB and Application deployed on the server. This will be required to size the Licenses and Hardware both.	Please be guided by the RFP
694		Annexure 9	RICS Server and Hyper Converged infra.	Request to please share RAM per server in GB.	For RISC server, projection and SLA have been provided to in RFP. Bidder is required to size the same. For Hyper Converge Environment, sizing is provided in Annexure 9
695	24	3.1.16 DC Requirement	2) Migrating CORE INSURANCE APPLICATION and Portal Database from existing storage to new proposed storage	Request to align Application Vendor also for this activity, because application team can only do necessary installation and changes in application level.	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor

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696	9	2.4 Eligibility Criteria; Pt.5	Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	We would like to query if there are any preferences to an Indian MSME OEMs. As regards the said clause 2.4 - there should be a relaxation stating that the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment. Request to please remove or amend this clause to allow amximum number of OEM for this Bid.	Please be guided by the RFP
697	10	2.4 Eligibility Criteria; Pt.7	Application Monitoring Solution: The Proposed Application Monitoring solution should be implemented & Operational in at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India monitoring the Core Application.	The Clause should be relaxed to stating that the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment. Request to please remove or amend this clause to allow amximum number of OEM for this Bid.	Please be guided by the RFP
698	10	2.4 Eligibility Criteria; Pt.9	Backup Solution :- The proposed Backup Solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	The Clause should be relaxed to stating the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment. amend this clause to allow amximum number of OEM for this Bid.	Please be guided by the RFP
699	26	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, JobAutomation Solution, Application Performance Monitoring solution, Storage, Backup Solution, D2D appliance,Storage, SAN Switch and Structured Cabling components at DC and DR.	Bank has to cleary define the scope of integration for Installation and Implementation with the existing Softwares and for the same existing Vendor has to provide the API for integration. Request to please amend this caluse and add required parameter for exsiting vendor.	Please be guided by the RFP
700	45	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 UIC.	Bank needs to clearly define the number of Devices. Request to please share Quantity.	Please be guided by the RFP Annexure 13

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
701	10	2.4 Eligibility Criteria; Pt.7	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.	The Clause should be relaxed to stating the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment. Request to please remove or amend this clause to allow amximum number of OEM for this Bid.	Please be guided by the RFP
702	10	2.4 Eligibility Criteria; Pt.8	The proposed Job Automation Tool should be implemented in atleast one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	The Clause should be relaxed to stating the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment. Request to please remove or amend this clause to allow amximum number of OEM for this Bid.	Please be guided by the RFP
703	11	2.4 Eligibility Criteria; Pt.12	The Proposed HIPS should be implemented in atleast one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	The Clause should be relaxed to stating the services should be provided to any of the following i.e Network Service Providers/System Integrators/ Corportaes/ BSFI Segment. Thus this experience should be considered and accepted along with BSFI Segment. Request to please remove or amend this clause to allow amximum number of OEM for this Bid.	Please be guided by the RFP
704	8	2.4 Eligibility Criteria; Pt.8	The bidder should have engaged in supplying and providing maintenance services of infrastructure in India in last 5 years and should have had experience in managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site for ANY Core Banking Solution / Core Insurance Application encompassing the underlying a.) Hardware (Server & Storage), b.) Operating System and c.) Database For at least one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	These are long terms contracts and may carry multiple PO, We request to modify following clause as: The bidder should have engaged in supplying and providing maintenance services of infrastructure in India in last 8 years and should have had experience in managing / monitoring the IT Infrastructure supplied within the Data Centre/Disaster Recovery Site for ANY Core UIICing Solution / Core Insurance Application encompassing the underlying a.) Hardware (Server/ Storage), b.) Operating System  For at least one scheduled commercial UIIC / Insurance Company in India having atleast 1000 branches in India	Please refer Corrigendum

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705				Database is usually part of application and bought seperately(not with infrastructure). In current RFPalso, UIIC is providing the database license (page no. ) We request to change 1. Database migration 2. Database support	Please be guided by the RFP
706	8	2.4 Eligibility Criteria; Pt.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	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 1000 branches in India	The bidder should have had experience of providing L1 & L2 support for Core Banking / Core Insurance Infrastructure for at least One scheduled commercial bank / Insurance Company in India having at least 1000 branches in India
707	95	33 Evaluation Methodology; Bidder Credentials Strengths	1) Experience in Supplying, managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site including (Server, Storage, Operating system, Database, Hyper Converge Infra) and Providing L1 & L2 support for Core Banking / Core Insurance infrastructure and their associated databases in scheduled commercial bank / Insurance Company in India having at least 1500 branches in India (300 Marks) • One schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (150 Marks) • Two schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (250 Marks) • Three or more schedule commercial Bank / Insurance Company in India having at least 1500 branches in India (300 Marks)	We request to modify the clause as: 1) Experience in Supplying, managing and monitoring the IT Infrastructure within the Data Centre/Disaster Recovery Site including (Server /Hyper Converge Infra, Storage, Operating system,) 2) Database migration and support and Providing L1 & L2 support for Core Banking / Core Insurance infrastructure and their associated databases in scheduled commercial bank / Insurance Company in India having at least 1000 branches in India (300 Marks) • One schedule commercial Bank / Insurance Company in India having at least 1000 branches in India (150 Marks) • Two schedule commercial Bank / Insurance Company in India having at least 1000 branches in India (250 Marks) • Three or more schedule commercial Bank / Insurance Company in India having at least 1000 branches in India (300 Marks)	Please refer Corrigendum
708	85	17 Liquidated Damages during Delivery, Installation & Warranty	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	We request to amend the applicable LD to:  UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
709	105	34 Service Level Agreement; 34.3 Service Level Default	Overall cap of all the penalties over the tenure of the contract will be 10% (ten percent) of the contract value.	Overall cap on SLA penalties on TCO is very stringent. SLA penalties should be applicable on managed services being provided during operations & maintenance phase. We request that SLA penalties capping should be 10% of the quarterly managed services value.	Please be guided by the RFP
710	11	3.1 Scope of Work during Implementation Phase	RISC BASED BARE METAL SERVER FOR ORACLE DB AT DC, NDR & DR	Request to replace RISC with UNIX Processor as RISC is a Proprietary terminology from a OEM.	Please refer Corrigendum
711	11	3.1 Scope of Work during Implementation Phase; Pt.k	Bidder should ensure that proposed hardware and software components should not go end-of-life / End of sale during contract period. Bidder needs to give a declaration from the respective hardware OEM on OEM's letter head as per the Annexure – 19	Request to replace the existing clause with "Bidder should ensure that proposed hardware and software components will be supported atleast for 7 years from the date of submission of bid / Award of contract. Bidder needs to give a declaration from the respective hardware OEM on OEM's letter head as per the Annexure – 19.	Please refer Corrigendum
712	11	3.1 Scope of Work during Implementation Phase; Pt.l	Bidder should ensure that proposed hardware and software components should not go end-of-support within 7 years of date of delivery of the device/s, the same responsibility shall so survive even after termination or expiry of the contract	Request to replace the existing clause with "Bidder should ensure that proposed hardware and software components will be supported atleast for 7 years from the date of submission of bid / Award of contract. Bidder needs to give a declaration from the respective hardware OEM on OEM's letter head as per the Annexure – 19.	Please refer Corrigendum
713	11	3.1 Scope of Work during Implementation Phase; Pt.c	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	Request you to repalce as "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-Support within 24 months of its date of delivery	Please refer Corrigendum
714	27	3.1.20 Installation and Configuration	Installation and configuration of UNIX and other features like Power VM, GPFS and Power HA as per BOQ	All are Proprietary terminology from a OEM and replace with UNIX and with associated unix terminologies	Please refer Corrigendum
715	34	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 within 4 weeks of crossing the threshold.	Request to replace RISC with UNIX Processor as RISC is a Proprietary terminology from a OEM.	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
716		Annexure 9 Hyper Converge infra; x86 Node; Pt.6	3)The Proposed solution should support inline deduplication and compression from day one ,1 ) The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms and has inbuilt compression	Suggest you to change it to The Proposed solution should support inline deduplication and compression from day one using external WAN Optimizer with Hardware bypass capabilities and HA capabilities on 10G fibre both at DC and DR	Please be guided by the RFP
717		Annexure 9 ADR; Replication; Pt.1	1 ) The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms and has inbuilt compression	Suggest you to change it The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms by using compression from day one using external WAN Optimizer with Hardware bypass capabilities and HA capabilities on 10G fibre both at DC and DR	Please be guided by the RFP
718		Annexure 9 ADR	General requirements missing GSLB for DNS site failover for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest you to include Global server Load balancer to do DNS site failover for both IPv4 and IPv6 Core Insurance Application, SAP and Portal and other published internet facing services also do a DNS failover from DC to DR with automated and manual support	Please be guided by the RFP
719		Annexure 9	General requirements missing GSLB for ADC and WAF for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest you to have Server load balancing alongwith SSL offloading and web application firewall capabilities to protect Core Insurance Application, SAP and Portal and other applications for future use	UIIC already has a Load Balancer which will be used for application: Model :- Barracuda 540 Throughput (L4) 5 Gbps Throughput (L7) 3.6 Gbps SSL TPS (2k) 1,400 SSL Throughput 1 Gbps Concurrent Connections 14M L4 Connections Per Second 120,000 L7 Connections Per Second 24,000 Max. Compression Throughput 2 Gbps  No of 10 Ge ports – 8 Ports  No of 40 GE ports – NA
720		Annexure 9	General requirements SSL interception to inspect the SSL encrypted traffic for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest you to include SSL interceptor for inspection the encrypted traffic which reduces the application latency and faster response of the internet facing applications. This will also enable faster inspection at all security layers in the infra	Please be guided by the RFP
721		Annexure 9	General requirements Link load balancer for availability of ISP links for both outbound and inbound traffic and also DNS failover for Core Insurance Application, SAP and Portal and other published internet facing services	Suggest to consider Link load balancer for availability of ISP links for both outbound and inbound traffic and also DNS failover for Core Insurance Application, SAP and Portal and other published internet facing services	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
722		3.2.3.12.2 For Sustenance Phase	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.	<b>Request to change the same to below to ensure seamless support as OEM payroll can have various complications:</b>  Bidder needs to factor the atleast 1 onsite OEM <b>certified</b> resource from the Proposed OEM in General shift on all working days of UIIC for the below mentioned components.	Please refer Corrigendum
723		Annexure 7 Commercial Bid Format; FM	OEM Resource for RISC Servers	<b>Please change to :</b> OEM certified Resource for RISC Servers	Please be guided by the RFP
724		Annexure 7 Commercial Bid Format; FM	OEM Resource for Tape Library	<b>Please change to :</b> OEM certified Resource for Tape Library	Please be guided by the RFP
725		Annexure 7 Commercial Bid Format; FM	OEM Resource for D2D Appliance	<b>Please change to :</b> OEM certified Resource for D2D Appliance	Please be guided by the RFP
726		Annexure 7 Commercial Bid Format; FM	OEM Resource for Storage	<b>Please change to :</b> OEM certified Resource for Storage	Please be guided by the RFP
727		Annexure 7 Commercial Bid Format; FM	OEM Resource for SAN Switch	<b>Please change to :</b> OEM certified Resource for SAN Switch	Please be guided by the RFP
728		Annexure 7 Commercial Bid Format; FM	OEM Resource for Backup Solution	<b>Please change to :</b> OEM certified Resource for Backup Solution	Please be guided by the RFP
729		3.1.1 Bare Metal Server at DC, NDR & DR	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.	Request to share the Bill of material for Oracle Exadata and partition in detail so that we can refresh the same with RISC servers (of the same processor family as being suggested for Oracle DB) which will avoid the dependency on Oracle Golden Gate while continuing to provide the full functionalities of the existing solutions	UIIC is not looking for any refresh in existing Exadata
730		34 Service Level Agreement; 34.3 Service Level Default	99.99%	Request to change the same to <b>99.5% for hardware and 99.9% for the overall solution level</b> <b>Justification:</b> Since there are lot of external parameters involved to guarantee 99.99% availability for hardware	Please be guided by the RFP
731		Annexure 9 RISC; Processor; Pt.2	The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered	The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered and it support SMT8 functionality Oracle Database is capable of using multi-threading processor cores and can make use SMT8 configuration option to take full advantage of the available cores. Oracle Database 12c on a RISC Server with SMT8 significantly boosted the throughput performance of Oracle Database OLTP transactions	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
732		Annexure 9 RISC; Processor; Pt.3	Minimum clock speed will be 2.6 GHz	Minimum clock speed will be 3.0 GHz Higher the Clock speed means faster the CPU and executes the instructions faster	Please be guided by the RFP
733		Annexure 9 RISC; Processor; Pt.4	Minimum L3 cache of 32MB per chip and at least 2 MB per core.	Minimum L3 Cache of 120 MB per chip and at least 10 MB per core For better performance of Oracle RAC database hot data should be available close to CPU. Higher CPU cache will ensure less data fetching from memory subsystem and reduce the latency significantly. Large banks running large databases have seen improved performances as compared to other architectures with lower memory cache size.	Please be guided by the RFP
734		Annexure 9 RISC; I/O Subsystem; Pt.1	All IO shall be virtualized. No application workload shall run in these partitions. Dedicated processor and memory resources shall be allocated to these partitions; minimum of 1 core & 16GB of memory. These processor and memory are additional, not considered in above Processor specifications	All IO shall be virtualized. No application workload shall run in these partitions. Dedicated processor and memory resources shall be allocated to these partitions; minimum of 1 core & 16GB of memory. And minimum two virtual i/o to ensure redundancy these processor and memory are additional, not considered in above Processor specifications There should be minimum two virtual I/O server to ensure redundancy and able to achieve higher availability, Else failure of one I/O server will terminate complete communication to the server system	Please refer Corrigendum
735		Annexure 9 RISC; I/O Subsystem; Pt.2	All IO slots should be PCIe Generation2 and above with lanes x8 and x16. If Gen3 PCIe x8 slots are used then they must not be populated with no more 4 ports (each adapter). All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc	All IO slots should be PCIe Generation3 with lanes x8 and x16. All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc Oracle DB requires high I/o throughput and in that case PCI3 is minimum recommended. Oracle DB is highly thread environment hence required PCI Gen 3 which gives more throughput in case of both LAN & SAN Connectivity. PCIe3.0 x 8 generates 64Gb/s while PCIe 2.0 x8 generates only 40Gb/s and also NVME - the latest technology offering from Disk, delivers best optimal performance using PCIe 3. <a href="https://www.faceofit.com/pcie-gen-3-vs-pcie-gen-2/">https://www.faceofit.com/pcie-gen-3-vs-pcie-gen-2/</a> <a href="https://www.simms.co.uk/tech-talk-2/pcie-and-nvme-explained/">https://www.simms.co.uk/tech-talk-2/pcie-and-nvme-explained/</a>	Please refer Corrigendum



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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
736		Annexure 9 RISC; I/O Subsystem; Pt.3	The server shall be configured with below type of Adapters ● 16 Gbps Fibre Channel adapters for SAN access (disk & tape) ● 10 Gigabit Short Range Fiber Ethernet adapters for user/application communication Functional (Ethernet & Fibre Channel) redundancy at an adapter level should be provided in each IO partition.	The server shall be configured with below type of Adapters ● 32 Gbps Fibre Channel adapters for SAN access (disk & tape) ● 10 Gigabit Short Range Fiber Ethernet adapters for user/application communication Physical (Ethernet & Fibre Channel) redundancy at an adapter level should be provided in each IO partition. Change functional to physical since the Oracle DB required more i/o throughput Dedicated card need for Oracle RAC	Please be guided by the RFP
737		Annexure 9 RISC; I/O Subsystem; Pt.6	Fibre Channel : The server shall have total Thirty Two (32) 16 Gb or Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers.	Fibre Channel : The server shall have Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers. Oracle DB requires highest throughput in which using the latest 32Gbps FB HBA meet the throughput requirement	Please refer Corrigendum
738		Annexure 9 RISC; Partitioning & Virtualization; Pt.6	System shall be capable of creating partitions with dedicated or virtual resources (processor, disk & media, and I/O) with separate operating system instances or within a single operating system instance	System shall be capable of creating partitions with dedicated or virtual resources (processor, disk & media, and I/O) with separate operating system instances Virtualization or partitioning within OS is not recommended as it brings extra overheads on top of hypervisor level virtualization	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
739		Annexure 9 RISC; Roadmap; Pt.1	The processor and operating system roadmap for the next five (5) years shall be submitted with attestation by OEM.	Processor roadmap should be from OEM of processor. 1. Servers quoted shall have the latest processor and release date within past 3 years of bid due date of this tender. 2. OEM support and spares for the supplied hardware and operating system shall be available for a period of minimum 7 years from date of "Power On Self Test" sign-off for all hardware covered by this tender. 3. The processor and operating system roadmap for the next five (5) years shall be submitted 4. Release date of the quoted product has to be mentioned 5. Bidder must back-align support with respective OEM mandatorily during warranty period and also during AMC period. Bidder must provide documentary proof for the same As server OEM does not have control over manufacturing of processor Pprocessor and server are from different OEM then Processor roadmap should be from OEM of processor and not from server OEM	Please refer Corrigendum
740		Hardware End of Life and Support Declaration	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.	We confirm that the Supplied hardware will not be end-of-life during contract period and will be under support from the date of PO to next 7 years. Requesting to remove the end of Sale - No OEM can able to Provide End of Sale for over the period ofSeven years.	Please refer Corrigendum
741		Annexure 9 Storage; Pt.4	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	We strongly suggest to go with SAN/Block storage for hosting Tier-1 Core Insurance mission critical workloads and recommends to isolate NFS/CIFS separately from the enterprise storage	Please refer Corrigendum

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742		Annexure 9 Storage; Pt.18	The proposed storage must support Synchronous and Asynchronous replication across sites / storages for FC & NFS data on the storage. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	If in case UIIC needs file services, out-of mentioned 200TB & 30TB requirements, how much capacity to be factored for SAN and how much needs to be factored for NFS file? Need capacity breakup	Please refer Corrigendum
743		Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>		Please refer Corrigendum
744		Annexure 9 Storage; Pt.10	The proposed storage must offer 1,20,000 IOPS with 4K Block Size, 50:50 R:W	Based on our experience, In financial institutions like banking and insurance, for such large Oracle database based workloads, IOPS will be significantly higher. Request UIIC to revisit the IOPS requirement mentioned in the RFP and share us the revised minimum IOPS required on day-1	Please be guided by the RFP
745		Annexure 9 Storage; Pt.12	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	Latest NVMe based flash modules are available among all leading storage vendors which can deliver superior performance and reliability than normal SSDs.Request UIIC to allow OEM to size the disk type/capacity to meet the required capacity and performance as per RFP. By going with this, Enterprise Storage footprint will be lean & thin and UIIC's both capacity and performance requirements	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
746		Annexure 9 Storage; Pt.16	The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance. Since this is Core Insurance application storage, under no circumstances the cache memory on the storage controller must be bypassed to guarantee acceptable performance levels at all times. This feature needs to be demonstrated during UAT.	During one controller failure, partner controller will take over the entire workload and in-order to maintain the data integrity cache will be bypassed that time and there will not be an impact to application/host access.  <u>Hence request below modification to ensure UIIC gets same performance during controller-failure situations:</u> The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance with required performance of 1,20,000 IOPS with 4K Block Size, 50:50 R:W ratio. This needs to be demonstrated during UAT without having the cache effect for both read and writes	Please be guided by the RFP
748		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	Need clarity on the full database size and one full backup size	Please refer Corrigendum
749		Annexure 9 D2D; Pt.5	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Need breakup of Block capacity and NFS capacity requirement	Please be guided by the RFP
750		Annexure 9 SAN Cabling	All existing SAN cabling requirements	Usually, along with hardware BoQ, OEMs will provide OM3 FC cables  For other connections like patch-panel to patch-panel, LIU cabling etc, bidder/SI might source non-OEM/third-party cables with datacenter standards considering the provided specifications	Please be guided by the RFP
751		Annexure 9 Backup; Pt.25	c. Tape drive sharing must support both iSCSI and FC based connections.	Tape drives generally do not support iSCSI protocol. Hence, request the below modification: c. Tape drive sharing must support both SAS and FC based connections.	Please refer Corrigendum
752		Annexure 9 SAN Switch	No detailed spec is available for SAN switches	Need detailed specs such as FC generation, port speed, SAN fabric class (either Switch or Director) etc.,	Please refer Corrigendum
753		Replication Link	UIIC needs 3-way replication. But, there is no details available related to existing bandwidth/link availability between sites	Need bandwidth details between DC and NDR	2 Active Links 500Mbps each
754		Replication Link		Need bandwidth details between DC and DR	2 Active Links 500Mbps each
755		Replication Link		Need bandwidth details between NDR and DR	2 Active Links 100Mbps each
756	53	3.2.1.6 DC - DR Drills Point:22	UIIC can also do an unplanned DC-DR Drill which bidder needs to support and design the system accordingly.	What is the unplanned DR drill frequency ? Need to understand the number of unplanned drills to determine the required resources into the scope.	All drills that UIIC will schedule can be planned or unplanned drill which is at the sole discretion of UIIC

