



UNITED INDIA INSURANCE COMPANY LTD.  
Department of Information Technology

HEAD OFFICE: 24, WHITES ROAD, CHENNAI – 600014

**CIN: U93090TN1938GOI000108**

Date of Publishing Tender	: 01/02/2017
Last Date of Tender submission	: 22/02/2017 on or before 5 PM
Tender form fees (Nonrefundable)	: Rs 10,000(Rupees Ten Thousand Only)
Earnest Money Deposit	: Rs 20,00,000 (Rupees Twenty Lakhs Only)
Address for Communication and Submission of Bids	: Deputy General Manager (IT) IT Dept., First Floor, United India Insurance Co. Ltd., HO, 24, Whites Road, Chennai-600014 Tel: 044-28599500 E-mail : <a href="mailto:vsrinath@uiic.co.in">vsrinath@uiic.co.in</a>

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**“PERFORMANCE IMPROVEMENT OF OLTP AND ODS”**  
TENDER NO: UIIC:HO:ITD:2016-17:82

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# Section I

## Instructions/Guidelines to Bidders

### 1. Introduction

United India Insurance Company Limited (UIIC) is the one of the four leading public sector General Insurance Companies transacting General Insurance business in India with Head Office at Chennai, 29 Regional Offices, 8 Large Corporate and Brokers Cells, 430 divisional offices, 670 branches and several micro offices geographically spread throughout India and has over 17000 employees. United India Insurance Company Limited, hereinafter called “UIIC” or “The Company”, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this bid document, hereinafter called Request for Proposal or RFP.

### 2. Background

#### **Current UIIC OLTP and ODS Architecture**

United India Insurance Co. Ltd, (UIIC) had deployed TCS Genisys Configurator (GC) Application for the Core Operations on HP Superdome Servers and Oracle Database. UIIC had deployed Online Data Store (ODS) to cater the business demands of MIS Reporting, Compliance Reporting by replicating to another server.

Currently the Genisys Configurator (GC) Application Database and ODS Database runs-out of the same Superdome, sharing the storage and compute infrastructure. GC needs additional compute and storage capacity to scale-up OLTP and provide capacity for upgrading the Oracle Database 10gR2 to Oracle Database 11gR2. Additionally Oracle Database 10gR2 entered into sustaining support and to be upgraded to latest version or n-1 version, which is 11gR2 to mitigate risks associated with the older platform. The satellite databases of Legacy HO-GEMS, Archival Data are running in various platforms like Linux X86-64, HP Itanium Servers etc., utilizing the same storage infrastructure.

The data from the GC platform is being replicated using Oracle Data Guard Logical Standby database. The challenges are stoppage of replication when there is a high volume transaction or database maintenance activities.

Application	Version	Database Version	Machine	Database Cores	Database Size(TB)
Genisys Configurator (GC)	1.3.22.0	10gR2	Superdomex2 (RAC Cluster)	64	6
ODS		10gR2		16	6
HO GEMS		10gR2	X-86 Linux	16	1.8
Archive Data (ODS)		10gR2	HPUX		2

### **3. Objective**

UIIC intend to improve the performance of the existing OLTP & ODS in view of the growth of transactions and users. The ODS shall be deployed on a separate integrated / engineered system:

- To create roadmap for ODS Database upgrade from Oracle 10gR2 to 11gR2 or 12c
- Improve the performance of the ODS & OLTP
- To migrate the existing ODS Database to the new ODS System without any change in the existing application
- Deploying a reliable data replication tool between OLTP and ODS
- Enable Data Transformations to create data marts
- Consolidate all the smaller Oracle Databases on ODS System

United India Insurance Co. Ltd.(UIIC) invites bids for the “**Performance Improvement of OLTP and ODS**”.

The complete set of bidding documents can be downloaded from our website (<https://uiic.co.in/tender>) subject to a payment of non-refundable tender fee of **Rs 10,000/- (Rs. Ten Thousand Only)**, the intending bidders shall pay a non-refundable Tender Fee of Rs 10,000/- (Rs. Ten Thousand Only) by electronic credit only to our Company Bank Account as given below:

Beneficiary Name	United India Insurance Company Limited
IFSC Code	BOFA0CN6215 (Please distinguish alphabet O with 0 (Zero))
Account No.	UIIC000100 Ex. UIIC000100OLTPTFEExxxxxxx (From OLTP max of 29 characters allowed, xxxxxx shall be replaced with your Company name)
Bank Details	Bank of America, 748, Anna Salai, Chennai 600 002

The Tender Offer shall be submitted in one sealed envelope mentioning “**Performance Improvement of OLTP and ODS**” which shall in turn contain two sealed covers super scribed as **Cover ‘A’ and Cover ‘B’**

**Cover ‘A’** shall contain Bank Guarantee/Electronic credit details for **Rs. 20,00,000/- (Rs. Twenty Lakh Only)** as per [clause 5](#) below along with the Technical bid and **Cover ‘B’** shall contain the Commercial bid.

### **4. The Tender Offer**

**4.1** The Tender Offer as indicated above addressed to the Deputy General Manager (IT), shall be submitted at the **Information Technology Department, First Floor, United India Insurance Co. Ltd, Head office, 24, Whites Road, Chennai – 600014** on or before **05.00 PM on 22.02.2017**. If the last date for submission of tenders happens to be a holiday due to some unforeseen circumstances, then the tender can be submitted by 5 p.m. on the next working day.

Sealed bid shall be submitted on or before the specified date and time at the above address. The company however reserves the right to extend the last day for submission of bids without assigning any reasons and such extensions shall be published in the Company's website (<https://uiic.co.in/tender>).

Bid once submitted to the above authority shall be treated as final and no further amended bid will be accepted. However if the company amends the RFP before expiry date of bid submission and a bidder had already submitted his bid, the competent authority at its discretion shall permit fresh submission of bids before the expiry date of bid submission.

**4.2 Cover 'A'** containing the technical bids shall be opened by the Committee constituted by the Company in the presence of those bidders who wish to remain present at the above address. Date of opening of Technical Bid shall be intimated to the bidders by Email/Website.

**4.3 Cover 'B'** containing commercial bids shall be opened by the Committee constituted by the Company in the presence of bidders who are present at the address given above. Commercial bids of technically qualified bidders alone shall be opened. The time and date would be intimated to the bidders. In case, the date happens to be a holiday, then the tenders would be opened on a subsequent date, which will be intimated.

## **5. Earnest Money Deposit (E.M.D.)**

**5.1** The intending bidders shall submit Bank Guarantee/Electronic Credit for **Rs. 20,00,000/- (Rs. Twenty