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
757	53	3.2.1.7 RTO/ RPO Management	GC Core and Portal (Part of ADR Tool) RPO = 0 Min & RTO = 120 Min	What is the current replication mechanism/software is currently used to achieve 0 RPO ?	Please be guided by the RFP
758	99	34 Service Level Agreement; 34.2 Issue Criticality Classification	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	Need to understand why the penalty will be charged in case of Disaster or DR drill ?	Please be guided by the RFP
759	103	34 Service Level Agreement; 34.3 Service Level Default	NO of successful DR Drill conducted by the bidder	Need to understand the penalty clause.	Please be guided by the RFP
760	104	34 Service Level Agreement; 34.3 Service Level Default	Maintenance of RTO and RPO as mentioned in the RFP	Need to understand the penalty clause.	Please be guided by the RFP
761		Annexure 9, Point # 5 & 6 ADR	1. The disaster drill should be non intrusive. 2. There should not be any downtime for ATM and IB Services during SO/SB process	Need more clarification on these two points. 1. How can be a DR drill non intrusive ? When DR Drill happens the application/DB services at DC goes down and the same services at DR comes up within the defined RTO time hence DR drill is always intrusive. 2. How ATM and IB services can start at DR without stopping first at DC ? please explain the current manual scenario where there is no downtime involved for these services.	Please refer Corrigendum
762		Annexure 9 EMS Tool; Pt.1.4	Configuration Management - Should allow the operator to verify and modify the configuration of managed devices-Configuration management tools need to be provided for managing the IT infrastructure at the DC, DR, Near Site, and Head Office. End user devices are out of scope	Please clarify is configuration management only required for Network Devices? Or is it also required for Servers?	Please be guided by the RFP
763		Annexure 9 EMS Tool; Pt.2.4	The solution should leverage common event format that does not require familiarity with source-specific log formats—thereby avoiding the need for device- or vendor-specific analysis or knowledge.	Within the clause it's been asked to leverage common event format that does not require familiarity with source specific log formats. Please clarify is this a requirement for common format for events or is it a requirement for event as well as log management?	Details will be shared with the successful bidder
764		Annexure 9 EMS Tool; Pt.5.1	Should provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling for network devices	It's been asked to provide Fault, availability and performance function from a single station. Our submission is to relax this requirement and let SI/OEM to decide the no. of servers to be used to deploy the solution as per best practices as single/multiple server deployment depends upon various parameters i.e. the environment that need to be monitored, no. of IT infrastructure elements etc.	The requirement is to have a single pane of glass for network devices for fault and performance monitoring and reporting. UIIC should not login into multiple consoles to view alert and fetch out the report. If need be, Bidder may choose to factor multiple servers to cater to our requirement, however, our requirement is to have a single pane of glass.
765		Annexure 9 EMS Tool; Pt.8.8	Dynamic Monitoring configuration	Please elaborate the requirement what's meant/ expected by Dynamic Monitoring configuration?	Please be guided by the RFP

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766		Annexure 9 EMS Tool; Pt.8.11	The modules/products should be from a single product family/suite so as to ensure the integration and high level of data exchange between various layers.	Our submission to rephrase the clause as "Proposed solution should provide an integrated solution leveraging industry standard/ open interfaces to ensure high level of data exchange between various layers"	Please be guided by the RFP
767		Annexure 9 Job Automation; Pt.B.2	The proposed solution should be capable of integrating with email clients	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client. Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also
768		Annexure 9 Job Automation; Pt.B.3	The proposed solution should be capable of reading and understanding context of email and trigger the respective jobs	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client. Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also
769		Annexure 9 Job Automation; Pt.B.4	The proposed solution should be capable of integrating with ticketing systems to accept the user inputs to process the requests.	Please provide details of the ticketing system to integrate with? Please specify the OEM and version of the ticketing solution. Also please suggest/ confirm that will the ticketing system expose its REST APIs to be used for integration?	Bidder is required to factor and provide Ticketing system as part of EMS solution
770		Annexure 9 Job Automation; Pt.D.4	The proposed solution should be capable of integrating with any security authentication tools such as CyberArk, TPAM, etc.	In the clause previous to this clause it's been asked "The system should support authentication protocols like LDAP, AD, Pseudo Access to manage the jobs." and this clause specifies the requirement to integrate with any security authentication tools such as CyberArk, TPAM etc.  Please elaborate the requirement preferably with a use case to integrate with security authentications tools such as CyberArk, TPAM etc.	Please be guided by the RFP
771	15	3.1.7 Backup Solution at DC and DR	Third-party software	What version of Data Protector was used for backup? Please specify version	UIIC is using Dataprotector 9.09
772	15	3.1.7 Backup Solution at DC and DR	Historical Data	What type of data was backedup to LTO4 tapes? File-systems, Databases, Files, NAS, Mail, etc.? Please specify	Details will be shared with the successful bidder
773	15	3.1.7 Backup Solution at DC and DR	Tape	What is the retention period on these tapes? When the data retention period is expired	Details will be shared with the successful bidder
774	15	3.1.7 Backup Solution at DC and DR	Tape	Are there multiple tapes and labels with the same backup set?	Details will be shared with the successful bidder
775	15	3.1.7 Backup Solution at DC and DR	Tape	Are there WORM tapes written by Data Protector? If yes, how many of them are WORM?	Details will be shared with the successful bidder

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776	15	3.1.7 Backup Solution at DC and DR	Capacity	What is the approximate or estimated raw and compressed capacity of data written on each tape?	Details will be shared with the successful bidder
777	15	3.1.7 Backup Solution at DC and DR	Capacity	What is the total size or capacity of data that needs migration from the existing LTO4 tapes?	Details will be shared with the successful bidder
778	15	3.1.7 Backup Solution at DC and DR	Retention	How long would be the retention period of data required for new and existing data sets (files, apps, DBs, etc.) on tape?	Data Retention policy will be shared with the successful bidder
779	15	3.1.7 Backup Solution at DC and DR	Migration	The migration of existing LTO4 tapes to newer LTO technology would be a 2-step process. First, restoring the LTO4 tape data from Data Protector software to staging servers, applications and databases. Then bringing the databases and applications online. Second, perform a fresh backup of this data from staging location using IBM Spectrum Protect to new or scratch tapes.	Please be guided by the RFP
780	15	3.1.7 Backup Solution at DC and DR	DB, Operating system & Application	Please specify the vendor and version details of DBs, OS and Apps that needs a backup for DC & DR locations.	Details will be shared with the successful bidder
781	15	3.1.7 Backup Solution at DC and DR	Tape	Tape media will be used as a primary target for all types of data backup? Or the backups will be written to D2D first and D2Tape later.	Backup will be done on D2D first and then on tape
782	15	3.1.7 Backup Solution at DC and DR	Licensing	What is the primary front-end capacity that we are planning to backup?	Please be guided by the RFP
783	15	3.1.7 Backup Solution at DC and DR	Capacity	What is the percent of delta (changes) that we can expect on a daily, weekly and monthly basis?	Details will be shared with the successful bidder
784	15	3.1.7 Backup Solution at DC and DR	Tape	Are we planning to re-utilize the existing 1285 LTO4 tapes once data migration is complete?	No existing tapes will be discarded
785	84	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, 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 <del>accident</del> or personal bodily injury sustained or suffered by its (Bidder's) employees or agents, or by any other third party resulting from or by any Bidder's gross negligence and/or willful misconduct <del>default by or on behalf of the Bidder</del> and against any and all third party claims concerning employment by Bidder <del>employees, workmen, contractors, sub- contractors, suppliers, agent(s), employed, engaged, or otherwise working for the Bidder,</del> in respect of any and all third party claims under the Labour Laws including wages, salaries, remuneration, compensation or like to the extent it is related to Bidder's employees.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
786			<p>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.</p>	<p>The Bidder shall indemnify, protect and save UIIC and hold UIIC harmless from and against all third party claims in respect of death of or personal bodily injury to any person, <del>losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or</del> resulting directly from a gross negligence and/or wilful <del>default</del> misconduct of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, <del>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</del> project. Bidder will indemnify UIIC against any claims brought against UIIC by a third party, that use of the Services by UIIC, in accordance with the mutually agreed contract, infringes that third party's IP.</p>	Please be guided by the RFP
787			<p>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.</p>	<p>The Bidder shall further indemnify UIIC against any third party claims of proven loss or damage to UIIC's <del>premises or property, etc.</del>, tangible personal property or buildings due to the gross negligence and/or wilful misconduct <del>default</del> 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.</p>	Please be guided by the RFP



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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
788			<p>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.</p>	<p>The Bidder shall further indemnify UIIC against any proven loss or damage arising out of <del>loss of data,</del> claims of infringement of third-party copyright, patents, or other intellectual property resulting from the use of services in accordance with the mutually agreed contract, <del>and third party claims on UIIC for malfunctioning of the equipment at all points of time,</del> 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. UIIC shall in advance notify of the kind of settlement, compromise or make any statement (including failure to take appropriate steps) that would be detrimental to UIIC's (and/or its customers, users and service providers) rights, interest and reputation. If, after 15 Business Days of receiving a notice, Bidder fails to assume and defend such claim, UIIC may defend or settle the claim at the Bidder's expense.</p>	<p>Please be guided by the RFP</p>

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789	85	17 Liquidated Damages during Delivery, Installation & Warranty	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.	Liquidated damages or penalties whichever is agreed upon by the Parties are not applicable for reasons attributable to UIIC and Force Majeure. Reasons attributable to UIIC shall constitute: i) any act or omission of UIIC including any failure or delay by UIIC to perform its obligations under the Agreement, (iii) the reasonable reliance by Bidder on UIIC's instructions, authorizations, approvals or other information, or (iv) any act or omission of a third party not under Bidder's control. <del>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.</del> Liquidated damages or penalties whichever is agreed upon by the Parties should be applicable only in the event of delay in meeting key/critical milestones for the reasons solely and directly attributable to the Bidder and in such a case, Liquidated damages or penalties shall be the sole and exclusive remedy.	Please be guided by the RFP
790	85	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.	Bidder's cumulative liability for its obligations under the mutually agreed contract, regardless of the form of action, whether in contract, equity, negligence, under statute, tort or otherwise shall not <del>exceed 100% of Contract value</del> the total amount paid or payable by UIIC giving rise to the liability during the 12 months preceding the date of the first event which Customer alleges gave rise to liability and the bidder shall not be liable for incidental, special, punitive, / consequential or indirect damages, <del>including</del> loss of profit, <del>or</del> loss of saving, loss of revenues, loss of good will, loss of market value or lost productivity. Whether liability arises under an indemnity or otherwise; UIIC cannot recover from the Bidder any losses that would not have been suffered or incurred if that UIIC had taken reasonable steps to minimize such losses.	Please be guided by the RFP

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<b>S.No.</b>	<b>Page #</b>	<b>Point/ Section</b>	<b>Existing Clause</b>	<b>Query</b>	<b>UIIC's Response</b>
791	83	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.	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. The Parties agree and acknowledge that there is no transfer of pre-existing IP as a part of the services. Title to any adaptations, modifications, enhancements, translations and derivative works made on such pre-existing IP shall persist with the owner of such pre-existing intellectual property. Any IP developed by the Bidder independently of the applicable contract shall be Bidder's intellectual property. Liabilities related to third party OEM/ Vendor products shall be governed by the terms and conditions provided by respective third-party OEM/Vendors in EULAs and other product documentation provided to GIC. Bidder is not liable for any third party product.	Please be guided by the RFP

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792	86	20 Force Majeure	<p>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.</p>	<p>The ongoing impact of Novel Coronavirus Disease ("COVID-19"), including but not limited to any governmental measures, is deemed to be a Force Majeure event.</p> <p>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. If UIIC terminates services impacted by a Force Majeure event extending beyond three months with no viable workaround, DXC to be paid termination cost which includes charges for rendered services and delivered capex along with 3 months stranded cost. <del>Notwithstanding the above, the decision of UIIC shall be final and binding on the Bidder.</del></p>	Please be guided by the RFP
793	87	23 Termination	<p>UIIC 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.</p>	<p>UIIC 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 <del>breaches its obligations</del> commits a material breach under the <del>tender document or the</del> subsequent agreement/purchase order and if the breach is not cured within 30 (Thirty) days from the date of notice. Conversely, Bidder may terminate the agreement/purchase order for breach of payment obligations by UIIC if the said breach is not cured within 30 (Thirty) days from the date of notice</p>	Please be guided by the RFP

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794	87	24 Termination for Convenience	UIIC 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 UIIC'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 UIIC and bidder. The transition period should be guided by the Exit Management clause of the RFP	UIIC may terminate the Contract, in whole or in part, at any time for its convenience by written notice of not less than <del>60 (sixty)</del> 90 (ninety) days. Termination for convenience will not relieve UIIC of stranded costs and cost of wind down services. The notice of termination shall specify that termination is for the UIIC'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 UIIC and bidder. The transition period should be guided by the Exit Management clause of the RFP	Please be guided by the RFP
795	87	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 UIIC's counter signature within 15 days from the receipt of LOA.	Vendor may submit deviations to the terms and conditions and the Purchaser shall by notice/corrigendum imply its acceptance or rejection to the same. The contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the mutually agreed upon 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 UIIC's counter signature within 15 days from the receipt of LOA.	Please be guided by the RFP
796	82	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.	UIIC will be responsible for freight, transit insurance and associated charges from the point at which procured hardware is available for dispatch from Bidder's or its OEM's premises.	Please be guided by the RFP

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797	92	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 UIIC 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.	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 UIIC 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 <del>any or all of the following</del> sanctions: <del>• Forfeiture of performance security, •</del> Imposition of liquidated damages, <del>• Termination of the contract for default.</del>	Please be guided by the RFP
798	92	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	All <del>work under or in course of execution or executed</del> data used for reporting the Service Levels in pursuance of the contract shall <del>at all times</del> once in each calendar year be open to the inspection and supervision of the company as well as the company's authorized representatives. Customer must provide Bidder with at least 20 Business Days' prior written notice of an audit. Audits will be limited solely to computing environments dedicated to Company. <del>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.</del> Said records are subject to examination. UIIC's auditors (provided auditor is not a competitor of Bidder) would execute confidentiality and security agreement with the bidder, provided that the auditors would be permitted to submit their findings to UIIC, which would be used by UIIC but will be considered Confidential Information 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, <del>and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.</del> In no event will Company have the right to audit any information relating to	Please be guided by the RFP

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799	93	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.	Bidder requests that prior reasonable notice be provided by UIIC for such inspection/monitor/assessment so that document, data, material or any other information can be provided to the Purchaser adequately that will enable UIIC to arrive at a near accurate assessment.	Please be guided by the RFP
800	113	Annexure 4 Statement of Nil Deviation	STATEMENT OF NIL DEVIATIONS	Bidder requests that this Annexure be withdrawn	Please be guided by the RFP
801				And requests UIIC to allow for assumptions/clarifications to be submitted part of our technical bid. During technical bid evaluation, if UIIC wants specific reasoning as to assumptions/clarifications, Bidder will provide the same.	Please be guided by the RFP
802	119	Annexure 8 NDA	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,	The definition of Confidential Information is overbroad here. Bidder requests for the following instead:	Please be guided by the RFP

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803			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, Claimforms, 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 section8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.		Please be guided by the RFP
804				All information disclosed by or on behalf of a Party in connection with the business arrangement or created using that information that is confidential in nature and designated as confidential or which a reasonable person receiving the information would realize is sensitive or confidential, and all information to the extent it is derived from that information	Please be guided by the RFP
805				Also Bidder would like to know the kind of information UIIC contemplates, will be shared with Bidder pursuant to Section 8 or any other provision of Right to Information Act, 2005.	Please be guided by the RFP



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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
806	120	Annexure 8 NDA	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.	The Receiving Party shall not disclose any Confidential Information to any person except to its and its affiliates' 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. <del>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.</del> 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.	Please be guided by the RFP
807	122	Annexure 8 NDA	(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 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, <del>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.</del>	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
808				(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.	Please be guided by the RFP
809	128	Annexure 12 Pre-Contract Integrity Pact	3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/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.	<del>3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/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.</del>	Please be guided by the RFP
810	129	Annexure 12 Pre-Contract Integrity Pact	5.1 While submitting commercial bid, the BIDDER shall deposit an amount of ₹ 5,00,000/- (Rupees Five Lakhs only) as Earnest Money/Security Deposit.	The RFP already mentions of an EMD of Rs 3,30,00,000/- (Rupees Three Crore and Thirty lakhs only) under Sec 4.2. Bidder requests for the withdrawal of this requirement and any other clause relating to it under the Integrity Pact.	Please refer Corrigendum
811	131	Annexure 12 Pre-Contract Integrity Pact	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.	Bidder requests for the deletion of the said clause as UIIC via the bidding process will receive competitive pricing.	Please be guided by the RFP
812	80	4.3 Forfeiture of EMD	The EMD made by the bidder will be forfeited if:	The EMD made by the bidder will be forfeited if:	Please be guided by the RFP
813			• The bidder withdraws the tender after acceptance.	• The bidder withdraws the tender after acceptance.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
814			<ul style="list-style-type: none"> <li>The bidder withdraws the tender before the expiry of the validity period of the tender.</li> </ul>	<ul style="list-style-type: none"> <li>The bidder withdraws the tender before the expiry of the validity period of the tender.</li> </ul>	Please be guided by the RFP
815			<ul style="list-style-type: none"> <li>The bidder violates any of the provisions of the terms and conditions of this tender specification.</li> </ul>	<ul style="list-style-type: none"> <li><del>The bidder violates any of the provisions of the terms and conditions of this tender specification.</del></li> </ul>	Please be guided by the RFP
816			<ul style="list-style-type: none"> <li>The successful bidder fails to furnish the required Performance Security within 15 days from the date of receipt of LOA (Letter of Acceptance)</li> </ul>	<ul style="list-style-type: none"> <li>The successful bidder fails to furnish the required Performance Security within 15 days from the date of receipt of LOA (Letter of Acceptance)</li> </ul>	Please be guided by the RFP
817			General	Bidder wishes to submit some clarifications/assumptions for this Bid.	Please be guided by the RFP
818	82	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.	<p>Bidder requests PBG be equivalent of 10% of the annual contract value.</p> <p>Bidder requests PBG to only be invoked in case of material breach and that a cure period of 30 days to be given before invoking the same.</p>	Please be guided by the RFP
819	90	28 Payment Terms	<p>1. Hardware - 70% on Delivery; 20% on installation; 10% on Benchmarking.</p> <p>2. DB/OS &amp; Other S/w - 70% on Delivery; 20% on implementation; 10% on 3 months after successful running.</p> <p>3. Software License - 70% on Delivery; 10% on completion of assessment; 10% on UAT signoff; 10% on release of customized software to production.</p> <p>4. Software Implementation- 30% on SRS signoff; 40% on Go live; 30% -one month after proof of completion.</p> <p>7. Managed Services- Quarterly in arrears.</p> <p>8. Benchmarking- 50% on submission of BM report; 50% on signoff BM report.</p> <p>9. Hardware installation- 40% on H/w implementation; 50% on Acceptance; 10% on signoff.</p>	<p>1. Hardware - Bidder proposes 100% on Delivery.</p> <p>2. DB/OS &amp; Other S/w - Bidder proposes 100% on Delivery.</p> <p>3. Software License - Bidder proposes 100% on Delivery.</p> <p>4. Software Implementation- 50% on SRS signoff; 40% on Go live; 10% -one month after proof of completion.</p> <p>7. Managed Services- monthly in arrears</p> <p>8. Benchmarking- 70% on submission of BM report; 30% on signoff BM report.</p> <p>9. Hardware installation- 50% on H/w implementation; 50% on Acceptance.</p> <p>Also, bidder requests payments for invoices be made within 30 days from date of invoice.</p>	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
820	85	17 Liquidated Damages during Delivery, Installation & Warranty	If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIC 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, UIC may consider termination of the contract.	Bidder requests, if it fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the value of delayed implementation deliverable for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the value of delayed implementation deliverable.	Please be guided by the RFP
821	98	34 Service Level Agreement	34.1. System Availability 34.2. Issue Criticality Classification 34.3 Service Level Default 34.4 Penalty Computation	Bidder requests penalties to be capped at a maximum of 5% of the total quarterly Managed services cost.	Please be guided by the RFP
822	106	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, UIC 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	The monthly At-Risk Amount ('ARA') shall be 5% of the estimated monthly (Quarterly payout/3) pay-out of the respective month. <del>In case maximum penalty is imposed for more than two times in a year, UIC will impose an additional penalty of 5% of the quarterly charges and may consider termination of services.</del> Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 5% (five per cent.) of the value of affected deliverable.	Please be guided by the RFP
823	87	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.	Bidder requests deletion of Termination for convenience clause. Further requests, termination to be done only in case of material breach by Bidder and a cure period of 30 days to be provided.  Bidder also requests that in case of non-payment of invoice by customer as per the agreed payment terms, Bidder has the right to terminate/suspension the contract after giving 30 days' notice.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
824	7	2.4 Eligibility Criteria; Pt.7	Bidder should have its own Support center for Telephonic and Remote Assistance Services in Chennai, Mumbai / Navi Mumbai & Hyderabad	The support & assistance for products will be provided by OEMs for their respective products. Any telephonic assistance requirement should be pertaining to OEM. Bidder can provide remote support assistance for the scope of activities from India. Accordingly, request UIIC to modify the clause as below: Bidder OEM should have its own support centre for telephonic and Remote Assistance Services in Chennai, Mumbai / Navi Mumbai/ Thane & Hyderabad. Or Bidder should have support centre in Chennai, Mumbai / Navi Mumbai/ Thane & Hyderabad.	Please refer Corrigendum
825	75	3.2.3.12.3 Desired Qualifications and Experience of Resources; Governance	<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>	Bidder requests to modify the educational qualification as below: MBA/Engineering <del>with</del> / PMI certification. ISO 20000 implementation certification will be an added advantage. Should have experience of managing IT Infrastructure managed services (Servers, storage, database, networks, backup & restore, Quality Assurance and Helpdesk Management) engagements in at least one Scheduled Commercial Bank Banks / Insurance Company in India having more than 1500 branches	Please be guided by the RFP
826	75	3.2.3.12.3 Desired Qualifications and Experience of Resources; Managerial Role	<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>	Bidder requests to modify the educational qualification as below: •MBA/ Engineer <del>with</del> / PMI certification • Experience in managing large teams/ projects and dealing with third party vendors • Should have experience of managing IT Infrastructure managed services (Servers, storage, database, networks, backup & restore) engagements in at least one Scheduled Commercial Bank / Insurance Company in India having more than 1500 branches	Please be guided by the RFP
827	75	3.2.3.12.3 Desired Qualifications and Experience of Resources; Project Manager Tools	<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> </ul>	Bidder requests to modify the educational qualification as below: •MBA/ Engineer <del>with</del> / PMI certification <ul style="list-style-type: none"> <li>• Experience in managing large teams/projects and dealing with third party vendors</li> </ul>	Please be guided by the RFP
828	12	3.1 Scope of Work during Implementation phase	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	We request UIIC to provide a schedule as per which the procurement will happen for individual solution components like RISC Servers & Other HW M1; APM & ADR Solution M8 etc. Accordingly, modify the commercial template as well.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
829	71	3.2.3.7 Responsibility Matrix	New IT projects/initiatives	Kindly clarify what UIIC expects from the bidder for any new projects / initiatives is not clear. Please provide comprehensive details to understand the scope and related commercial thereof	Please be guided by the RFP
830	73	3.2.3.12.1 For Implementation phase	UIIC Corporate Office	Will UIIC provide dedicated space / seat at DC, DR which are co-located?	Seating space will be provided by UIIC at the locations
831	81	4.5 The Company Reserves the Right to	Award contracts to one or more bidders for the item/s covered by this tender.	Bidder requests to remove this clause as it's not practical and we may not be in a position to comply to various performance and SLA requirements	Please refer Corrigendum
832	82	4.8 General terms	The bidder to note that splitting of order would not be applicable in this tender.	Since this is contradicting with page 81, 5th bullet under point 4.5 , we seek reconfirmation that this point remains	Please be guided by the RFP
833	8	2.4 Eligibility Criteria; Pt.5	Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one scheduled commercial bank / Insurance Company in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	A change request to include additional customer references as below - Enterprise Management solution: The Proposed Enterprise Management solution should be implemented in at-least one private or PSU bank /Scheduled commercial banks / public Ltd companies / Government (State and Central) / Insurance Companies in India and should be running for atleast 1500 endpoints covering both Wintel and Unix Platform	Please be guided by the RFP
834	21	3.1.10 Application Performance Monitoring Tool (APM)	Availability of senior level experts on On-Call Basis for critical alerts / incidents	Please clarify the requirement for this clause?  APM tool does the monitoring and alert the application owner in case there is any abnormality.  Request you to remove this clause.	Please refer Corrigendum
835	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please provide the clarity if UIIC needs High Availability (HA) too in DC and Non HA in DR, please confirm and clarify?	Please refer Corrigendum
836	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please confirm if UIIC also needs Test or UAT environment for EMS solution?	Please refer Corrigendum
837	15	3.1.3 HIPS for Virtualized x86 environment	The proposed toll should be integrated with the existing SIEM of the UIIC and the bidder needs to provide a report as per the agreed frequency to UIIC stakeholders show casing the patch details and other malware attack and protection done by the tool.	Please clarify on what SIEM tool currently present in the environment and is the requirement is to integrate the SIEM tool with EMS solution for monitoring/ticketing?	Yes , EMS tool needs to be integrated for SIEM

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
838	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS should also support single pane of glass visibility across multiple areas of monitoring.	Please provide below details: Total number of OS Instances (Physical/virtual servers) present in the environemnt that needs to be monitored. Total nos. of DB OS instances to be monitored Total nos. of Middlewares present in the environemnt Total number of Application OS Instance (physical or virtual machine) that runs an application component to be monitored? Total number of Network devices present in the environment Total number of storage devices	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
839	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Bidder needs to provide 15 Lic for the Central Helpdesk Agents for allocating and updating the tickets. UIIC currently has 2000 Branches which may grow to 2400 during tenure of the contract.	Please provide clarity on are whether 15 licences are concurrent licences Or named licences?	Please refer Corrigendum
840	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR. The solution deployed at the DR would be from the perspective of monitoring and management of the DR	Please clarify on the EMS, Patch Management, Helpdesk, APM and Job Automation solutions requires High Availability mode in DC and DR? If High Availability mode is required, whether it is application level high availability Or hardware level High availability?	Please refer Corrigendum
841	16	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The EMS Monitoring, Patch Management & Helpdesk Solution should be deployed at DC & DR	Please clarify whether patch management is required only for the servers present in the DC and DR OR is the requirement of patch managemnet for end-points ( desktops/laptops) also?	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
842	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	The Proposed EMS tool should have end-to-end IT automation platform with advanced AI Voice based interaction capabilities. It should intelligently Understand user queries, analyse answers and suggest responses. It can "listen" as a live agent handles exception, do event correlation, root cause analysis and provide resolution interacting with ITSM tool or by searching knowledge bases.	Please clarify whether the requirement is to have the inbuilt voice assistance capability feature present in the solution OR the proposed solution is capable of providing the integration with 3rd party voice based assistance? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
843	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	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	Please clarify whether the requirement is to have the inbuilt STT capability and emotional polarity, tone detection features etc.. present in the solution OR the proposed solution is capable of providing the integration with 3rd party voice based assistance? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum
844	35	3.1.24.1 Environments	Physically separate adequately sizing should be quoted for RISC Based Bare Metal Server for each of the following environments. o Production at DC and DR (100% compute and storage capacity of DC), o Pre prod, o Test & SIT, o Development. o Training	For EMS, APM and Job Automation tools, please clarify on how many environment is required? This would help in factoring the HWSiznig for different environemnt? Please clarify where one environment is required for pre-production, Test, develop and training OR we need to have dedicated environemnt for each stage?	Please refer Corrigendum
845	56	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.	Please clarify on automatic discovery of all the assets are in scope? Are you looking for agent-based discovery or agent-less discovery of all the assets? Also, pelase clarify on the requirement of managing non-ip based assets ( like infrastructure peripherals) present in the organization in the same asset managemet solution.	Discovery of in scope assets are in scope of the bidder and asset management tool which bidder needs to provide in compliance to the specifications mentioned in Annexure 9
846	60	3.2.2.6 Security Management	he 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	Please clarify on this requirement whether we need to factor the SIEM solution for fulfill this requirement Or is this expected to have the integration capability with the proposed solution with your existing SIEM solution.	Integration of all in scope applications and hardware needs to be done with the SIEM solution of UIIC
847	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Please provide more clarity on what type of application (core insurance and Portal) that needs to be monitored. For exaple, whether it is java based, .net based etc..	Please be guided by the RFP



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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
848	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Please provide more clarity on how many servers (OSI's) on which these applications are hosted?	All these 3 applications will be hosted on the infrastructure supplied by the bidder
849	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Provide clarity on each application will be accessed by how many users and what is the frequency of accessing the application.	Please be guided by the RFP
850	62	3.2.2.10 Application Performance Management	Preventive monitoring of Application (Core Insurance, SAP and Portal)	Provide clarity on approximately how many healthy critical transactions are important to capture and monitor from each application as part of synthetic monitoring and are these transactions are to be monitored from single location or multiple locations?	Please be guided by the RFP
851	62	3.2.2.10 Application Performance Management	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	Please provide details on how many application, database instances are present?	All these 3 applications will be hosted on the infrastructure supplied by the bidder
852	124	Annexure 9 APM; Pt.4	4: No Root access required to install or operate agent.	Please clarify on this requirement. The linux systems will expect root privileges to install any softwares (for example rpms). Is this expected to install the agent using root privilege and operate using non-root privilege access?	Yes, your understanding is correct
853	124	Annexure 9 APM; Pt.5	5:No use of OS primitive LD_Preload for discovering components - malware technique	Please provide more clarity on this requirement.	Please be guided by the RFP
854	124	Annexure 9 APM; Pt.7	7: No more than 2->4% overhead out of the box.	Please provide more clarity on this requirement.	Please be guided by the RFP
855	124	Annexure 9 APM; Pt.25	25:Single UI incorporating Analytics and APM modules	Please provide more clarity on this requirement. Is this expected to provide both the features in as part of the single dashboard?	Please be guided by the RFP
856	124	Annexure 9 APM; Pt.30	30: Alert off of metrics created in analytics based on search criteria	Please provide more clarity on this requirement.	Please be guided by the RFP
857	124	Annexure 9 APM; Pt.31	31: Analytics data collection does not require full call method stack data	Please provide more clarity on this requirement.	Please be guided by the RFP
858	124	Annexure 9 APM; Pt.54	54: Collect SQL Explain & Execution plans	Please provide more clarity on this requirement.	Please be guided by the RFP
859	124	Annexure 9 EMS Tool; Pt.2.3	2.3: The solution should have borderless collection of any data from any device in any format from log-generating sources and provide long-term retention of logs and events through high compression ratios with search capability	Please provide more clarity on this requirement on high compression ratio with search capability	Bidder needs to retain logs of last 1 year, however, proper purging mechanism needs to be factored in for these logs
860	124	Annexure 9 EMS Tool; Pt.8.9	8.9: Support for backup and storage	Please provide more clarity on this requirement.	Please be guided by the RFP

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861	124	Annexure 9 EMS Tool; Pt.8.28	8.28: It should have a Java Enabled WEB Based user Interface through which Administrator can access all administrative tasks and operational status monitoring. Similarly it should produce a WEB based interface to the users also for accessing the SLA reports etc.	Please provide more clarity on this requirement? We support latest technologies (HTML5). Is the requirement to have only Java based WEB UI?	Please refer Corrigendum
862	124	Annexure 9 EMS Tool; Pt.10.61	10.61: Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux/Unix, Solaris and AIX	Please provide the count of each OS types that is present in the environment and needs to be patched. This helps to provide the optimized sizing for the solution.	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
863	124	Annexure 9 EMS Tool; Pt.12.1	12.1 : Use of Machine Learning/Artificial Intelligence/Speech to Text /Natural language Understanding in IVA Transactional Capability	Please clarify whether the requirement is to have the inbuilt Speech To Text capability feature present in the solution OR the proposed solution is capable of providing the integration with 3rd party Speech To Text? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum
864	124	Annexure 9 EMS Tool; Pt.12.3	12.3: Integration with Telephony / IVR platform for voice enabled human voice conversations	Please provide more clarity on this requirement.	Please be guided by the RFP
865	124	Annexure 9 EMS Tool; Pt.12.6	12.6: Text to speech and speech to text conversion and NLP Engine	Please clarify whether the requirement is to have the inbuilt Speech To Text capability feature present in the solution OR the proposed solution is capable of providing the integration with 3rd party Speech To Text? Request to remove this clause as this feature is vendor specific clause and restricts other OEM's to participate.	Please refer Corrigendum
866	124	Annexure 9 EMS Tool; Pt.12.11	12.11: Ability to handle the exceptions based on the business rule such as frustration based, intent based, scheduled when the chatbot is unable to process request after specified attempts etc	Please clarify on this requirement whether the virtual agent should be able to understand the intent of end-user interactions and provide the suggestions to endusers accordingly?	Please be guided by the RFP
867	124	Annexure 9 EMS Tool; Pt.12.13	12.13: Agent Screen Option	Please provide more clarity on this requirement.	Please be guided by the RFP
868	124	Annexure 9 EMS Tool; Pt.12.17	12.17: Easy to use Widgets for Location, Flow creation, Input options, voice / text options	Please provide more clarity on this requirement.	Please be guided by the RFP
869	124	Annexure 9 Job Automation; Pt.A.4	A.4: The proposed solution should be able to provide customized monitoring widgets	Please provide more clarity on this requirement.	Please be guided by the RFP
870	124	Annexure 9 Job Automation; Pt.A.5	A.5: The proposed solution should be capable of handling SNMP based triggers	Please provide more clarity on this requirement.	Please be guided by the RFP
871	124	Annexure 9 Job Automation; Pt.F.5	F.5: The proposed solution should be capable of mobile based job management	Please provide more clarity on this requirement.	Please be guided by the RFP
872	124	Annexure 9 Job Automation; Pt.C.4	C.The proposed solution should be able to do automation across platforms like Web application , windows application , Embedded GUI and Cli and Rest API for third party interactions	Please clarify on the automation platform on Embedded GUI. Is the requirement to have automation for UI based application to automate business processes?	Please be guided by the RFP

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873	16	3.1.8 EMS, Patch and Helpdesk Management Solution	It should be capable of handling below use cases:Password Reset	Please clarify that the you have any password reset tool (like AD) available and the proposed solution should integrate with password reset tool accept from the user request?	The proposed solution should integrate with multiple solutions like AD, APM, or other application(s) for which password reset is required. The application(s) will be finalized during SRS
874	124	Annexure 9 EMS Tool; Pt.10.30	10.30: Proposed solution should support event-driven remediation.	event driven responses is restricted to few vendors and limits the participation of all vendors offering patch management solution	Please be guided by the RFP
875	124	Annexure 9 EMS Tool; Pt.10.41	10.41: Proposed solution should support the grouping of patches into a 'baseline' which can take the form of monthly patch bundle e.g. ' Critical Patches'	The baseline feature and terminology is restricted to few vendors and limits the participation of all vendors offering patch management solution	Please be guided by the RFP
876	124	Annexure 9 EMS Tool; Pt.10.52	10.52: Proposed solution should have the dashboard to drill down to show details for both compliant and non-compliant systems, including but not limited to, non-compliant controls, component name, category, identifier and type	Kindly remove the dashboard	Please be guided by the RFP
877	124	Annexure 9 EMS Tool; Pt.10.55	10.55: Proposed solution should allows console operators to export report in CSV,PDF,XLS & HTML format	Kindly remove HTML format it is a non standard export format	Please be guided by the RFP
878	101	34 Service Level Agreement	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.	The penalty should not be on the cost of HW TCO in the support phase. It should be percentage of ATS. Please note that large portion of HW Cost would have been paid already by UIIC before entering into Support phase. So applying penalty on the HW Cost in the support phase is not appropriate.	Please be guided by the RFP
879	99	34 Service Level Agreement	EMS, ADR, APM, Job Automation solution	Since you've put the EMS into Critical IT Infrastructure, please reconfirm if you need the EMS Servers,APM and Job Automation in high availability ? Else please move these systems infrastructure to 'Significant category'	Please refer Corrigendum
880	105	34 Service Level Agreement; 34.4 Penalty Computation	Server equipment cost = INR 1 crores (approximately)	The penalty should not be on the cost of equipment in the support phase. It should be percentage of ATS. Please note that large portion of HW Cost would have been paid already by UIIC before entering into Support phase. So applying penalty on the HW Cost in the support phase is not appropriate and is not a standard practice.	Please be guided by the RFP
881	101	34 Service Level Agreement	As Per SLA	Please specify the resolution time of incidents. We could see the availability SLA but cannot see the resolution time and respective SLO. (Eg 95% of P1 incidents will be resolved in 4 hours)	Please be guided by the RFP

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882	102	34 Service Level Agreement	Percentage of Software Service Requests concluded (software installation, patches, bug fixes, errors) within defined timeframe/responseresolution window.	Please specify the resolution time of service requests.	Please be guided by the RFP
883	88	26 Project Timelines; Tools	Within 01 (One) weeks from the date of delivery of hardware.	Please change it to 6 weeks from the date of delivery of hardware. 1 week is not feasible for all the tools as the OS/DB setup itself takes 1-2 weeks.	Please refer Corrigendum
884	89	26 Project Timelines; Tools	Within 12 (Twelve) weeks from the date of delivery of hardware.	Please change it to 24 weeks from the date of delivery of hardware. 12 weeks is a very short time for proper deployment of tools for a project of your scale considering multiple landscapes and endpoints in scope.	Please refer Corrigendum
885		General	General	Please advise whether the EMS tools to be proposed with HA in DC and standalone in DR ? Also please advise if the EMS tools to be also proposed with UAT/Test/Development/Training landscapes. Kindly clarify the landscapes for EMS tools because this is going to escalate the cost vertically. In SLA section you've mentioned that the SLA's will be measured from DR as well when DC switches to DR, so in that case do you also need the EMS tool in High Availability in DR ?	Please refer Corrigendum
886	102	34 Service Level Agreement	Incident Management, 100% per instance	Kindly elaborate machine centric monitoring.	Please be guided by the RFP
887	75	3.2.3.12.2 For Sustenance Phase	L1 - EMS Tool & Job Automation 1 resource per shift	Kindly increase this resource count to 4 because the L1 resource skills may not be available combindly for Job automation and three sub-skills of EMS. In EMS also there are three sub-skills: Ticketing, Monitoring and patching. So you will need atleast 4 resources to manage the EMS + Job automation effectively.	The number of resources mentioned in the RFP is the minimum resources which UIIC is looking for as of now. However, If bidder wants to factor additional resources for meeting the SLA then bidder may do so and factor the same.
888	75	3.2.3.12.2 For Sustenance Phase	L1 - EMS Tool & Job Automation: 1 resource per shift	Kindly also specify whether your given count of 2 resource is considering the backup/releiver resource ?	The requirement mentioned in the RFP is the number of shift and count per shift. We have not mentioned the timetable of resources. Bidder needs to factor the resources accordingly.
889	75	3.2.3.12.2 For Sustenance Phase	L2 - EMS Tool & Job Automation : 1 resource	Kindly increase this resource count to 2 because , the L2 resource skills may not be available combindly for Job automation and EMS.	The number of resources mentioned in the RFP is the minimum resources which UIIC is looking for as of now. If bidder wants to factor more resources for meeting the SLA then bidder needs to factor the same.

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890	75	3.2.3.12.2 For Sustenance Phase	*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.	Please quantify the requirement of L3 resources. OR please atleast specify the L3 activities which you envisage. If you expect the regular patching/upgrade of EMS/APM/ Job automation tool then you will certainly need L3 engineer as frequent as the release of patches/upgrades by OEMs. Hence we suggest you to kindly add atleast 2 L3 engineers across 3 solutions of JobAutomation, EMS and APM.	The number of resources mentioned in the RFP is the minimum resources which UIIC is looking for as of now. However, If bidder wants to factor additional resources for meeting the SLA then bidder may do so and factor the same.
891	74	3.2.3.12.2 For Sustenance Phase	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	Kindly clarify if this requirement is for EMS, APM Tool and Job automation tools as well ? OR is it applicable only to the bulleted points as follows: <ul style="list-style-type: none"> <li>• RISC servers</li> <li>• Hyper Converge infrastructure</li> <li>• Tape Library</li> <li>• D2D appliance</li> <li>• Storage</li> <li>• San Switch</li> <li>• Backup Solution</li> </ul>	Please refer Corrigendum
892	73	3.2.3.11 Service Window across Service Category	APM, EMS, ADR, JOB Automation 24 x 7 x 365	The requirement of 24x7x365 is clashing with the Service window for EMS, APM and Job Automation defined in the manpower resource table on page #75. You've asked L1 service Window from 6AM to 10 PM and L2 from 9AM to 6PM for EMS . Similarly for APM you've asked the different service window from 9AM to 6PM ..	The resource requirement mentioned in the RFP is the minimum resource requirement which UIIC is looking for. Bidder can propose additional resources to meet the service window and SLA
893	64	3.2.2.11 Roles and Responsibilities of APM, EMS, ADR, Job Automation L1 and L2 Resources	Deploying patch updates as and when necessary with Product Support team and UIIC team  Develops scripts for custom forensic actions/information	These tasks may require L3, so please add the L3 resources for Tools, APM and Batch Job automation tools.	Bidder needs to do all backlining for in scope Hardware and Software if L3 support to meet the SLA then bidder needs to factor the same
894	63	3.2.2.10 Application Performance Management pt # 8	Application Performance Monitoring and Management software should deliver L1 support from an independent third (3rd) party for 24x7 Application Monitoring for Availability, Alert Management, Software Administration, Service Reporting and Incident Reporting.	Please clarify the requirement. The requirement is not clear. The reference to "Independent third (3rd) party" is not clear. Do you expect the APM's L1 support to be provided by party other than bidder ? Or are you referring to the benchmarking by 3rd party ?	Please refer corrigendum
895	63	3.2.2.10 Application Performance Management	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.	Please clarify the requirement. The requirement is not clear. The reference to "Independent third (3rd) party" is not clear. Do you expect the APM's L1 support to be provided by party other than bidder ? Or are you referring to the benchmarking by 3rd party ?	Please refer corrigendum
896	116	2.4 Eligibility Criteria	Relevant credential letter for the stipulated criteria	Letter from whom ? Other customer ? Kindly elaborate	Please refer Corrigendum

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897	116	2.4 Eligibility Criteria	Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer	Kindly change to "Bidder/OEM should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer"	Please be guided by the RFP
898	116	2.4 Eligibility Criteria; Pt.8	Job Automation Tool:- The proposed Job Automation Tool should be implemented in atleast one scheduled commercial bank / Insurance Company in India having atleast 1500 branches in India	Please change to "500 branches"	Please be guided by the RFP
899	17	3.1.8 EMS, Patch Management and Helpdesk Management Solution	Monitor network components of the LAN	Kindly confirm if the monitoring is only limited to LAN or also includes WAN ?	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
900	18	3.1.8 EMS, Patch Management and Helpdesk Management Solution	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	(a) Are these 15 user licenses in addition to 50 resources which are asked by UIIC in resource/manpower table on page # 75. (b) Please also advise any more license we need to consider for UIIC management (eg. Change Approvers or any other service request approvals ) ? (c) Kindly provide the shift wise breakup of these 15 Helpdesk agents. If you have only 5 helpdesk agents per shift then we can take 5 concurrent licenses thereby reducing the license TCO instead of taking full 15 named linceses.	1) Please refer Corrigendum 2) Bidder needs to factor all the Licenses which are required by the bidder to meet the SLA 3) Please be guided by the RFP for shift wise breakup of the resources
901	19	3.1.8 EMS, Patch Management and Helpdesk Management Solution	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.	There is no manpower mentioned in the resource/manpower table on page # 75. Please advise if you need a dedicated resource for managing the Aspect 7.2 ?	The number of resources mentioned in the RFP is the minimum resources which UIIC is looking for as of now. However, If bidder wants to factor additional resources for meeting the SLA then bidder may do so and factor the same.
902	19	3.1.8 EMS, Patch Management and Helpdesk Management Solution	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.	Please provide the existing license details so that we can approach OEM to get the ATS costs of Aspect 7.2 license.	No. of Agents :- 20 No. of directors :- 3 No of Switches :- 1 No of M 3 Designers :- 2 No of M 3 Sessions :- 60 No. of Trunks :- 80

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903	21	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.	To properly license the APM tool, we need the OS, App, DB, WebServer, storage etc counts for Core Insurance Application, SAP and Portal. Hence please provide the count of these instances. Also please clarify whether we need to consider APM only to monitor Production instances OR also the development, test, DR instances as well ?	Please be guided by RFP Annexure 7 and Annexure 20. Tool is required only to Monitor the Production Instance and in case of failure the DR will be production.
904		Annexure 9 APM; Pt.58	Single UI for Server and Application monitoring	Kindly remove this requirement because, the server monitoring will be done by EMS tool which you've asked in "EMS tool" worksheet which will come from different module. The EMS and APM will be different providers and hence will not have a single UI.	Please be guided by the RFP
905		Annexure 9 APM; Pt.25	Single product and architecture to address Gartner's 5 dimensions of Application Performance Management (end user experience monitoring, architecture discovery modeling and display, transaction profiling, deep-dive monitoring, analytics).	Kindly clarify if you are looking the APM tool from the Gartners Magic Quadrant ? Please also specify if you prefer the tool from Leaders quadrant ?	Please be guided by the RFP
906		Annexure 9 APM; Pt.4	No Root access required to install or operate agent.	The root or Superuser access are required for installing any application in a server. Please reconsider to remove this specification.	Please be guided by the RFP
907		Annexure 9 APM; Pt.10	The ability to provide a multi tenant environment	Please check again if this requirement is necessary for UIIC. Which tenants UIIC will onboard on the tool ? This is required for a IT-MSP and not for end-customer.	Please be guided by the RFP
908		Annexure 9 Job Automation; Pt.A.3	The proposed solution should have a dashboard provisioning for end users to initiate a chat with the relevant stake-holders to handle requests. Or The proposed solution should provide for Self service as a method for end users to initiate modifications to workloads , to handle requests and to interact with relevant stakeholders	There is normally a single chatting tool in an organization. Having a chat feature is not a part of Job Automation tool. .It is usually either a separate tool like Skype OR an embedded tool in an helpdesk solution. Also the Self Service request solution is not a function of any Job automation tool in the market. The Self Service Requet is a function of service desk tool, hence please move this requirement of Self Service request and Chat management to EMS where you've demanded for a ticketing tool.	Please be guided by the RFP
909		Annexure 9 EMS Tool; Pt.7.1	The proposed solution should have the capability to monitor both user and system initiated network traffic between client machines and servers and between servers, collecting network and server performance and availability data in real time, thus enabling administrators to pinpoint the cause of delays and quantify the business impact of detected performance issues related to end users	Please move this requirement to APM. APM will have inherent capability to monitor the transaction data between user and system.	Please be guided by the RFP

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910		Annexure 9 EMS Tool; Pt.9.2	The proposed Helpdesk solution should allow a web based GUI ticketing logging system to all the end users of OBC to raise self-tickets by them	Please elaborate OBC.	Please refer Corrigendum
911		Annexure 9 EMS Tool; Pt.10.9	Proposed solution should be supported for deployment of patches at end-points and servers	Please remove 'end-points' as you've mentioned in S.No 1.4 that only the devices in DC, DR, Near Site, and Head Office are to be managed and End user devices are out of scope	Please refer Corrigendum
912		Annexure 9 EMS Tool; Pt.10.22	Proposed solution should have the ability to do centralized patch management for PCs, Laptops, Servers	Please remove 'end-points' as you've mentioned in S.No 1.4 that only the devices in DC, DR, Near Site, and Head Office are to be managed and End user devices are out of scope	Solution should have the capability. If required in future, the solution will be extended to end-points also.
913		Annexure 9 EMS Tool; Pt.10.27	Proposed solution should be able to determine if a patch has already been installed on a node, even though it is assigned manually. Proposed solution should have the capability to analyze appropriate patches of the OS/ applications for the Desktop/ server in comparison to the latest available patches/ updates released by respective OEMs	Please remove 'end-points' as you've mentioned in S.No 1.4 that only the devices in DC, DR, Near Site, and Head Office are to be managed and End user devices are out of scope	Solution should have the capability. If required in future, the solution will be extended to end-points also.
914		Annexure 9 EMS Tool; Pt.10.35	Proposed solution should be able to verify if the patches on desktop are correctly installed by confirming that the vulnerability has been remediated	Please reconfirm if you need a solution for desktop patch management ? We understand that the scope is limited to only the infrastructure in DC, DR, NDR and Headoffice and endpoints/desktops are out of scope.	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
915		Annexure 9 EMS Tool; Pt.10.51	Proposed solution should allow the console user to deploy actions to remediate against the vulnerabilities identified	Do you require a vulnerability management/scanning solution ? Because we don't see any specific technical specification clauses for Endpoint vulnerability management solutions.. From this clause we understand that once the vulnerabilities are identified by your existing vulnerability scanning solution then those vulnerabilities will be remediated by bidders provided patch management solution. Please confirm/correct our understanding.	The proposed solution should at least cater to below compliance: FISMA CIS hippa PCI
916		Annexure 9 EMS Tool; Pt.9.4	The proposed solution should be possible to associate each incident with multiple activity logs entries via manual update or automatically update from other tools or system management tools.	Kindly elaborate this clause	The requirement is to fetch out the incident history by looking into the work logs where multiple teams/engineers update the work log within the incidents/ticket by their findings as part of the incident resolution process



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917		Annexure 9 EMS Tool	Bidder's Compliance (Yes/No)	Please also give an option of 'Partial'. Because at some places eg. in S.No 10.55 - "Proposed solution should allows console operators to export report in CSV,PDF,XLS & HTML format " , the proposed tool by bidder may miss on 1 out of 4 listed formats. If bidder's solution meets 3 out of 4 formats then bidder will have to compulsarily put 'No' just cause of lack of a single format compliance. Hence please provide an option of 'Partial' with mandatory 'Remarks' comments so that you'll also realize the gap/limitations.	Please be guided by the RFP
918		Annexure 7 Commercial Bid Format; Application Cost" Row # 21	Application Performance Management License for GC Core, SAP and Portal applications	Please provide the count of Servers/OS Instances, Databases and all connected nodes for these applications because any APM tool will be licensed by infrastructure details e.g application instances, RAM size etc. Please also note that in APM specifications in S.No 55 you've asked tools ability to "co-relate slow query to calling application code" .. So we'll also require the Database instance details which are associated/connected to GC Core, SAP and Portal Applications.	The Infrastructure Sizing needs and infrastructure needs are to be provided by the bidder
919		Annexure 9 Storage; Pt.4	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	Requesting to consider the clause as " <u>Storage must be configured with FC and iSCSI protocols from Day one.</u> Necessary documentation must be provided. Storage must support QoS."  Considering the core insurance application/GC Core Application and portal database workload being structured and high performance requirements to maintain SLAs, recommended to use Block based storage so that complete storage resources are available for block workload all time.	Please refer Corrigendum

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920		Annexure 9 Storage; Pt.12	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	We recommend UIIC to consider the usable capacity of 200TB usable on maximum 7.6TB SSDs and NDR capacity 30TB on maximum 3.8TB SSDs after RAID 6 and group size not more than 6+2. Raid 6 brings in more protection as systems can sustain upto 2 disk failure per RAID group. Raid Type should be formed with maximum of 8 Drives in Single RAID Group (6D+2P) as recommended and specify RAID type to be common across comparison.	Please refer Corrigendum
921		Annexure 9 Storage; Pt.13	Necessary hot spares to be configured additional. The proposed storage must have minimum hot spare drives.	We recommend UIIC to consider as "proposed storage must have minimum of 1 Hot Spare for every 24 drives" instead of necessary, so that we can maintain uniformity across configurations.	Please be guided by the RFP
922		Annexure 9 Storage; Pt.14	The storage must have minimum 128 GB usable Data cache / memory available across the pair of controller post write mirroring / protection overheads. The cache memory architecture and the proposed cache must be explained in the proposal.	Requesting UIIC to include additional clause "Cache/memory to be obtained only using DRAM and SSD/PCIe device should not be used".  DRAM are the memory module options which can provide high performance data services for CPU without latency/overheads.	Please be guided by the RFP
923		Annexure 9 Storage; Pt.18	The proposed storage must support Synchronous and Asynchronous replication across sites / storages for FC & NFS data on the storage. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	Requesting to consider the clause as " The proposed storage must support Synchronous and Asynchronous replication across sites / storages. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site" To be inline to point 4.	Please refer Corrigendum
924		Annexure 9 Storage; Pt.20	Must be compatible with Operating Systems like Microsoft Windows, SUN Solaris, HP-UX, AIX 6.x, AIX 7.x, RHEL and upgrades.	Some of the storage OEMs support the Windows ,SUN Solaris, HP-UX, AIX 7.x , RHEL and upgrades, except the AIX 6.x and request you to consider.	Please refer Corrigendum

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925		Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>	Requesting to consider clause as " Must support Replication, Snapshot technology, Cloning, online LUN extension & basic auditing capabilities."  To be inline to point 4.	Please refer Corrigendum
926	11	3.1 Scope of Work during Implementation phase	3.1 Scope of Work	Please provide the details of total Servers counts, Total DB Counts along with Storage Capacity details in scope to be migrated to the newer storage platform	Please be guided by the RFP
927	11	3.1 Scope of Work during Implementation phase	3.1 Scope of Work	Please provide the details of migration events to be conducted? How many servers can be migrated per event.	Please be guided by the RFP
928	11	3.1 Scope of Work during Implementation phase	3.1 Scope of Work	Section 3.1 statement is about integration, What kind of integration in scope, Please provide the details of tools , apps which need to be integrated.	Please be guided by the RFP
929	21	3.1.11 Automated Disaster Recovery Tool	3.1.11 Automated Disaster recovery tool	Please provide the details of application in scope for the 04 Drills.	All In scope applications mentioned in the RFP
930	33	3.1.22 Benchmarking	3.1.22 Benchmarking	Please share the performance requirements for Storage Benchmarking	Please be guided by the RFP
931	25	3.1.20 Installation and Configuration	3.1.20 Perform one Test Migration per operating systems to test and validate the migration process.	Please share the volumes size to be considered for test migration per operating systems	Will be discussed and finalized with the successful bidder
932		Annexure 9 Storage; Pt.18	The proposed storage must support Synchronous and Asynchronous replication across sites / storages for FC & NFS data on the storage. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	Requesting UIIC to elaborate on the current replication requirement as this specification demands features of an Tier 0 storage but the other storage specifications like Cache and IOPS are of an midrange Storage array. If UIIC wants the bidder to propose a Tier 0 storage, requesting UIIC to include features like "Symmetric Active-Active, controller component level fault domain, End to End Nvme, Mainframe support , SCM as persistent storage, 4 Site replication etc...	Please refer Corrigendum

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933		Annexure 9 Storage; Pt.34	The storage must provide features to support availability, integrity and reliability features to support 100% data availability	Requesting UIIC to amend the Spec to "The storage must provide features to support availability, integrity and reliability features to support 99.9999 data availability". As 100% availability is a marketing term used by a specific vendor which does not permit other vendors to qualify.	Please be guided by the RFP
934		Annexure 9 Storage; Pt.10	The proposed storage must offer 1,20,000 IOPS with 4K Block Size, 50:50 R:W.	Requesting UIIC to revalidate on the block size and IOPS as the storage would be running Core Insurance application as informed in point no:16	Please be guided by the RFP
935		Annexure 9 Storage; Pt.14	The storage must have minimum 128 GB usable Data cache / memory available across the pair of controller post write mirroring / protection overheads. The cache memory architecture and the proposed cache must be explained in the proposal.	Requesting UIIC to revalidate on the cache requirement mentioned in Point no:14 as the requirement defined in this clause demands for a higher cache system considering the nature of the core insurance application.	Please be guided by the RFP
936		Annexure 9 Storage; Pt.16	The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance. Since this is Core Insurance application storage, under no circumstances the cache memory on the storage controller must be bypassed to guarantee acceptable performance levels at all times. This feature needs to be demonstrated during UAT.	Requesting UIIC to revalidate on the cache requirement mentioned in Point no:14 as the requirement defined in this clause demands for a higher cache system considering the nature of the core insurance application.	Please be guided by the RFP
937		Annexure 9 Hyper Converge infra; x86 Node; Pt.2	Each CPU configuration (Each node must have 2 CPU of same configuration):- Intel Cascade Lake Processors with Minimum 24 Core, Minimum Base frequency 2.40GHz, Minimum Turbo Boost frequency 3.10 GHz, Minimum L3 Cache 35.75 MB	Requesting UIIC to clarify as it is not matching with site requirement asking for 44 Cores and 2.7GHz.	Please be guided by the RFP
938		Annexure 9 Hyper Converge infra	All the nodes in the solution should be ALL flash only. Required capacity to be configured using SDD drives not exceeding 2 TB	Requesting UIIC to modify specification as: All the nodes in the solution should be ALL flash only. Required capacity to be configured using SDD drives not exceeding 4TB. As this would increase scalability of the cluster with out compromising on Performance being an all flash array	Please refer Corrigendum
939		Annexure 9 Hyper Converge infra	Each node to have 4x10GSFP+ & 4*25G SFP+ ports with redundancy to sustain NIC failures	Requesting UIIC to standardize on either 4*10G or 4*25G as having a mix of different types of port is not a recommended configuration	Please refer Corrigendum
940		Annexure 9 Hyper Converge infra; Site- Chennai HO; Pt.1	In Site- Chennai HO; Proposed Solution should provide 4 TB usable without considering any of the storage efficiency features ( Compression, De-duplication & Erasure coding) Cluster to be configured with FTT=1 or RF2.	Requesting UIIC to clarify on this point as it is not in line with other cluster or sites, All other sites requires 53TB and Chennai requires only 4 TB	Please refer Corrigendum

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941		Annexure 9 Hyper Converge infra; General; Pt.18	HCI solution should include Redundant 10G switches providing minimum 48 ports (referred as TOR Switch') with minimum 4 uplink ports of 10G & 2 uplink ports of 40G per switch.	UIIC to clarify as the site requirement conflicts with this specification "Bidder to Propose 2 Nos of TOR switches with 24 Ports 25G per Switch & Uplinks as required based on the core switches."	Please refer Corrigendum
942		Annexure 9 Hyper Converge infra; General; Pt.26	Solution should support with Active-Active stretch cluster for RPO=0. Should have redundancy within site and across site without any extra cost to the UIIC.	Requesting UIIC to clarify what the Active - Active stretch cluster to be configured from Day 1. If Yes, please let us know the distance and latency between sites?	Please be guided by the RFP
943		Annexure 9 Hyper Converge infra; x86 Node; Pt.6	Disks Requirement :- The Proposed Solution should support inline Deduplication and compression from Day one. All Flash Configuration - Bidder/OEM while sizing the solution should ensure that UIIC gets usable storage space of 25 TB in each node of HCI clusters without inline Deduplication and compression.	Requesting UIIC to clarify as it is not matching with site requirement asking for 53 TB and 4 TB	Please refer Corrigendum
944		Annexure 9 Hyper Converge infra; x86 Node; Pt.9	Ethernet ports :- 4x1GbpsBase-Tports(Optional), 6 x 10Gbps Base-T Ports, 1 Dedicated Management port (optional)	Requesting UIIC to clarify as it is conflicting with the site requirements	Please refer Corrigendum
945		Annexure 9 Backup; Pt.32	Backup Software licenses should be either on capacity based licensing model or host based licensing model. In case proposing capacity based licensing Bidder is required to factor minimum capacity 250 TB usable; in case of proposing host based licensing Bidder is required to factor in accordance with no. of hosts and backup agent required to be deployed as per solution architecture.	Requesting UIIC to modify the spec to "Backup Software licenses should be either on capacity based licensing model or host based licensing model or Socket Based License. In case proposing capacity based licensing Bidder is required to factor minimum capacity 250 TB usable; in case of proposing host based or Socket Based licensing Bidder is required to factor in accordance with no. of hosts and backup agent required to be deployed as per solution architecture."	Please refer Corrigendum
946		Annexure 9 Backup; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	Conflicting to the Point No. 32. Suggested to remove or Modify that proposed License must for Both Sites.	Please refer Corrigendum
947		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	In order to comply from many more bidders/OEM. Please add the drive capacity of 08TB. "The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB, 08 TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours."	Please refer Corrigendum

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948		Annexure 9 D2D; Pt.10	The proposed storage array/disk appliance should offer minimum 32 GB Usable Data Cache / DRAM /NVRAM available after memory mirroring / protection overheads. Bidders to offer more Data Cache/DRAM/NVRAM if required by the storage array/disk appliance.	Single Vendor Specs. Please change to "The proposed storage array/disk appliance should offer minimum 16 or 32 GB Usable Data Cache / DRAM /NVRAM available after memory mirroring / protection overheads. Bidders to offer more Data Cache/DRAM/NVRAM if required by the storage array/disk appliance".	Please be guided by the RFP
949		Annexure 9 Backup; Pt.2	The software should have web based Graphical User Interface (GUI) so that all backup servers can be managed centrally, regardless of location.	Is Java UI acceptable along with Web UI for backup management? Requesting the clause be modified to me accommodate Java UI as well? Java UI provides drilled down insights of Backups.	Please refer Corrigendum
950		Annexure 9 Backup; Pt.10	The proposed backup solution must be able to support raw device backup – on Windows, various Linux versions and Unix (IBM AIX, Sun Solaris, HP UX etc.)	Does Raw Device backup mean Bare metal recovery, or a raw Device assigned which is mapped on to server without filesystem being created?	Yes, your understanding is correct
951		Annexure 9 Backup; Pt.25	c. Tape drive sharing must support both iSCSI and FC based connections.	Requesting to remove this clause from Software, as it is a hardware dependency.	Please refer Corrigendum
952		Annexure 9 Backup; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	Are the data backed up in DC and DR the same?	Please be guided by the RFP
953		Annexure 9 Backup; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	What is the capacity of Virtual Data and physical data? (Split ratio or tentative data size for Virtual data is required for license sizing)	Please be guided by the RFP
954		Annexure 9 Backup; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	Are there individual backup Domains for Backups in DC and DR?	The proposed backup solution will be for doing backup of the proposed hardware and software
955		Annexure 9 Backup; Pt.36	The backup licenses should be capacity based for 250TB for DC and 250TB for DR; this is the minimum requirement. In case of the solution architecture and sizing requirement is more, bidder is required to factor the same and propose as part of technical and commercial offering.	Is HA on backup server necessary? If HA is needed, should it be across Geo between DC and DR?	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
956		Annexure 9 D2D; Pt.1	The proposed Disk based backup Storage must be a SAN Storage System OR The proposed Disk based Storage can be a purpose build backup appliance from the backup software OEM in No Single Point of Failure HA controller configuration offering minimum 4 Nos of 16/32Gbps FC ports & 4 Nos of 10/25GbE iSCSI ports distributed evenly across the active controllers. The proposed Backup solution must be offered with Subscription based backup license or perpetual license including AMC and ATS for the tenure of the contract.	For backup appliance with HA on all components viz Power, Cooling and disks, do we need HA on controller as well? Can the clause be modified?	Please be guided by the RFP
957		Annexure 9 D2D; Pt.1	The proposed Disk based backup Storage must be a SAN Storage System OR The proposed Disk based Storage can be a purpose build backup appliance from the backup software OEM in No Single Point of Failure HA controller configuration offering minimum 4 Nos of 16/32Gbps FC ports & 4 Nos of 10/25GbE iSCSI ports distributed evenly across the active controllers. The proposed Backup solution must be offered with Subscription based backup license or perpetual license including AMC and ATS for the tenure of the contract.	Is 25Gbps mandatory? Can 10Gbps be made as standard?	Please be guided by the RFP
958		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	Can we have 8 Tb Drives on the appliance? Latest drives are dense with more performance.	Please refer Corrigendum
959		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	what is the size of database which needs to be backed up in 2 hours?	Please refer Corrigendum
960		Annexure 9 D2D; Pt.4	The array or the purpose built backup appliance should have 1 or more controllers for better performance & redundancy and there should not be any single point of failure.	It says 1 or more controller , so is it ok to provide single controller appliance?	Please refer Corrigendum
961		Annexure 9 D2D; Pt.5	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Please specify NFS access requirement.	Please be guided by the RFP
962		Annexure 9 D2D; Pt.14	Support for industry-leading OS platforms like Windows, Oracle SUN Solaris, HP-UX, IBM-AIX, Linux etc. Necessary license if required should be provisioned as well for unlimited capacity.	Requesting to remove this from hardware as this is dependent of backup software.	Please be guided by the RFP

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963	14	3.1.2 x86 Servers DC, NDR & DR	<i>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 without any manual intervention, so that there is no impact for end users to connect the requisite services.applied</i>	Need to add this as a Technical Specification in Annexure-9 Hyper Converged Section.	Please be guided by the RFP
964		Annexure 9 Hyper Converged Infra; Software Defined Storage; Pt.3	<i>Can be configured using Hybrid or All-Flash</i>	X86 Server specifications for all locations states "All-Flash". Request to modify as only All-Flash.	This capability has been asked as the proposed hardware should be capable of supporting both hybrid as well as flash. The bidder needs to provide all flash only
965		Annexure 9 Hyper Converged Infra; Site - Chennai HO; Pt.4	<i>Proposed Solution should provide 4 TB usable without considering any of the storage efficiency features ( Compression, De-duplication &amp; Erasure coding) Cluster to be configured with FTT=1 or RF2.</i>	Suggest a non-HCI solution for the HO location using Physical storage as the requirement is only 4TB across 240 CPUs.	Please refer Corrigendum
966		Annexure 9 Hyper Converged Infra; Security; Pt.1	<i>Proposed solution should be capable of encrypting data-atrest at SDS/Hard disk level, Third Party Key Management solution, if needed, should be provisioned from Day 1</i>	Suggest to have Data-In-Transit Encryption for Replication & Inter node traffic which will provide a higher level of data security with Data-At-Rest Encryption.	Please be guided by the RFP
967		Annexure 9 Hyper Converged Infra; Site - Mumbai-DC-Cluster 1; Pt.4	<i>Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features ( Compression, De-duplication &amp; Erasure coding) Cluster to be configured with FTT=1 or RF2.</i>	Erasure Coding is a Data Protection technique which provides efficiency as well. Request to allow Erasure coding for the Hyper Converged Clusters.	Please refer Corrigendum
968		Annexure 9 Hyper Converged Infra; Site - Mumbai-DC-Cluster 2; Pt.4	<i>Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features ( Compression, De-duplication &amp; Erasure coding) Cluster to be configured with FTT=1 or RF2.</i>		Please refer Corrigendum
969		Annexure 9 Hyper Converged Infra; Site - Hyd-DR-Cluster 1; Pt.4	<i>Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features ( Compression, De-duplication &amp; Erasure coding) Cluster to be configured with FTT=1 or RF2.</i>		Please refer Corrigendum
970		Annexure 9 Hyper Converged Infra; Site - Hyd-DR-Cluster 2; Pt.4	<i>Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features ( Compression, De-duplication &amp; Erasure coding) Cluster to be configured with FTT=1 or RF2.</i>		Please refer Corrigendum
971		Annexure 9 Hyper Converged Infra; Site - Chennai HO; Pt.4	<i>Proposed Solution should provide 4 TB usable without considering any of the storage efficiency features ( Compression, De-duplication &amp; Erasure coding) Cluster to be configured with FTT=1 or RF2.</i>		Please refer Corrigendum



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972	52	General	UIIC can also do an unplanned DC-DR Drill which bidder needs to support and design the system accordingly.	What is the unplanned DR drill frequency ? Need to understand the number of unplanned drills to determine the required resources into the scope.	Please be guided by the RFP
973	53	NA	GC Core and Portal (Part of ADR Tool) RPO = 0 Min & RTO = 120 Min	What is the current replication mechansim/software is currently used to achieve 0 RPO ?	Bidder needs to maintain this going forward. Bidder to propose the sizing and replication accordingly
974	99	First bullet Point	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	Need to understand why the penalty will be charged in case of Disaster or DR drill ?	Please be guided by the RFP
975	101	SLA Description DR Drill	NO of successful DR Drill conducted by the bidder	Need to understand the penalty clause.	Please be guided by the RFP
976	101	SLA Description RPO & RTO Maintainance	Maintenance of RTO and RPO as mentioned in the RFP	Need to understand the penalty clause.	Please be guided by the RFP
977	NA	ADR Solution Point # 5 & 6	1. The disaster drill should be non intrusive. 2. There should not be any downtime for ATM and IB Services during SO/SB process	Need more clarification on these two points. 1. How can be a DR drill non intrusive ? When DR Drill happens the application/DB services at DC goes down and the same services at DR comes up within the defined RTO time hence DR drill is always intrusive. 2. How ATM and IB services can start at DR without stopping first at DC ? please explain the current manual scenario where there is no downtime involved for these services.	Please refer Corrigendum
978	11	3.1 Scope of Work during Implementation Phase	For all Oracle Database (Core Insurance Application Solution & Portals), UIIC is looking for the RISC based Bare metal server at DC, DR & NDR	Please clarify if EPIC processor complies to the RFP. Refer to "Annexure 9- Minimum Technical Specification - RISC Server" point 2 under Processor says "The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered." both EPIC/ RISC.	Please refer Corrigendum
979	11	3.1 Scope of Work during Implementation Phase; Pt.k	Bidder should ensure that proposed hardware and software components should not go end-of-life /End of sale during contract period. Bidder needs to give a declaration from the respective hardware OEM on OEM's letter head as per the Annexure – 19 (Hardware End of Life and Support Declaration) of the RFP	Bidder should ensure that proposed hardware and software components should not go end-of-life /End of sale support 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	Please refer Corrigendum
980	24	3.1.16 DC Requirement; Pt.5	SAN switch at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications	Technical Specifications for SAN Switch is not provided in the Annexure 9- Minimum Functional & Technical Specifications. Request client to share the SAN Switch specifications	Please refer Corrigendum
981	25	3.1.16 DC Requirement; Pt.5	SAN switch at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications	Technical Specifications for SAN Switch is not provided in the Annexure 9- Minimum Functional & Technical Specifications. Request client to share the SAN Switch specifications	Please refer Corrigendum

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982	25	3.1.18 NDR Requirement	Generic Query	SAN Switch requirement at NDR is not provided. Please clarify	Please refer Corrigendum
983	12	3.1 Scope of Work during Implementation Phase; Pt.q	The Hardware appliances proposed by the bidder should be rack mountable at DC and DR.	There is mention of Blade Server under Section 3.1.20 Installation and Configuration point 26, Page 26 of 145. Please clarify since this is contradicting.	If bidder for any solution propose blade server as which are complying to the terms and conditions in the RFP then blade server installation scope is provided in that section
984	19	3.1.9 Storage & SAN Switch	3. Data Migration: Once OEM has completed the installation and implementation, next will be to proceed with the data migration from the existing core storage to the core storage. OEM to make sure data integrity and zero data loss in the data migration process.	Please relax this clause as either OEM/Bidder because storage OEM may not able to execute this along with Database server cross platform migration. Justification : The Data migration is predominantly going to be database volumes and this RFP is also mandates cross platform migration of oracle database from existing platforms to RISC platform.	Please be guided by the RFP
985	15	3.1.2 x86 Servers at DR, NDR and DR	UIIC 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	Please clarify all the existing x86 workload is running only on Windows platform . If there is a mix of Linux and windows work load , request UIIC to provide the the breakup of cores for the windows and Linux cores for Database and app/web layer for the licensing compliance.	Yes there is a mix of Linux and Windows, details will be shared with the successful bidder
986	12	3.1.2 x86 Servers at DR, NDR and DR	For all Oracle Database (Core Insurance Application Solution & Portals), UIIC is looking for the RISC based Bare metal server at DC, DR & NDR	As per ANNEXURE 20 – Projections of Next 5 Years, the following Portal Application Volumetric for Poll, OEM, Maruti, OEMTMFL, Neft, UGMS are listed whereas the current configuration , database details , version , Platform and model and current utilization details are not provided request UIIC to provide the same as a part of addendum.	Please be guided by the RFP
987	12	3.1 Scope of Work during Implementation Phase	For all Oracle Database (Core Insurance Application Solution & Portals), UIIC is looking for the RISC based Bare metal server at DC, DR & NDR	Please clarify whether the portal Applications Oracle databases supported on RISC Platform and able to be migrated cross platform.	Please be guided by the RFP
988	33	3.1.22 Benchmarking	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.	Is the entire load for the Performance Benchmarking going to be from users? If yes, what will be the criteria for the transaction mix? There are multiple portal applications available as per Volumetrics apart from GC Core . Whether UIIC Can provide the GC Core insurance and portals wise Transaction mix and success criterias for the benchmark. like Batch widow , response time , etc..	The transaction mix will be finalized with the successful bidder

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989	33	3.1.22 Benchmarking	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 Performance Benchmarking is including any new customization of UIIC. Can we get some clarity about the customization?	Please be guided by the RFP
990	33	3.1.22 Benchmarking	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.	Is end of day / batch processing to be part of the PT? if yes please provide the success/acceptance criterias.	Yes EOD / BOD process will also be part of the benchmarking
991	142	Annexure 20 Projection for Next 5 Years	Portal Application Volumetric of POLL, OEM, Maruti, OEMTMFL, Neft,UGMS	Please share the Application Architecture of the portal Applications so that the Database sizing can be done appropriately. Also , please clarify that the Application and web server sizing of Portal Applications is out of scope and it will be provisioned from HCI infrastructure .	1) Please be guided by the RFP 2) UIIC existing application and Web server sizing will be provision from the HCI infra however needs to do the sizing and provided infra accordingly which is over and above the sizing mentioned for all the tools which are asked in the RFP
992	118	Annexure 7 Commercial Bid Formatl; Sheet b. Database & peripheral	Oracle licenses and ATS	Oracle licenses are going to be common across all the bidders. Hence to avoid any preferential treatment to a specific bidder by the OEM who provides the license, we propose that the commercial of these items NOT to be included in RA. Since it may tilt to one bidder vis-à-vis as others, basis of the number of licenses, type etc., which are required for each bidder and based on proposed hardware/OEM, we propose that this commercial can be sought separately in another sealed cover. In other words, any Oracle license and ATS related commercial be sought separately along with commercial submission but NOT to include in RA price calculation, for the reasons explained above. This will help UIIC in getting a normalized bid as well as competitive bid, in our opinion	Please be guided by the RFP

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993	118	Annexure 7 Commercial Bid Formatl; Sheet c. DC-DR-NLS-HO Hardware	Non -Production DC Tape Library D2D Appliance Storage SAN Switch Hyper converge Node Cost with all software	Please clarify the whether following line items can ingored in Commercial template for Non-production Tapelibrary , D2D Appliance , storage , SAN Switch and HCI.  Justification : Annexure 9 or RFP is not having any specific volumetrics other than 25% and 10% of production capacity for the compute.	For Non production at DR Site Bidder needs to factor the capacity of Tape library and D2D appliance in the DR setup itself For Storage and SAN Switch, bidder can propose the separate storage and SAN switch or it can be factor in the DR setup itself
994	118	Annexure 7 Commercial Bid Formatl; sheet b. Database & peripheral	new Clause	Reques to add line item for Software Defined Network /Microsegmetnation in commercial template which is missing  Justification : Microsegmetnation is a separate software apart from HCI Infrastructure . Annexue 9 Minimum Technical Specifications - Sheet " Hyper Covered Infra" is having requirement for Microsegmentation and VM-Level security requiremetns as a part of security .	Please refer Corrigendum
995	87	26 Project Timelines	Table Hardware Refresh Timelines Point #5 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).	Request UIIC to relax the migration timelines for the Portal Applications and databases whereas GC core Migration can be achieved in 5 weeks . Whereas other Portal Application database related details are missing and incase if the databases are standalone filesystem based instances the cross platform migration requires more time than 5 weeks. we propose about 12 weeks.	Please be guided by the RFP
996	87	26 Project Timelines	New Clause	The Performance benchmarking Timelines are not provided as part of overall Project Timelines. Also please clarify whether the successful performance testing is pre-requisite for the production cutover to new RAC and HCI cluster solution.	Please refer Corrigendum
997	124	Annexure 9: RISC Server	new Clause	Request UIIC to add dedicated 10/25 GB Network Switch for the the RAC Interconnect as part of Annexure 9 : Minimum Technical Spefications for the RISC Server .  Justification : As per Oracle best practices for RAC , the RAC interconenct should be configured using dedicated switches using non-managed VLANs to provide High availability for the Oracle RAC CRS services and protect RAC cluster service from any network Flapping.	Please be guided by the RFP

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998	22	3.1.11 Automated Disaster Recovery Tool	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	Request UIIC to change the clause "At least first 2 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"	Please be guided by the RFP
999	74	3.2.3.12.2 For Sustenance Phase	<p>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.</p> <p>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.</p> <p>RISC servers Hyper Converge infrastructure Tape Library D2D appliance Storage San Switch Backup Solution</p>	<p>Request UIIC to remove this clause of having OEM resources from respective OEM payroll throughout the contract period.</p> <p>If possible kindly reword it that the OEM resource should be factored during stabilization support period of initial 3 months. The bidder resources along with any of their partner resources can be permitted to be deployed in any phase of the contract and if UIIC is not happy with the quality of resource, the same can be discussed and on mutual agreement replacement to be done by the bidder</p>	Please refer Corrigendum
1000	101	34 Service Level Agreement	<p>Measurement: 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 80% (Eighty percent) at any given point of time Penalty : 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.</p>	<p>Request UIIC to revise the penalty clause as follows</p> <p>For each 0.5% drop in the service level the penalty should be 1% (One Percent) of the Quarterly AMC charges .</p>	Please be guided by the RFP

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1001	100	34 Service Level Agreement; 34.3 Service Level Default	Service Level Description : Availability of Critical Infrastructure and software Minimum Service Level : 99.99% Cost Reference for the Contract Period: Product cost at DC + Installation cost at DC + AMC & ATS cost at DC	Please clarify the Service Level Availability is measured for the individual Hardware or overall at a Cluster level	Please be guided by the RFP
1002	100	34 Service Level Agreement; 34.3 Service Level Default	Service Level Description : Availability of Critical Infrastructure and software Minimum Service Level : 99.99% Cost Reference for the Contract Period: Product cost at DC + Installation cost at DC + AMC & ATS cost at DC	As per Annexure 9 - RISC Server , 2 node RAC to be configured , whereas the 2 Node RAC can't provide such a availability measured on monthly basis .  Request UIC to allow bidder to consider either 2 node or 4 Node RAC architecture based on the availability requirement.	The configuration provided is the minimum configuration which UIC Is looking for, bidder can propose the sizing as per the projections and SLA
1003	66	3.2.3.12.2 For Sustenance Phase	Page No 74 & 75 talks about resource details for Sustenance Phase	Org Chart talks about Helpdesk Team. Support window & no of resource is missing in the RFP.	UIC has mentioned minimum number of resources which needs to factor is bidder wants to factor more resources to meet the SLA then bidder can factor
1004	73	3.2.3.11 Service Window across Service Category	Application Managemnet - SAP As per UIC Business Hours	SAP Application Managemnet - Scope Missing.	Please refer Corrigendum
1005	73	3.2.3.11 Service Window across Service Category	Support Window for APM, EMS, ADR, JOB Automation- 24 X 7 X 365	In Annex-7 FM Manpower, No of Shift for this support is 1.	The resource requirement mentioned in the RFP is the minimum resource requirement which UIC Is looking for. Bidder can propose additional resources to meet the service window and SLA
1006	101	34 Service Level Agreement	Critical Infrastructure and software = 5 Mins Response; Resolution as per SLA Key Infrastructure and software = 5 Mins Response; Resolution as per SLA Significant Infrastructure and software = 5 Mins Response; Resolution as per SLA Individual components not impacting availability of the server/solution infrastructure= 5 Mins Response; Resolution as per SLA	Request UIC to Change response and resolution time as follows Critical Infrastructure and software = 15 Min Response; Resolution : 2 Hrs Key Infrastructure and software = 30 Mins Response; Resolution a: 4 Hrs Significant Infrastructure and software = 60 Mins Response; Resolution : 8 Hrs Individual components not impacting availability of the server/solution infrastructure= 4 hr Response; Resolution 8 Hr	Please be guided by the RFP
1007	142	Annexure 20 Projection for Next 5 Years	Projection for GC CORE & Portal Provided.	Request UIC provide SAP Volumetric Projection which is missing.	SAP database and application will be implemented on HCI environment for which sizing is already provided in Annexure 9
1008	9	2.4 Eligibility Criteria; Pt.10	Architecture Assessment Services :- 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	We request the clause to be modified as: The Proposed vendor(OEM) / Bidder 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	Please be guided by the RFP

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1009	133	Annexure 13 Existing Network & Licenses Details at DC & DR	All the licenses mentioned in this table (sl. 1 to 9)	Please confirm that UIIC will provide ATS for the licenses mentioned in the table throughout the contract duration. Bidder can leverage these licenses as part of its solution and can quote for only the additional licenses, if need be, as per solution.	Yes, your understanding is correct
1010	74	3.2.3.12.2 For Sustenance Phase	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.	<b>Request to change the same to below to ensure seamless support as OEM payroll can have various complications:</b>  Bidder needs to factor the atleast 1 onsite OEM <b>certified</b> resource from the Proposed OEM in General shift on all working days of UIIC for the below mentioned components.	Please refer Corrigendum
1011	Annexure 7	Annexure 7 Commercial Bid Format; FM	OEM Resource for RISC Servers	<b>Please change to :</b> OEM certified Resource for RISC Servers	Please be guided by the RFP
1012	Annexure 7	Annexure 7 Commercial Bid Format; FM	OEM Resource for Tape Library	<b>Please change to :</b> OEM certified Resource for Tape Library	Please be guided by the RFP
1013	Annexure 7	Annexure 7 Commercial Bid Format; FM	OEM Resource for D2D Appliance	<b>Please change to :</b> OEM certified Resource for D2D Appliance	Please be guided by the RFP
1014	Annexure 7	Annexure 7 Commercial Bid Format; FM	OEM Resource for Storage	<b>Please change to :</b> OEM certified Resource for Storage	Please be guided by the RFP
1015	Annexure 7	Annexure 7 Commercial Bid Format; FM	OEM Resource for SAN Switch	<b>Please change to :</b> OEM certified Resource for SAN Switch	Please be guided by the RFP
1016	Annexure 7	Annexure 7 Commercial Bid Format; FM	OEM Resource for Backup Solution	<b>Please change to :</b> OEM certified Resource for Backup Solution	Please be guided by the RFP
1017	14	3.1.1 Bare Metal Server at DC, NDR & DR	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.	Request to share the Bill of material for Oracle Exadata and partition in detail so that we can refresh the same with RISC servers (of the same processor family as being suggested for Oracle DB) which will avoid the dependancy on Oracle Golden Gate while continuing to provide the full functionalities of the existing solutions	UIIC is not looking for any refresh in existing Exadata
1018		Annexure 9 RISC; Processor; Pt.2	The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered	The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered and it support SMT8 functionality	Please be guided by the RFP
1019		Annexure 9 RISC; Processor; Pt.3	Minimum clock speed will be 2.6 GHz	Minimum clock speed will be 3.0 GHz	Please be guided by the RFP
1020		Annexure 9 RISC; Processor; Pt.4	Minimum L3 cache of 32MB per chip and at least 2 MB per core.	Minimum L3 Cache of 120 MB per chip and at least 10 MB per core	Please be guided by the RFP

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1021		Annexure 9 RISC; I/O Subsystem; Pt.1	All IO shall be virtualized. No application workload shall run in these partitions. Dedicated processor and memory resources shall be allocated to these partitions; minimum of 1 core & 16GB of memory. These processor and memory are additional, not considered in above Processor specifications	All IO shall be virtualized. No application workload shall run in these partitions. Dedicated processor and memory resources shall be allocated to these partitions; minimum of 1 core & 16GB of memory. And minimum two virtual i/o to ensure redundancy these processor and memory are additional, not considered in above Processor specifications	Please refer Corrigendum
1022		Annexure 9 RISC; I/O Subsystem; Pt.2	All IO slots should be PCIe Generation2 and above with lanes x8 and x16. If Gen3 PCIe x8 slots are used then they must not be populated with no more 4 ports (each adapter). All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc	All IO slots should be PCIe Generation3 with lanes x8 and x16. All PCIe adapters used in the solution shall be hot swappable/pluggable. Integrated controllers on the motherboard may not be used except for server management, attachment of peripherals such as keyboard, mouse,video, etc	Please refer Corrigendum
1023		Annexure 9 RISC; I/O Subsystem; Pt.3	The server shall be configured with below type of Adapters ● 16 Gbps Fibre Channel adapters for SAN access (disk & tape) ● 10 Gigabit Short Range Fiber Ethernet adapters for user/application communication Functional (Ethernet & Fibre Channel) redundancy at an adapter level should be provided in each IO partition.	The server shall be configured with below type of Adapters ● 32 Gbps Fibre Channel adapters for SAN access (disk & tape) ● 10 Gigabit Short Range Fiber Ethernet adapters for user/application communication Physical (Ethernet & Fibre Channel) redundancy at an adapter level should be provided in each IO partition.	Please be guided by the RFP
1024		Annexure 9 RISC; I/O Subsystem; Pt.6	Fibre Channel : The server shall have total Thirty Two (32) 16 Gb or Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers.	Fibre Channel : The server shall have Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers.	Please refer Corrigendum
1025	Annexure 9 RISC Server	Annexure 9 RISC; Partitioning & Virtualization; Pt.6	System shall be capable of creating partitions with dedicated or virtual resources (processor, disk & media, and I/O) with separate operating system instances or within a single operating system instance	System shall be capable of creating partitions with dedicated or virtual resources (processor, disk & media, and I/O) with separate operating system instances	Please refer Corrigendum



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1026	Annexure 9 RISC Server	Annexure 9 RISC; Roadmap; Pt.1	The processor and operating system roadmap for the next five (5) years shall be submitted with attestation by OEM.	Processor roadmap should be from OEM of processor. 1. Servers quoted shall have the latest processor and release date within past 3 years of bid due date of this tender. 2. OEM support and spares for the supplied hardware and operating system shall be available for a period of minimum 7 years from date of "Power On Self Test" sign-off for all hardware covered by this tender. 3. The processor and operating system roadmap for the next five (5) years shall be submitted 4. Release date of the quoted product has to be mentioned 5. Bidder must back-align support with respective OEM mandatorily during warranty period and also during AMC period. Bidder must provide documentary proof for the same	Please refer Corrigendum
1027		Hardware End of Life and Support Declaration	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.	We confirm that the Supplied hardware will not be end-of-life during contract period and will be under support from the date of PO to next 7 years.	Please refer Corrigendum
1028		Annexure 9 Storage; Pt.4	Storage must be configured with FC, CIFS/SMB 2.0, CIFS/SMB 3.0, NFS v3.0 and NFS v4.1 / NFS v4.0 protocols. Necessary documentation must be provided. Storage must support QoS.	We strongly suggest to go with SAN/Block storage for hosting Tier-1 Core Insurance mission critical workloads and recommends to isolate NFS/CIFS separately from the enterprise storage	Please refer Corrigendum
1029		Annexure 9 Storage; Pt.18	The proposed storage must support Synchronous and Asynchronous replication across sites / storages for FC & NFS data on the storage. The proposed solution must provide 3Way zero data loss solution for FC with functionality to provide delta resync capability from surviving site in case of disaster. Storage must be configured with required redundant IP ports / FC ports / FCIP routers for the replication. The proposed storage must reduce OPEX costs and have an native/external option to preserve bandwidth by compressing the data being replicated to the DR site	If in case UIIC needs file services, out-of mentioned 200TB & 30TB requirements, how much capacity to be factored for SAN and how much needs to be factored for NFS file? Need capacity breakup	Please refer Corrigendum

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1030		Annexure 9 Storage; Pt.24	Must support Replication, Snapshot technology, Cloning, online LUN extension & basic file auditing capabilities such as creation of following events, <ul style="list-style-type: none"> <li>• File</li> <li>• Folder</li> <li>• Share access</li> <li>• Files created, modified, or deleted</li> <li>• Successful file read access</li> <li>• Failed attempts to read fields or write files</li> <li>• Folder permission changes</li> </ul>		Please refer Corrigendum
1031		Annexure 9 Storage; Pt.10	The proposed storage must offer 1,20,000 IOPS with 4K Block Size, 50:50 R:W	Based on our experience, In financial institutions like banking and insurance, for such large Oracle database based workloads, IOPS will be significantly higher. Request UIIC to revisit the IOPS requirement mentioned in the RFP and share us the revised minimum IOPS required on day-1	Please be guided by the RFP
1032		Annexure 9 Storage; Pt.12	Specification of Unified Storages for DC & DR – Capacity - 200 TB usable on maximum 7.6TB SSDs and NDR Capacity - 30 TB on maximum 3.8TB SSDs. Once the Flash Storage Device reaches the write endurance limits or service life, same needs to be replaced without any cost during warranty/AMC period. The proposed storage must be configured with Deduplication and/or Compression and/or data reduction. In case Deduplication and/or compression and/or data reduction is not offered, to protect UIIC's interest, the bidder must offer 50% more usable capacity to compensate the loss of space savings.	Latest NVMe based flash modules are available among all leading storage vendors which can deliver superior performance and reliability than normal SSDs.Request UIIC to allow OEM to size the disk type/capacity to meet the required capacity and performance as per RFP. By going with this, Enterprise Storage footprint will be lean & thin and UIIC's both capacity and performance requirements	Please refer Corrigendum
1033		Annexure 9 Storage; Pt.16	The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance. Since this is Core Insurance application storage, under no circumstances the cache memory on the storage controller must be bypassed to guarantee acceptable performance levels at all times. This feature needs to be demonstrated during UAT.	During one controller failure, partner controller will take over the entire workload and in-order to maintain the data integrity cache will be bypassed that time and there will not be an impact to application/host access.  <u>Hence request below modification to ensure UIIC gets same performance during controller-failure situations:</u> The bidder needs to demonstrate the performance criteria of IOPS & response time using iometer / vdbench utility for acceptance with required performance of 1,20,000 IOPS with 4K Block Size, 50:50 R:W ratio. This needs to be demonstrated during UAT without having the cache effect for both read and writes	Please be guided by the RFP
1034		Annexure 9 D2D; Pt.2	The proposed Disk based storage array should be configured with 300 TB @ DC usable capacity using 6TB or lower SAS/NL-SAS Drives & must complete the full database backup in 2 Hours.	Need clarity on the full database size and one full backup size	Please refer Corrigendum

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1035		Annexure 9 D2D; Pt.5	The Storage Array/ Backup Appliance should support various protocols like FC, Ethernet, NFS for present & future use. Any additional hardware/software required for performing a Disk based backup should be quoted on day one.	Need breakup of Block capacity and NFS capacity requirement	Please be guided by the RFP
1036		Annexure 9 SAN Cabling	All existing SAN cabling requirements	Usually, along with hardware BoQ, OEMs will provide OM3 FC cables  For other connections like patch-panel to patch-panel, LIU cabling etc, bidder/SI might source non-OEM/third-party cables with datacenter standards considering the provided specifications	Please be guided by the RFP
1037		Annexure 9 Backup; Pt.25	c. Tape drive sharing must support both iSCSI and FC based connections.	Tape drives generally do not support iSCSI protocol. Hence, request the below modification: c. Tape drive sharing must support both SAS and FC based connections.	Please refer Corrigendum
1038		Annexure 9 SAN Switch	No detailed spec is available for SAN switches	Need detailed specs such as FC generation, port speed, SAN fabric class (either Switch or Director) etc.,	Please refer Corrigendum
1039		Annexure 9 Replication Link	UIIC needs 3-way replication. But, there is no details available related to existing bandwidth/link availability between sites	Need bandwidth details between DC and NDR; Need bandwidth details between DC and DR; Need bandwidth details between NDR and DR	2 Active Links 500Mbps each between DC and DR 2 Active Links 500Mbps each between DC and NDR 2 Active links 100 Mbps between and NDR
1040	53	3.2.1.6 DC - DR Drills Point:22	UIIC can also do an unplanned DC-DR Drill which bidder needs to support and design the system accordingly.	What is the unplanned DR drill frequency ? Need to understand the number of unplanned drills to determine the required resources into the scope.	All drills that UIIC will schedule can be planned or unplanned drill which is at the sole discretion of UIIC
1041	53	3.2.1.7 RTO/ RPO Management	GC Core and Portal (Part of ADR Tool) RPO = 0 Min & RTO = 120 Min	What is the current replication mechanism/software is currently used to achieve 0 RPO ?	Please be guided by the RFP
1042	99	34 Service Level Agreement; 34.2 Issue Criticality Classification	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	Need to understand why the penalty will be charged in case of Disaster or DR drill ?	As in Case of Disaster and DR Drill, our DR infrastructure will work as Production Site and bidder is responsible for maintaining the same
1043	103	34 Service Level Agreement; 34.3 Service Level Default	NO of successful DR Drill conducted by the bidder	Need to understand the penalty clause.	Please be guided by the RFP
1044	104	34 Service Level Agreement; 34.3 Service Level Default	Maintenance of RTO and RPO as mentioned in the RFP	Need to understand the penalty clause.	Please be guided by the RFP

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1045	Annexure 9 ADR	Point # 5 & 6	1. The disaster drill should be non intrusive. 2. There should not be any downtime for ATM and IB Services during SO/SB process	Need more clarification on these two points. 1. How can be a DR drill non intrusive ? When DR Drill happens the application/DB services at DC goes down and the same services at DR comes up within the defined RTO time hence DR drill is always intrusive. 2. How ATM and IB services can start at DR without stopping first at DC ? please explain the current manual scenario where there is no downtime involved for these services.	Please refer Corrigendum
1046	Annexure 9 EMS Tab	Annexure 9- Minimum Technical Specification  EMS, Section 1 (General) Point 1.4	Configuration Management - Should allow the operator to verify and modify the configuration of managed devices-Configuration management tools need to be provided for managing the IT infrastructure at the DC, DR, Near Site, and Head Office. End user devices are out of scope	Please clarify is configuration management only required for Network Devices? Or is it also required for Servers?	EMS tool has to be factored for all in scope hardware and software so bidder can factor the licenses accordingly Network devices details are mentioned in RFP Annexure 13
1047	Annexure 9 EMS Tab	Annexure 9- Minimum Technical Specification  EMS, Section 2 (Server Management) Point 2.4	The solution should leverage common event format that does not require familiarity with source-specific log formats—thereby avoiding the need for device- or vendor-specific analysis or knowledge.	Within the clause it's been asked to leverage common event format that does not require familiarity with source specific log formats. Please clarify is this a requirement for common format for events or is it a requirement for event as well as log management?	Details will be shared with successful bidder
1048		Annexure 9 EMS Tool; Pt.5.1	Should provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling for network devices	It's been asked to provide Fault, availability and performance function from a single station. Our submission is to relax this requirement and let SI/OEM to decide the no. of servers to be used to deploy the solution as per best practices as single/multiple server deployment depends upon various parameters i.e. the environment that need to be monitored, no. of IT infrastructure elements etc.	The requirement is to have a single pane of glass for network devices for fault and performance monitoring and reporting. UIIC should not login into multiple consoles to view alert and fetch out the report. If need be, Bidder may choose to factor multiple servers to cater to our requirement, however, our requirement is to have a single pane of glass.
1049	Annexure 9 EMS Tab	Annexure 9- Minimum Technical Specification  EMS, Section 8 (SLA management & monitoring) Point 8.8	Dynamic Monitoring configuration	Please elaborate the requirement what's meant/ expected by Dynamic Monitoring configuration?	Please be guided by the RFP
1050		Annexure 9 EMS Tool; Pt.8.11	The modules/products should be from a single product family/suite so as to ensure the integration and high level of data exchange between various layers.	Our submission to rephrase the clause as "Proposed solution should provide an integrated solution leveraging industry standard/ open interfaces to ensure high level of data exchange between various layers"	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
1051	Annexure 9 Job Automation n Tab	Annexure 9- Minimum Technical Specification  Job Automation, Section B (Management) Point 2	The proposed solution should be capable of integrating with email clients	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client.  Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also
1052	Annexure 9 Job Automation n Tab	Annexure 9- Minimum Technical Specification  Job Automation, Section B (Management) Point 3	The proposed solution should be capable of reading and understanding context of email and trigger the respective jobs	Please provide details of the email clients to integrate with? Please specify the OEM and version of the email client.  Also please suggest/ confirm that will the email client expose its REST APIs to be used for integration?	Email solution currently used by UIIC is HCL Domino. The solution proposed should be capable of supporting MS Exchange also
1053	Annexure 9 Job Automation n Tab	Annexure 9- Minimum Technical Specification  Job Automation, Section B (Management) Point 4	The proposed solution should be capable of integrating with ticketing systems to accept the user inputs to process the requests.	Please provide details of the ticketing system to integrate with? Please specify the OEM and version of the ticketing solution.  Also please suggest/ confirm that will the ticketing system expose its REST APIs to be used for integration?	Bidder is required to factor and provide Ticketing system as part of EMS solution
1054		Annexure 9 Job Automation; Pt.D.4	The proposed solution should be capable of integrating with any security authentication tools such as CyberArk, TPAM, etc.	In the clause previous to this clause it's been asked "The system should support authentication protocols like LDAP, AD, Pseudo Access to manage the jobs." and this clause specifies the requirement to integrate with any security authentication tools such as CyberArk, TPAM etc.  Please elaborate the requirement preferably with a use case to integrate with security authentications tools such as CyberArk, TPAM etc.	Please be guided by the RFP
1055	15	3.1.7 Backup Solution at DC and DR	Third-party software	What version of Data Protector was used for backup? Please specify version	UIIC is using Dataprotector 9.09
1056	15	3.1.7 Backup Solution at DC and DR	Historical Data	What type of data was backedup to LTO4 tapes? File- systems, Databases, Files, NAS, Mail, etc.? Please specify	Details will be shared with the successful bidder
1057	15	3.1.7 Backup Solution at DC and DR	Tape	What is the retention period on these tapes? When the data retention period is expired	Details will be shared with the successful bidder
1058	15	3.1.7 Backup Solution at DC and DR	Tape	Are there mutiple tapes and labels with the same backup set?	Details will be shared with the successful bidder
1059	15	3.1.7 Backup Solution at DC and DR	Tape	Are there WORM tapes written by Data Protector? If yes, how many of them are WORM?	Details will be shared with the successful bidder
1060	15	3.1.7 Backup Solution at DC and DR	Capacity	What is the approximate or estimated raw and compressed capacity of data written on each tape?	Details will be shared with the successful bidder
1061	15	3.1.7 Backup Solution at DC and DR	Capacity	What is the total size or capacity of data that needs migration from the existing LTO4 tapes?	Details will be shared with the successful bidder

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
1062	15	3.1.7 Backup Solution at DC and DR	Retention	How long would be the retention period of data required for new and existing data sets (files, apps, DBs, etc.) on tape?	Data Retention policy will be shared with successful bidder
1063	15	3.1.7 Backup Solution at DC and DR	Migration	The migration of existing LTO4 tapes to newer LTO technology would be a 2-step process. First, restoring the LTO4 tape data from Data Protector software to staging servers, applications and databases. Then bringing the databases and applications online. Second, perform a fresh backup of this data from staging location using IBM Spectrum Protect to new or scratch tapes.	Please be guided by the RFP
1064	15	3.1.7 Backup Solution at DC and DR	DB, Operating system & Application	Please specify the vendor and version details of DBs, OS and Apps that needs a backup for DC & DR locations.	Details will be shared with the successful bidder
1065	15	3.1.7 Backup Solution at DC and DR	Tape	Tape media will be used as a primary target for all types of data backup? Or the backups will be written to D2D first and D2Tape later.	Backup will be done on D2D first and then on tape
1066	15	3.1.7 Backup Solution at DC and DR	Licensing	What is the primary front-end capacity that we are planning to backup?	Please be guided by Annexure 9
1067	15	3.1.7 Backup Solution at DC and DR	Capacity	What is the percent of delta (changes) that we can expect on a daily, weekly and monthly basis?	Details will be shared with the successful bidder
1068	15	3.1.7 Backup Solution at DC and DR	Tape	Are we planning to re-utilize the existing 1285 LTO4 tapes once data migration is complete?	NO existing tapes will be discarded
1069	11	3.1 Scope of Work during Implementation Phase	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	Broad Scope of work will include <del>but not be restricted to</del> the following. Successful bidder will supply and install the solution as per the <del>broad</del> objectives as given below	Please be guided by the RFP
1070	26	3.1.20 Installation and Configuration	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.	In case damage of the property owned / leased by the UIIC during hardware delivery and installation which is due to reasons solely attributable to the bidder, bidder has to replace the damaged property at his own cost.	Please be guided by the RFP
1071	37	3.2.1 Database Management	General 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. All oracle and other Databases process and DBMS best practices will be a part of scope	General 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 as mutually agreed. 2. All oracle and other Databases process and DBMS best practices will be a part of scope	Please be guided by the RFP
1072	61	3.2.2.10 Application Performance Management	The scope of the application performance management and assurance services should include, but not limited, to the following:	The scope of the application performance management and assurance services should include, <del>but not limited, to</del> the following:	Please be guided by the RFP

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1073	62	3.2.2.11 Roles and Responsibilities of APM, EMS, ADR, Job Automation L1 and L2 Resources	The scope of work mentioned is illustrative and not exhaustive.		Please be guided by the RFP
1074	63	3.2.2.12 Exit Management Services	The scope of work mentioned is illustrative and not exhaustive.		Please be guided by the RFP
1075	63	3.2.2.12 Exit Management Services	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.	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. <del>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.</del>	Please be guided by the RFP
1076	63	3.2.2.12 Exit Management Services	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	3. . During transition phase, the Successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. <del>In case such instances, UIIC will have right to penalize the Successful Bidder appropriately</del>	Please be guided by the RFP
1077	80	4.4 Refund of EMD	• EMD will be refunded to the successful bidder, only after completion of installation etc in all respects to the satisfaction of the Purchaser.	• EMD will be refunded to the successful bidder, <del>only after completion of installation etc in all respects to the satisfaction of the Purchaser.</del> on submission of bank guarantee and agreement copy as per mutually agreed terms and conditions,	Please refer Corrigendum

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1078	82	5 Price	<p>☑ The bidders should quote only the base price. All applicable taxes will be paid as actuals.</p> <p>☑ 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.</p> <p>☑ 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.</p> <p>☑ All the items should be quoted in INR (Indian Rupees) only.</p>	<p>☑ The bidders should quote only the base price. All applicable taxes will be paid as actuals.</p> <p>☑ 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.</p> <p>☑ There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the bidders. <b><u>In case of any changes in the rates of the duties or any new levy on account of changes in law shall be to the account of UIIC.</u></b> 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.</p> <p>☑ All the items should be quoted in INR (Indian Rupees) only.</p>	Please be guided by the RFP
1079	83	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.	Any royalties or patents or the charges for the use or <del>infringement thereof that may be involved</del> in the contract shall be included in the price. Bidder shall protect the Company against any claims that the bidder's activities under this contract infringe the intellectual property rights of any third party (unless such infringement arises due to any act or omission of the Company) <del>thereof</del> .	Please be guided by the RFP



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1080	83	12 Purchaser's Right to Vary Quantities/ Repeat Order	<p>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.</p> <p>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 &amp; 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.</p>	<p>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 <b><u>not exceeding 10% of the quoted quantities</u></b> without any changes in unit price of the ordered quantity.</p> <p>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 <b><u>not exceeding 10% of the quoted quantities</u></b> at the same rates and terms &amp; 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. <b><u>For any additional/repeat orders beyond 10% variations will be at mutually agreed revised rates and terms &amp; conditions. In case of any changes in the rates of the applicable duties or any new levy on account of changes in law shall be to the account of UIIC.</u></b></p>	Please refer Corrigendum
1081	84	13 Change/ Modification in Locations for Delivery/ Installation/ Support	<p>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.</p>	<p>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 <b><u>no mutually agreed extra cost as applicable</u></b> to UIIC.</p>	Please be guided by the RFP

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1082	84	16 Indemnification	<p>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 Page 85 of 145 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.</p>	<p>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, <del>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,</del> 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</p>	Please be guided by the RFP

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1083	85	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 nonperformance 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.	The liquidated damage is an estimate of the loss or damage that UIIC may have suffered due to nonperformance 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 0.25% <del>1%</del> of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value. <del>10%</del> of the contract price . Once the maximum is reached, UIIC may consider termination of the contract by giving 45 days notice period and shall pay the bidder for all products and services delivered till date of such termination. 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. <del>Liquidated damages are applicable over and above all the penalties mentioned in RFP.</del>	Please be guided by the RFP
1084	85	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.	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 or revenue or goodwill or reputation.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
1085	87	23 Termination	As per RFP	<p><b>Either party</b> UIIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 60(sixty) days prior written notice <b>to the other party</b> Bidder if the Bidder <b>it</b> 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.</p> <p>Add : <b><u>Bidder shall be paid for the goods delivered, services rendered, work in progress, unpaid AMCs/ Services, third party orders in pipeline which cannot be cancelled despite bidder's best efforts, unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</u></b></p>	Please be guided by the RFP
1086	87	24 Termination for Convenience	As per RFP	<p>UIIC <b>Either party</b> may terminate the Contract, in whole or in part, at any time for its convenience by written notice of not less than <del>60 (sixty)</del> 90 (Ninety) days. The notice of termination shall specify that termination is for the UIIC's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>Add : In the event of termination , the Vendor shall be paid for the:</p> <ul style="list-style-type: none"> <li>a) Goods delivered</li> <li>b) Services rendered</li> <li>c) Work in progress</li> <li>d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts.</li> <li>e) Unrecovered investments shall be paid by purchaser as per termination schedule till the date of termination.</li> </ul>	Please be guided by the RFP
1087	87	26 Project Timelines	As per RFP	<p>Add : <b><u>The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</u></b></p>	Please be guided by the RFP

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1088	89	28 Payment Terms	i. The Bidder must accept the payment terms proposed by UIC. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by UIC. Any deviation from the proposed payment terms would not be accepted. UIC shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of UIC.	i. The Bidder must accept the payment terms proposed by UIC. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by UIC. Any deviation from the proposed payment terms would not be accepted. <b>Payment terms will be as mutually agreed between bidder and UIC.</b> UIC shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of UIC.	Please be guided by the RFP
1089	90	28 Payment Terms	As per RFP	<p>1. Hardware / Appliance -  <del>70%</del> <b>90%</b> of total hardware cost  <del>30%</del> <b>10%</b> of total hardware cost -On successful installation</p> <p>2. Database, Operating System-  <del>70% on delivery</del>  <del>20% on implementation</del>  <del>10% on 3 months successful running</del>            100% on delivery</p> <p>3. Software / License -            100% on delivery of the licenses</p> <p>4. Software Implementation</p>	Please be guided by the RFP
1090	92	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: <ul style="list-style-type: none"> <li>• Forfeiture of performance security,</li> <li>• Imposition of liquidated damages,</li> <li>• Termination of the contract for default.</li> </ul>	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 <del>or all</del> of the following sanctions: <ul style="list-style-type: none"> <li>• <del>Forfeiture of performance security,</del></li> <li>• Imposition of liquidated damages,</li> <li>• Termination of the contract for default.</li> </ul>	Please be guided by the RFP

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1091	100	34 Service Level Agreement; 34.2 Issue Criticality Classification	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, UIC 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.)	<b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP
1092	100	34 Service Level Agreement; 34.2 Issue Criticality Classification	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.	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. <del>This would be over and above the monthly service level default penalty.</del> <b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP
1093	100	34 Service Level Agreement; 34.3 Service Level Default	For every hour of delay thereof, penalty shall be levied at the rate of INR 5000	<b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP
1094	101	34 Service Level Agreement; 34.3 Service Level Default	As per RFP	<b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP
1095	104	34 Service Level Agreement; 34.3 Service Level Default	As per RFP	<b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
1096	105	34 Service Level Agreement; 34.3 Service Level Default	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.	Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.	Please be guided by the RFP
1097	105	34 Service Level Agreement; 34.3 Service Level Default	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.	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 0.25% <del>1%</del> 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 3% <del>10%</del> (ten percent) of the contract value.  <b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP
1098	105	34 Service Level Agreement; 34.4 Penalty Computation	As per RFP	<b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP

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1099	106	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, UIC 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	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, UIC will impose an additional penalty of 5% of the quarterly charges and may consider termination of services. In the event of termination UIC shall pay Bidder for goods delivered and services rendered till the date of termination. Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be <del>10%</del> <b>3%</b> (ten per cent.) of the contract value	Please be guided by the RFP
1100	131	Annexure 12 Pre-Contract Integrity Pact	As per RFP	To be deleted in entirety.	Please be guided by the RFP
1101	140	Annexure 18 Sizing Adequacy Letter	** 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	<b>Add : The overall maximum penalty including liquidated damages, if any that can be imposed on the bidder under this contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.</b>	Please be guided by the RFP



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1102		Addition	SNR	UIIC hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. UIIC agrees that vendor shall not be in any manner be liable for any delay arising out of UIIC's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the UIIC	UIIC hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. UIIC agrees that vendor shall not be in any manner be liable for any delay arising out of UIIC's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement
1103		Addition	Non Hire Clause	UIIC acknowledges that personnel to be provided by vendor represent a significant investment in recruitment and training, the loss of which would be detrimental to vendor's business. In consideration of the foregoing, UIIC agrees that for the term of this Agreement and for a period of one year thereafter, UIIC will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any vendor employee, or induce any such individual to leave the employ of vendor. For purposes of this clause, a vendor employee means any employee or person who has who has been involved in providing services under this Agreement.	Please be guided by the RFP
1104		Addition	Tax	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of UIIC.	Please be guided by the RFP
1105		Addition	Saving Clause	vendor's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent vendor performance is effected , delayed or causes non-performance due to UIIC's omissions or actions whatsoever.	Please be guided by the RFP

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<b>S.No.</b>	<b>Page #</b>	<b>Point/ Section</b>	<b>Existing Clause</b>	<b>Query</b>	<b>UIC's Response</b>
1106		Addition	Deemed Acceptance	Services and/or deliverables shall be deemed to be fully and finally accepted by UIC in the event when UIC has not submitted its acceptance or rejection response in writing to vendor within 15 days from the date of installation/commissioning or when UIC uses the Deliverable in its business, whichever occurs earlier. Parties agree that vendor shall have 15 days time to correct in case of any rejection by UIC.	Please be guided by the RFP
1107		Addition	Change Order	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. vendor will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, vendor shall not be bound to perform any additional services.	Please be guided by the RFP
1108		Addition	Variance in Minimum Wages	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the UIC wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, UIC will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Please be guided by the RFP
1109		Addition	Pass Through Warrantymy	Since Bidder is acting as a reseller of completed products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the UIC shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	Please be guided by the RFP

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1110		Addition	ERV	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	Please be guided by the RFP
1111		Addition	Risk and Title	The risk, title and ownership of the products shall be transferred to the UIIC upon delivery of such products to the UIIC	Please be guided by the RFP
1112		Addition	Credit Period for Payment	All the payments to be made within 30 days of submission of invoice	UIIC shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement Any objection / dispute to the amounts invoiced in the bill shall be raised by the UIIC within 21 days from the date of receipt of the invoice, only in exceptional circumstances will UIIC raise a dispute beyond 21 days. Upon settlement of disputes with respect to any disputed invoice(s), the UIIC will make payment within thirty (30) Days of the settlement of such disputes
1113	11	3.1 Scope of Work during Implementation phase; Pt.f	For its DC, NDR and DR, UIIC envisages procurement and implementation of both LAN and SAN structured cabling	Is bidder should cover only equipment's in RFP OR entire DC devices, pls clarify. If yes pls provide the difference.	It covers only the in scope hardware and software
1114	11	3.1 Scope of Work during Implementation phase; Pt.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.	In case of any Infra/application not procured by UIIC, which might lead to entire design change. Bidder need more clarity on this.	Please be guided by the RFP
1115	11	3.1 Scope of Work during Implementation phase; Pt.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	Bidder has flexibility to add any supporting components to fulfil the solution apart from Annexure 11, Please clarify.	Please be guided by the RFP
1116	11	3.1 Scope of Work during Implementation phase; Pt.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	Bidder understood that, any hardware out of RFP connectivity will be taken care by UIIC, please clarify.	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
1117	12	3.1 Scope of Work during Implementation phase; Pt.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.	Is bidder allowed, quote in initial proposal for migration activity support OR as a optional proposal, pls clarify.	Please be guided by the RFP
1118	12	3.1 Scope of Work during Implementation phase; Pt.y	End-to-end installation and implementation of server hardware; its related software, software licenses, hardware and software for Tape Library, D2D solution, Automated Disaster Recovery Solution, Application Monitoring Solution, Job Automation Solution and Patch Management solution and Structured Cabling components at DC and DR	Bidder understood that, NDR is also covered since its missing in clause. Please clarify.	Please refer Corrigendum
1119	14	3.1.2 x86 Servers at DR, NDR and DR	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.	To achieve this functionality, will UIIC allow Network L2 stretch OR is already present. Please clarify.	It is the responsibility of the bidder to perform all the activities to achieve this functionality
1120	14	3.1.4 Software License Details	The number of Licenses which UIIC is having is mentioned in Annexure13 - Existing Network and Licenses Details at DC & DR, for which ATS is been provided by UIIC and will continue to be provided by UIIC. 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.	Any additional license pertaining to list will be procured by UIIC, count difference between 141 to 112 is utilised in non-prod. Is bidder understanding is right. Please clarify.	Any additional License which is required as per the Sizing of the bidder needs to factored in by the Bidder and is required to be mentioned in the Bill of material with ATS for the entire contract duration. Annexure 13 contain the License Count which bidder can re-utilize, however, anything over and above needs to be factored in by the bidder

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1121	15	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	If bidder decides to augment existing backup solution, does UIIC procure additional license/ATS for existing size. Please clarify.	Bidder has to factor the same in bill of material
1122	15	3.1.7 Backup Solution at DC and DR	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	If existing backup solution augmented, is still latest LTO tape migration has to be factored OR continue with old, please clarify.	UIIC IS discarding the existing Tape library. Bidder is required to propose new tape library as per specifications mentioned in the Annexure 9
1123	15	3.1.7 Backup Solution at DC and DR	Migration of existing data as per UIIC's requirement	Existing data break-up required in detail, please clarify.	Details will be shared with the successful bidder
1124	20	3.1.9 Storage & SAN Switch, Point 3	Provide monitoring and management application for the proposed solution	Bidder understood that proposed solution should integrate with external monitoring tool and solution should be capable of integration. Please clarify.	Please be guided by the RFP
1125	15	3.1.7 Backup Solution at DC and DR	Snapshot and Full Copy creation	Snapshot here refers to storage volume snapshot and backup to secondary storage, please clarify.	Please be guided by the RFP
1126	15	3.1.7 Backup Solution at DC and DR	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.	In case of existing backup augmentation, migration is not required and new backup will continue with latest tapes, please clarify.	Migration will be required in this case also as UIIC IS discarding the existing tape library
1127	18	3.1.9 Storage & SAN Switch, Point 3	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.	Network rack in clause referring to standard server rack, please clarify.	Please be guided by the RFP
1128	18	3.1.9 Storage & SAN Switch, Point 3	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.	All required necessary support from application OEM's will be available for bidder, please clarify.	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor

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1129	19	3.1.9 Storage & SAN Switch, Point 3	Assist UIIC in storage migration using Host Based Migration approach.	Clause states storage migration and host migration, need more clarity to understand it better.	Please be guided by the RFP
1130	19	3.1.9 Storage & SAN Switch, Point 3	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.	Is current setup is with multiple domain's OR single, bidder need this info for further clarity.	Please be guided by the RFP as bidder needs to propose SAN Switch and implement the same as per the solution envisaged by the bidder
1131	20	3.1.9 Storage & SAN Switch, Point 3	Virtualization of storages as per UIIC's requirement	Is storage virtualization expected only for migration OR for continues operation's, please clarify.	Please be guided by the RFP
1132	20	3.1.9 Storage & SAN Switch, Point 3	Migration of existing data as per UIIC's requirement	Existing data break-up required in detail, please clarify.	Please be guided by the RFP
1133	20	3.1.9 Storage & SAN Switch, Point 3	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.	In order to do this bidder wants a detailed information about data break-up to be migrated and its corresponding environment(DB, Storage), please provide all data.	Please be guided by the RFP
1134	21	3.1.11 Automated Disaster Recovery Tool	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	Bidder understood that solution can understand and monitor RPO metric and RTO is something configurable, hence please remove RTO in the clause.	Please be guided by the RFP
1135	22	3.1.13 Architecture Assessment Services from OEM	Architecture Assessment Services from OEM	Bidder understood that respective product OEM has to perform this activity and commercial can be included in proposal. Please clarify.	Yes, your understanding is correct
1136	22	3.1.13 Architecture Assessment Services from OEM	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.	Please provide more info about periodicity in the clause.	Please be guided by the RFP

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1137	24	3.1.16 DC Requirement	Migrating CORE INSURANCE APPLICATION and Portal Database from existing storage to new proposed storage	Bidder understood that all application OEM support will be available for migration activity, please clarify.	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor
1138	26	3.1.20 Installation & Configuration	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.	More clarity on "being used" statement please	Please be guided by the RFP
1139	26	3.1.20 Installation & Configuration	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.	Pilot migration needs to be performed on every data type in UIIC environment, hence bidder has to be allowed to do so, please clarify	Please be guided by the RFP
1140	26	3.1.20 Installation & Configuration	Installation of ESXi	Is bidder has to consider VMware ESXi alone OR allowed for other hypervisors also, please clarify.	This is the activity if bidder factors VMware ESXi, however, the bidder has to quote the hypervisors as per technical specifications
1141	27	3.1.20 Installation & Configuration	Install LIU in designated racks	LIU's has to be considered only as per requirement and not in all Rack's, please clarify.	Please be guided by the RFP
1142	27	3.1.20 Installation & Configuration	• Middleware ➤ Basic installation on designated servers.	Bidder want to know the middleware server volume to size the support accordingly.	Please be guided by the RFP
1143	27	3.1.20 Installation & Configuration	Migration of Physical server to virtual Server (P2V) and Virtual sever to Virtual Server	Bidder want to know number/volume of physical server's for P2V activity for support sizing.	Please be guided by the RFP
1144	28	3.1.20 Installation & Configuration	Oracle RAC Setup	Bidder understood that current setup of Oracle RAC is two nodes with Active-Active and future environment expected to be active-active of any number of nodes OR active-passive, please clarify.	Please be guided by the RFP
1145	28	3.1.20 Installation & Configuration	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	This is an house keeping activity, hence bidder requesting to remove this clause from installation and configuration phase of RFP.	Please be guided by the RFP
1146	32	3.1.22 Benchmarking	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.	Is bidder has to consider 5th year projection size in initail test, please clarify.	Yes, your understanding is correct
1147	32	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.	As per bidder understanding, UIIC requires traing for Tools as mentioned and no training is required for the underlying infrastructure and related Software(OS, Virtualization etc). Please confirm.	Yes, your understanding is correct

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1148	88	26 Project Timelines	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).	Bidder require equal amount of collaboration with application OEM's to achive the timeline as per RFP, please consider OR please increment from 5 weeks to alternate timeline.	Please refer Corrigendum
1149	88	26 Project Timelines	During the Migration Activity there should not be more than 10 hours downtime in DC and not more than 10 hours downtime in DR	Can this downtime window increased to more hours, since bidder assume the timeline is short.	Please be guided by the RFP
1150	101	34 Service Level Agreement; 34.3 Service Level Default	Availability of Critical Infrastructure and software 99.99% Enterprise Management System Product cost at DC + Installation cost at DC + AMC & ATS cost at DC	Bidder feels in reduction from 99.99%, please clarify.	Please be guided by the RFP
1151	24	3.1.15 OEM Scope	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 for customer data,execution of migration utilities on the data and resolving the issue for any inconsistency in the data.	Bidder scope is only on Database and respective application scope/ownership relies on app's OEM, please clarify.	Yes, your understanding is correct
1152	25	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	1)Please confirm,if SAN Switches are to be provided at NDR site or UIIC will use existing SAN Switches. 2)Also SAN Switch details missing in Annexure, please provide all required detrails 3)If UIIC will use the existing SAN Switches then please share the vaccant ports available at existing SAN Switch.	1) NDR is used as a bunker site, bidder has to factor all the necessary components to meet the solutioning and SLA 2) Please refer Corrigendum 3) Existing SAN Switch will not be used
1153	24	3.1.15 DC Requirement	SAN switch at DC environment as per the minimum Sizing and Specifications mention in the Annexure 9- Minimum Functional & Technical Specifications	SAN Switch details are missing in Annexure-9, please provide all required details pertaining to it.	Please refer Corrigendum
1154		Annexure 9 RISC; Operating System; Pt.1	The latest version of 64-bit, high performance EPIC / RISC architecture processors at the time of submission shall be offered.	Is bidder allowed for EPIC also, since no where in RFP EPIC is covered, please clarify.	Yes, your understanding is correct
1155		Annexure 9 RISC; I/O Subsystem; Pt.6	Fibre Channel : The server shall have total Thirty Two (32) 16 Gb or Sixteen (16) 32Gb Fibre Channel ports across N+N redundant adapters / controllers.	Is this port requirement for per server or entire RISC environment, please clarify.	Please refer Corrigendum



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1156		Annexure 9 Hyper Converge infra	Solution should provide 480 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Is bidder has flexibility to increase this core count in case solution has challenges.	This is the minimum requirement, if bidder feels that they have to propose more they can
1157		Annexure 9 Hyper Converge infra	Proposed Solution should provide 53 TB usable without considering any of the storage efficiency features ( Compression, De-duplication & Erasure coding) Cluster to be configured with FTT=1 or RF2.	Is bidder has flexibility to increase this disk size in case solution has challenges.	Please refer Corrigendum
1158		Annexure 9 Hyper Converge infra	Solution should provide 240 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Is bidder has flexibility to increase this core count in case solution has challenges.	This is the minimum requirement, if bidder feels that they have to propose more they can
1159		Annexure 9 Hyper Converge infra	Solution should provide 624 Usable cores excluding HA & other overheads. Each node should contain minimum 44 cores or more with 2.7Ghz or higher	Is bidder has flexibility to increase this core count in case solution has challenges.	This is the minimum requirement, if bidder feels that they have to propose more they can
1160		Annexure 9 Storage; Pt.17	Proposed storage must be scalable to 4,000,00 IOPS to meet future requirements.	Is this expected as scale-in OR scale-out with additional controllers, please clarify.	Please be guided by the RFP
1161	19	3.1.9 Storage & SAN Switch	Once OEM has completed the installation and implementation, next will be to proceed with the data migration from the existing core storage to the core storage. • OEM to make sure data integrity and zero data loss in the data migration process.	OEM in the clause is referring to bidder OR product OEM, Please clarify	Please refer Corrigendum
1162	19	3.1.9 Storage & SAN Switch	Once OEM has completed the installation and implementation, next will be to proceed with the data migration from the existing core storage to the core storage. • OEM to make sure data integrity and zero data loss in the data migration process.	1)Please share the type of Data to be migrated. 2)What would be the size of data to be migrated.	Please be guided by the RFP
1163		Annexure 9 RISC; General; Pt.10	High-end Enterprise Class Servers /Complexes Should be Quoted. The servers should be supplied with OEM Rack along with required redundant PDUs	Bidder understood that it is referring Industry standard Data Center Racks and not from Server OEMs. As most of the server OEMs do not provide the racks. Please confirm	Please be guided by the RFP
1164		Annexure 9 RISC; Disk; Pt.1	The server shall have capability to boot from SAN for all virtual machines Dedicated (used solely for boot function) redundant FC ports across two physical adapters must be offered.	Is bidder has to factor only SAN boot OR can also be local, If yes FC ports needs to be dedicated for SAN boot and other set of FC port for DATA, please clarify.	Please be guided by the RFP

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1165		General	General	What is the Storage capacity for each server has to be considered in case of SAN boot OR for Local.	Please be guided by the RFP
1166	27	3.1.20 Installation and Configuration; Pt.24	Implement the backup solution and tape solution adequately at DC, DR and NDR.	As per the section 3.1.18, bidder needs to provide Storage Box, Rack and Structure Cabeling, RISC Servers and required licenses. No Backup Solution is being asked in this section. And on Page 27, Backup and Tape solution is being asked on all the three site. Please confirm if bidder needs to provide the backup solution at NDR site also?	Please refer Corrigendum
1167	27	3.1.20 Installation and Configuration; Pt.24	Detailed scope for installation and configuration of server hardware, software and application software would include: <ul style="list-style-type: none"> <li>• Blade Server <ul style="list-style-type: none"> <li>➤ Racking, Stacking, Cabling, Installation and Configuration of Blade Chassis</li> <li>➤ Racking, Stacking, Cabling, Installation and Configuration of Blade Server</li> <li>➤ Creation and Configuration of LAN, vLan, SAN and LUN</li> <li>➤ Configuration of Management Cluster</li> <li>➤ Installation of ESXi</li> </ul> </li> <li>Page 27 of 145</li> <li>• X86 Server <ul style="list-style-type: none"> <li>➤ Racking, Stacking, Cabling, Installation and Configuration of hardware</li> <li>➤ Creation and Configuration of LAN, SAN</li> <li>➤ Installation of operating system</li> </ul> </li> </ul>	As per understanding from Page-12(Point D,E) , UIIC wants the core DB on RISC Servers and Applications to be deployed on HCI completely. In Annexure-9, no sepc has been given for Blade or Rack server. Please confirm, if bidder needs to provide the Blade/Rack server	Please be guided by the RFP
1168		Annexure 9 Hyper Converge infra; x86 Node; Pt.1	<b>Form Factor</b> :- Max. 2U rack mounted with sliding rails	Page 27 in RFP states blade server and this point in Annexure states 2U specs of Rack server, Please clarify which one should bidder consider.	Please be guided by the RFP
1169	33	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	As per bidder understanding, UIIC requires traing for Tools as mentioned and no training is required for the underlying infrastructure and related Software(OS, Virtualization etc). Please confirm.	Yes, your understanding is correct

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1170	35	3.1.24.1 Environments	Physically separate adequately sizing should be quoted for RISC Based Bare Metal Server for each of the following environments. o Production at DC and DR (100% compute and storage capacity of DC), o Pre prod, o Test & SIT, o Development. o Training	Can non-prod be on virtualized environment and Prod alone on bare metal, please clarify.	Please be guided by the RFP
1171	35	3.1.24.1 Environments	Physically separate adequately sizing should be quoted for RISC Based Bare Metal Server for each of the following environments. o Production at DC and DR (100% compute and storage capacity of DC), o Pre prod, o Test & SIT, o Development. o Training	1)Bidder understood 100% sizing in terms of CPU Core,Compute has to be factored at DR. Please confirm 2)While HA (High Availability) will be proposed at DC to ensure no single point of failure at hardware front for production setup. The suggested setup at DC can be Active-Passive and DR Passive only without HA. Please Confirm.	1) Yes, your understanding is right 2) GC and Portal database has to be in RCA in DC as well as DR which is clearly called out in the RFP
1172	12	3.1 Scopw 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.	To size the Hardware, bidder needs to have the idea of Application sizing. Biddere request UIIC to provide the same.	Please be guided by RFP Annexure 9 and Annexure 20
1173		General	General	Since no Network components is being asked in the RFP, bidder is assuming that UIIC will provide the required network ports on the existing environment. Please confirm f yes, Please share the Network connectivity to be considered for the supplied Hardware components.	Ports will be provided by UIIC and network component details are mentioned in the RFP
1174		General	General	What is the connectivity between Primary Site and DR Site? Dark Fibre or MPLS. Kindly share bandwidth speed and latency between two locations for data transfer.	2 Active links between DC and NDR for 500 Mbps each
1175		General	General	Bidder assumes that UIIC will provide the WAN connectivity between all the sites.	Yes, your understanding is correct

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1176		General	General	Please confirm, if any specific OS or virtualization has to be considered for the UIC application.	Please be guided by the RFP
1177	13	3.1.1 Bare Metal Server at DC, NDR & DR	UIC 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)	Is bidder has freedom to migrate reporting DB from hexadata to lower end RISC server to bring down golden gate dependency for replication. Please clarify.	UIC is not looking for any refresh in existing Exadata
1178	1	Annexure 9 Hyper Converge infra; x86 Node; Pt.6	3)The Proposed solution should support inline deduplication and compression from day one ,1) The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms and has inbuilt compression	Suggest you to change it to The Proposed solution should support inline deduplication and compression from day one using external WAN Optimizer with Hardware bypass capabilities and HA capabilities on 10G fibre both at DC and DR	Please be guided by the RFP
1179	2	Annexure 9 ADR; Replication; Pt.1	1) The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms and has inbuilt compression	Suggest you to change it The proposed solution should have file level replication for assoaited application servers and DB log replication which is supported on the commonly used OS platforms by using compression from day one using external WAN Optimizer with Hardware bypass capabilities and HA capabilities on 10G fibre both at DC and DR	Please be guided by the RFP
1180	3	Annexure 9 ADR	General requirements missing GSLB for DNS site failover for <b>Core Insurance Application, SAP and Portal and other published internet facing services</b>	Suggest you to include Global server Load balancer to do DNS site failover for both IPv4 and IPv6 <b>Core Insurance Application, SAP and Portal and other published internet facing services also do a DNS failover from DC to DR with automated and manual support</b>	Please be guided by the RFP

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1181	4	Annexure 9	General requirements missing GSLB for ADC and WAF for <b>Core Insurance Application, SAP and Portal and other published internet facing services</b>	Suggest you to have Server load balancing alongwith SSL offloading and web application firewall capabilities to protect <b>Core Insurance Application, SAP and Portal</b> and other applications for future use	UIIC already has a Load Balancer which will be used for application: Model :- Barracuda 540 Throughput (L4) 5 Gbps Throughput (L7) 3.6 Gbps SSL TPS (2k) 1,400 SSL Throughput 1 Gbps Concurrent Connections 14M L4 Connections Per Second 120,000 L7 Connections Per Second 24,000 Max. Compression Throughput 2 Gbps  No of 10 Ge ports – 8 Ports  No of 40 GE ports – NA
1182	5	Annexure 9	General requirements SSL interception to inspect the SSL encrypted traffic for <b>Core Insurance Application, SAP and Portal and other published internet facing services</b>	Suggest you to include SSL interceptor for inspection the encrypted traffic which reduces the application latency and faster response of the internet facing applications. This will also enable faster inspection at all security layers in the infra.	Please be guided by the RFP
1183	6	Annexure 9	General requirements Link load balancer for availability of ISP links for both outbound and inbound traffic and also DNS failover for <b>Core Insurance Application, SAP and Portal and other published internet facing services</b>	Suggest to to consider Link load balancer for availability of ISP links for both outbound and inbound traffic and also DNS failover for <b>Core Insurance Application, SAP and Portal and other published internet facing services</b>	Please be guided by the RFP
1184	12	3.1 Scope of Work durin Implementation phase	All clauses	Scope talks about Infra refresh at DC and DR , pl share who will deploy the applications on new H/W and do sanity testing of applications , what is the plan for it. Whether existing application support vendor do or SI to do then complete application stack details are required and destails of each applications	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor
1185	14	3.1 Scope of Work durin Implementation phase	Migration Services : Bidder/OEM will be responsible to provide migration services as per the scope defined in this RFP.	Please elaborate on migration, is application and Data migration ?	1) All DB migration activities are to be carried out by the bidder in coordination with the existing SI or Application vendor of UIIC 2) All application installation will be done by the existing SI or application vendor of UIIC, however, all OS configuration are required to be done by the bidder as per the requirements of the application in coordination with the existing SI or Application vendor

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1186	24	3.1.14 DB Performance Management and DB Optimization	Bidder is required to size, design, supply, implement and manage a solution for database performance monitoring and database query optimization	database query optimization, queries are specific to Applications requirement, without application SME queries cant be chnaged . So what is expected here on query optimization	Bidder needs to perform as per specifications mentioned in Annexure 9
1187		General	Additional Clause	Kindly request to provide Application Vendor recommended sizing based on which Infrastructure sizing to be done.	Please be guided by the RFP
1188		3.1 Scope of Work during Implementation phase	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	Please provide sizing for HIPS licensing requirement . Is bidder need to propose for DC & DR & NDR	Bidder needs to propose the HIPS License for Hyper converge environment. License can be factored as per the proposed sizing of hyper converge infrastructure at all location
1189		3.2.1.2 Server (Bare Metal/ Virtualized and Hyper Converge infra) Management	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	Can bidder propose the VA solution as security component. Kindly elobrate the requirement	Please be guided by the RFP
1190		3.2.1.3 Network Management	4) Access authentication (domain access);	Plese provide the more clarity on this Can bideer propose any Multy Factor Solutation for the same.	Please be guided by the RFP
1191		3.2.2 Cross Functional Services	Security Management will ensure compliance to security policies, contractual requirements, regulatory/statutory requirements, and as expressed in the Service Levels	Is bidder are responsibility to ensure the complince for propose security component kindly provide more clarity	All in scope application and infrastructure will be the responsibility of the bidder
1192		3.2.2 Cross Functional Services	General	Please provide the existing security component which are in scope to provide the support by bidder.	Please be guided by the RFP
1193		General	General	Is UIIC DC have alredy any Antivirus soultion please provide the details for that.	Please be guided by the RFP

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1194		3.1 Scope of Work during Implementation phase	Data Centre (DC) & Near Site (NDR) in Mumbai, Disaster Recovery Centre (DR) in Hyderabad and HO in Chennai.	Bidder wants to know current asset volumetric per location with there version/edition and exact count in DC and DR. Also understood that bidder has to provide 24x7 DC (Hands & feet support ) maintenance and support for respective location. Please clarify.	Please be guided by RFP annexure 16
1195		3.1.8 EMS, Patch Management and Helpdesk Management Solution	Helpdesk Management	Do you have a one point contact for users for all there IT needs	Please be guided by the RFP
1196		General	Helpdesk Management- General Query	Do you have a process to capture the users ( IT Users ) expectations on the service levels ( for various services and processes ).	Please be guided by the RFP
1197		General	Helpdesk Management- General Query	Do you have a SLA with the vendor for services based on the expectations	All software and hardware are provided by the bidder so bidder needs to have SLA with OEM
1198		General	Helpdesk Management- General Query	Number of Locations / Branches from where operate your business	Please be guided by the RFP
1199		General	Helpdesk Management- General Query	List of locations where you need help to run the IT setup	Please be guided by the RFP
1200		General	Helpdesk Management- General Query	Number of Desktops in Head Office	Please be guided by the RFP
1201		General	Helpdesk Management- General Query	Number of Desktops Branch wise / Location wise	Please be guided by the RFP
1202		General	Helpdesk Management- General Query	Number of Laptops total with branch wise split	Please be guided by the RFP
1203		General	Helpdesk Management- General Query	Number of Servers in HO with range	Please be guided by the RFP
1204		General	Helpdesk Management- General Query	Number of Servers in Locations with range	Please be guided by the RFP
1205		General	Helpdesk Management- General Query	What is the current warranty status of your IT assets	Please be guided by the RFP
1206		General	Helpdesk Management- General Query	Do you currently have a set of operating and service level objectives and agreements between IT and applications areas	Please be guided by the RFP
1207		General	Helpdesk Management- General Query	Are these documented, tracked, monitored and enforced	Please be guided by the RFP
1208		General	Helpdesk Management- General Query	Does IT have direct communication with the end user community in areas such as service level, availability, incident and problem attendance	Please be guided by the RFP
1209		General	Helpdesk Management- General Query	Is there a current set of documented day-to-day operational procedures	Please be guided by the RFP
1210		General	Helpdesk Management- General Query	Does IT proactively plan, design, and implement solutions to meet customer requirements and achieve business goals	Please be guided by the RFP
1211		General	Helpdesk Management- General Query	Is there a current set of testing and verification procedures for all new and changed hardware and software technology being released into production	Please be guided by the RFP
1212		General	Helpdesk Management- General Query	How many times in the past on year you faced problems of non availability of Servers/ Desktops which affected your regular business	Please be guided by the RFP

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1213		General	Helpdesk Management- General Query	Is there a business strategy that defines and delineates IT solutions of hardware, software and process, Is it Qualified and quantified	Please be guided by the RFP
1214		General	Helpdesk Management- General Query	Do you have a Helpdesk tool	Please be guided by the RFP
1215		General	Helpdesk Management- General Query	Do you have a procedure for call / issue escalation	Please be guided by the RFP
1216		General	Helpdesk Management- General Query	If Yes, is it automated	Please be guided by the RFP
1217		General	Helpdesk Management- General Query	Do you have a document to capture the skill set requirement at site, shift wise for supporting the infrastructure	Please be guided by the RFP
1218		General	Helpdesk Management- General Query	Do you have a procedure that lists the guidelines for the Helpdesk	Please be guided by the RFP
1219		General	Helpdesk Management- General Query	Do you generate pending call report	Please be guided by the RFP
1220		General	Helpdesk Management- General Query	If yes is it automated	Please be guided by the RFP
1221		General	Helpdesk Management- General Query	Do you generate call analysis and call trend report	Please be guided by the RFP
1222		General	Helpdesk Management- General Query	If yes , is it automated	Please be guided by the RFP
1223		General	Helpdesk Management- General Query	Do you have a process to analyze the OA and software calls	Please be guided by the RFP
1224		General	Helpdesk Management- General Query	Do you generate a call trend report and analyze the reasons for the trend pattern.	Please be guided by the RFP
1225		General	Helpdesk Management- General Query	Do you have a process in place for assigning severity levels for the equipment and calls	Please be guided by the RFP
1226		General	Helpdesk Management- General Query	Do you have a standard work methodology for the helpdesk engineers	Please be guided by the RFP
1227		General	Helpdesk Management- General Query	Do you have a process for scheduled outages.	Please be guided by the RFP
1228		General	Helpdesk Management- General Query	Do you have a process for the Preventive Maintenance of IT equipment	Please be guided by the RFP
1229		General	Helpdesk Management- General Query	Do you have Daily, nightly, weekly, monthly and Initial or occasional Checklists.	Please be guided by the RFP
1230		General	Helpdesk Management- General Query	If yes how are these being updated and followed?	Please be guided by the RFP
1231		General	Helpdesk Management- General Query	Do you have a documentation for the complete infrastructure including the servers, network, Applications.	Please be guided by the RFP
1232		General	Helpdesk Management- General Query	Do you have a document and checklist for installation and reinstallation requirements.	Please be guided by the RFP
1233		General	Helpdesk Management- General Query	DO you have a documentation to build a server from scratch in case of crash	Please be guided by the RFP
1234		General	Helpdesk Management- General Query	Do you have a procedure for plugging security holes in both the OS and applications like IIS etc	Please be guided by the RFP
1235		General	Helpdesk Management- General Query	Do you have a process for training, training helpdesk people and end users	Please be guided by the RFP
1236		General	Helpdesk Management- General Query	Do you have an automated process to glance on Hookups – switches, hubs, routers and make sure every thing is green.	Please be guided by the RFP
1237		General	Helpdesk Management- General Query	Do you have a checklist and process to check, server , router, firewall, application logs	Please be guided by the RFP
1238		General	Helpdesk Management- General Query	If yes how do you do it?	Please be guided by the RFP



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1239		General	Helpdesk Management- General Query	Do you have an audit to check if disaster recovery systems are working	Please be guided by the RFP
1240		General	Helpdesk Management- General Query	Do you have a process to maintain performance baseline data	Please be guided by the RFP
1241		General	Helpdesk Management- General Query	Do you maintain logs of everything that has been fixed or performed maintenance on.	Please be guided by the RFP
1242		General	Helpdesk Management- General Query	Do you have a process for permission and file system Management.	Please be guided by the RFP
1243		General	Helpdesk Management- General Query	Do you have a process to do IT system vulnerability analysis	Please be guided by the RFP
1244		General	Helpdesk Management- General Query	Do you have a process to periodically review company technical environment and discuss how it can be improved?	Please be guided by the RFP
1245		3.1.7 Backup Solution at DC and DR	Implementation of Backup solution and Tape solution	Bidder understood that, solution will be based on best practices and bidder can leverage any backup solution, please clarify	Please be guided by the RFP
1246		3.2 Scope of Work for Facility Management Phase	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 understood that, OEM Backlining already in place with UIIC. Selected bidder has to maintain, support, upgrade etc	Please be guided by the RFP
1247		3.2 Scope of Work for Facility Management Phase	Bidder need adhere to IT Service Management (ITSM) processes aligned to ITIL framework for all the IT Services defined and managed services	Bidder understood that, ITSM & ITAM tool already implemented @ UIIC and OEM Backlining already in place. Selected bidder has to maintain, support, upgrade etc	Please be guided by the RFP
1248		3.2.1.1 Database Management	Database management	Bidder Need asset volumetric, No of DB instances , No of server (Virtual / Physical) technology and OEM support and asset Location	Please be guided by the RFP
1249		3.2.1.1 Database Management	Database adhoc support : Provide access to DBA resource for adhoc work requests and change orders	Bidder Need trend of adhoc DB activity (No of activity / month) activity type.	Please be guided by the RFP
1250		General	DB - General Query	What all flavour of Database are existing in the current environment	Please be guided by the RFP
1251		General	DB - General Query	Do you have documented procedure for Database Administration services for you live databases	Please be guided by the RFP
1252		General	DB - General Query	Do you have a procedure for start-up and shut-down activities	Please be guided by the RFP
1253		General	DB - General Query	Do you have a procedure for backup and recovery of databases	Please be guided by the RFP
1254		General	DB - General Query	Do you have a process for databases space management	Please be guided by the RFP
1255		General	DB - General Query	Do you have a process for User management	Please be guided by the RFP

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1256		General	DB - General Query	Do you have a process for resource utilization monitoring	Please be guided by the RFP
1257		General	DB - General Query	Do you have a policy and procedure for database security	Please be guided by the RFP
1258		General	DB - General Query	Do you have a procedure for database auditing	Please be guided by the RFP
1259		General	DB - General Query	Do you maintain a list of live databases	Please be guided by the RFP
1260		General	DB - General Query	Do you have a Database creation and authorization form	Please be guided by the RFP
1261		General	DB - General Query	Do you have a list of applications	Please be guided by the RFP
1262		General	DB - General Query	Do you have Tablespace management form	Please be guided by the RFP
1263		General	DB - General Query	Do you generate a free space availability report	Please be guided by the RFP
1264		General	DB - General Query	Do you generate a fragmentation report	Please be guided by the RFP
1265		General	DB - General Query	Do you generate an audit report on databases	Please be guided by the RFP
1266		General	DB - General Query	Do u maintain a record of database users	Please be guided by the RFP
1267		General	DB - General Query	Do you generate a resource utilization report	Please be guided by the RFP
1268		General	DB - General Query	Do you have a documented work instructions for the DBA.	Please be guided by the RFP
1269		General	DB - General Query	Do you have documented procedure to use the tools for the above activities	Please be guided by the RFP
1270		3.2.1.2 Server (Bare Metal, Virtualized and Hyper converge infra) Management	Server (Bare Metal, Virtualized and Hyper Converge infra) Management	Need asset volumatric, No of server (Vertual / Physical) , OS details , technology and OEM support and asset Location	Please be guided by the RFP
1271		General	Server - General Query	Do you maintain a list of all critical and non critical servers at all sites	Please be guided by the RFP
1272		General	Server - General Query	Is there a documented procedure available for the server administration from the Hardware and OS and application perspective	Please be guided by the RFP
1273		General	Server - General Query	Are there dedicated personal handling the servers	Please be guided by the RFP
1274		General	Server - General Query	Do you use a designated / specific tool for monitoring the servers	Please be guided by the RFP
1275		General	Server - General Query	What are the platforms used in the current setup.	Please be guided by the RFP
1276		General	Server - General Query	Who offers the support for these servers	Please be guided by the RFP
1277		General	Server - General Query	What the server performance monitoring criteria	Please be guided by the RFP
1278		General	Server - General Query	Are their defined SLA with the end user for offering the server services	Please be guided by the RFP
1279		General	Server - General Query	What is the escalation process for handling server emergencies/deliverables	Please be guided by the RFP
1280		General	Server - General Query	What are the documentation standards / formats used for handling servers	Please be guided by the RFP
1281		General	Server - General Query	Do you maintain a knowledge base (history) of the issues with the current set of servers	Please be guided by the RFP
1282		3.2.1.2 Server (Bare Metal, Virtualized and Hyper converge infra) Management	49. Hardening of servers as per UIIC's policy	Bidder undrstood that it's a yearly activity, Please confirm	Please be guided by the RFP

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1283		3.2.1.3 Network Management	Network Management	Need asset volumetric, No of Network component with details bifurcation , technology and OEM support and asset Location	Please be guided by RFP Annexure 13
1284		General	Network - General Query	Do have a process for Network management.	Please be guided by the RFP
1285		General	Network - General Query	Does that include fault management ?	Please be guided by the RFP
1286		General	Network - General Query	Does that include configuration management?	Please be guided by the RFP
1287		General	Network - General Query	Does that include accounting and performance management	Please be guided by the RFP
1288		General	Network - General Query	Do you have a process for network security and security audit	Please be guided by the RFP
1289		General	Network - General Query	Do you maintain ,LAN, WAN and cable diagram	Please be guided by the RFP
1290		General	Network - General Query	Do you use a tool for network Management	Please be guided by the RFP
1291		General	Network - General Query	Do you maintain configuration details for network equipment's.	Please be guided by the RFP
1292		General	Network - General Query	Do you maintain a patch pannel connectivity diagram.	Please be guided by the RFP
1293		General	Network - General Query	Do you have a process for IP / IPX address allocation	Please be guided by the RFP
1294		General	Network - General Query	Do you maintain a IP / IPX register	Please be guided by the RFP
1295		General	Network - General Query	Do you maintain a host name register	Please be guided by the RFP
1296		General	Network - General Query	Do you maintain multiplexer /modem configuration details	Please be guided by the RFP
1297		General	Network - General Query	Do you maintain WAN diagram	Please be guided by the RFP
1298		General	Network - General Query	Do you have a voice exten numbering register	Please be guided by the RFP
1299		General	Network - General Query	Do you have multiplexer to EPBX connectivity register	Please be guided by the RFP
1300		General	Network - General Query	Do you maintain router hardware config details.	Please be guided by the RFP
1301		General	Network - General Query	Do you generate a LAN / WAN utilization report	Please be guided by the RFP
1302		General	Network - General Query	Do you generate a link reliability report	Please be guided by the RFP
1303		General	Network - General Query	Do you have the router software configuration details.	Please be guided by the RFP
1304		General	Network - General Query	Do you generate uptime / downtime reports	Please be guided by the RFP
1305		General	Network - General Query	Are all your Locations / Branches Online with your HO	Please be guided by the RFP
1306		General	Network - General Query	What percentage of your network is used by your applications, database	Please be guided by the RFP
1307		General	Network - General Query	What percentage of your network is used by your messaging application	Please be guided by the RFP
1308		General	Network - General Query	Do you have the same vendor for WAN connectivity for all your locations / branches	Please be guided by the RFP
1309		General	Network - General Query	Do you conduct an audit on network for unauthorized changes, from inside but also outside -in.	Please be guided by the RFP
1310		3.2.1.4 Storage Management	Storage Management	Need asset volumetric, No of storage box, Total size of storage with details bifurcation , technology and OEM support and asset Location	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
1311		3.2.1.5 Backup and Restoration Management services	Backup and Restoration Management services	Need asset volumetric, No of backup server, Total size of backup / Daily backup size / No of daily backup schdule with details bifurcation , technology and OEM support and asset Location	Please be guided by the RFP
1312		General	Backup - General Query	Do you have a documented procedure for backup, recovery/ restoration of data.	Please be guided by the RFP
1313		General	Backup - General Query	Do you have a process for media rotation.	Please be guided by the RFP
1314		General	Backup - General Query	Do you have a document on files, volumes and directories for backup.	Please be guided by the RFP
1315		General	Backup - General Query	Is there a current disaster recovery or business continuity plan in place	Please be guided by the RFP
1316		General	Backup - General Query	Has it been tested and verified for timeliness, applicability and appropriateness	Please be guided by the RFP
1317		General	Backup - General Query	Has a business impact analysis been performed and does it reflect the current business continuity requirements	Please be guided by the RFP
1318		General	Backup - General Query	Are all your backups automated.	Please be guided by the RFP
1319		General	Backup - General Query	Do you have procedure for off-site movement for backup tapes.	Please be guided by the RFP
1320		General	Backup - General Query	Do you maintain work instructions for backup and restoration activities	Please be guided by the RFP
1321		General	Backup - General Query	Do you have a roster for scheduled backups.	Please be guided by the RFP
1322		General	Backup - General Query	Do you have a procedure for taking and maintaining backup logs	Please be guided by the RFP
1323		General	Backup - General Query	Do you have a procedure for tape / media labeling and identification	Please be guided by the RFP
1324		General	Backup - General Query	Do you have a procedure for media usage	Please be guided by the RFP
1325		General	Backup - General Query	Do you have a process for restoration drills to verify the backups	Please be guided by the RFP
1326		General	Backup - General Query	Do you have a procedure to rebuild corrupt servers	Please be guided by the RFP
1327		General	Backup - General Query	Do you have a procedure to test restore procedure	Please be guided by the RFP
1328		General	Backup - General Query	Do you maintain checklist for various server services, baseline , passwords change, services and protocols	Please be guided by the RFP
1329		General	Backup - General Query	Procedure for capacity planning for servers	Please be guided by the RFP
1330		3.2.2 Cross Functional Services	Cross Functional Services : Performance measurement and reporting	Bidder understood that, CFS team has to ensure the report submission as per defined UIIC policy. Is there any specific format defined by UIIC, please confirm.	Format can be mutually agreed and finalized between successful bidder and UIIC

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIIC's Response
1331		3.2.2 Cross Functional Services	<b>Incident management and IT Infrastructure Support Services</b> 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.	Bidder understood that, UIIC has backlining with OEM's for L3 support. Please confirm	Bidder needs to do all backlining for in scope Hardware and Software if L3 support to meet the SLA then bidder needs to factor the same
1332		3.2.2 Cross Functional Services	Asset and Configuration management	Bidder understood that, asset management is limited to HAM (Hardware asset mgmt.) and bidder has to perform PAV (Physical asset verification) once in a year. Need more clarity on this please.	Please be guided by the RFP
1333		General	Asset Mgmt - General Query	Do you have a procedure for tracking and maintaining the physical inventory for Hardware and other IT Assets?	Please be guided by the RFP
1334		General	Asset Mgmt - General Query	Do you have a procedure for tracking and maintaining the physical inventory for Software Assets?	Please be guided by the RFP
1335		General	Asset Mgmt - General Query	Do you have a procedure for license tracking and software metering?	Please be guided by the RFP
1336		General	Asset Mgmt - General Query	Do you have a tool for Asset Management and software metering?	Please be guided by the RFP
1337		General	Asset Mgmt - General Query	Do you have a process for Unique identification for each IT asset, example Asset codes?	Please be guided by the RFP
1338		General	Asset Mgmt - General Query	DO you have a process in place to have the software registration done with the manufacturer?	Please be guided by the RFP
1339		General	Asset Mgmt - General Query	Do you have a process in place to have audit done for the asset management deliverables?	Please be guided by the RFP
1340		General	Asset Mgmt - General Query	Do you have a process in place to record all IMAC ( Install, move , add and Change ) requests	Please be guided by the RFP
1341		General	Asset Mgmt - General Query	How do you generate the Hardware and software asset registers	Please be guided by the RFP
1342		General	Asset Mgmt - General Query	Do you get reports on IMAC, Audit report on Software licenses	Please be guided by the RFP
1343		General	Asset Mgmt - General Query	Do you have a process for procurement and disposal of IT Assets.	Please be guided by the RFP
1344		General	Asset Mgmt - General Query	Is there a designated storage place for all the hardware and software assets at all sites	Please be guided by the RFP
1345		General	Asset Mgmt - General Query	Are the IT assets insured and is there a process for triggering the reinsurance process	Please be guided by the RFP

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S.No.	Page #	Point/ Section	Existing Clause	Query	UIC's Response
1346		General	Asset Mgmt - General Query	Does your company have a documented procedure for verification of the asset and it's updation in database prior to an employee parting from the company	Please be guided by the RFP
1347		General	Asset Mgmt - General Query	Is there a process in place which triggers the AMC/Warranty expiry date to the IT head	Please be guided by the RFP
1348		General	Asset Mgmt - General Query	Does the company frequently review the obsolescence of the IT assets / technology and it's upgradation process	Please be guided by the RFP
1349		General	General Query	Bidder understood that Active Directory management already supported by some other vendor. Please confirm.	Please be guided by the RFP
1350		General	General Query	Bidder understood that mail management already supported by some other vendor. Please confirm.	Please be guided by the RFP
1351		General	General Query	Bidder understood that user management already supported by some other vendor. Please confirm.	Please be guided by the RFP
1352		General	General Query	Bidder require, end-user support location details with their pincodes	Please be guided by the RFP
1353		General	General Query	Bidder require, end-user support asset bifurcation per location details with their pincodes	Please be guided by the RFP
1354		General	General Query	Kindly share last 6 month call dump for Service desk and technical help desk.	Please be guided by the RFP
1355		General	General Query	Kindly share last 6 month call dump for data center infra support (Incident / Service request / Change / Problem Mgmt)	Please be guided by the RFP
1356		General	General Query	any possibility to take all DC / Platform / Network and Security support from offshore shared delivery approach from Wipro location? If No what is the limitation	Please be guided by the RFP
1357		General	General Query	Request you to confirm if updated SOPs are available for the in-scope activities?	Please be guided by the RFP
1358		General	General Query	Please highlight any Current Pain area.	Please be guided by the RFP
1359		General	General Query	Considering SD / Helpdesk operation happening at HO! What all mechanism available at SD end to manage the ops. (Chat / Call / Mail). Please confirm if offshore model will work.	Please be guided by the RFP
1360		General	General Query	No. of AD users	Please be guided by the RFP
1361		General	General Query	No. of mailboxes	Please be guided by the RFP
1362		General	General Query	Exchange version: I believe O365 deployed. Please confirm	Please be guided by the RFP
1363		General	<b>Datacentre Management (DC/DR)</b>	How many different data centres are there in your current environment	Please be guided by the RFP
1364		General	DC support - General Query	How many vendors support the environments	Please be guided by the RFP
1365		General	DC support - General Query	How many operating systems do you support	Please be guided by the RFP
1366		General	DC support - General Query	Are your systems running at capacity	Please be guided by the RFP

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<b>S.No.</b>	<b>Page #</b>	<b>Point/ Section</b>	<b>Existing Clause</b>	<b>Query</b>	<b>UIIC's Response</b>
1367		General	DC support - General Query	Have you faced any service level problems in the last one year pertaining to Availability Performance Other	Please be guided by the RFP
1368		General	DC support - General Query	What Needs to Improve	Please be guided by the RFP
1369		General	DC support - General Query	Availability	Please be guided by the RFP
1370		General	DC support - General Query	Performance	Please be guided by the RFP
1371		General	DC support - General Query	Responsiveness	Please be guided by the RFP
1372		General	DC support - General Query	What is the support mechanism for these data centres	Please be guided by the RFP
1373		General	DC support - General Query	Who maintains the documentation for the data center	Please be guided by the RFP
1374		General	Overall SLA of Project	Wipro request SLA to be 99.9% instead of 99.99%. Wipro will ensure 99.9% based on HW Design/Architecture and Solution Design. There are additional external elements like Connectivity, MPLS which are not under direct purview of Bidder which had big say in overall SLA	Please be guided by the RFP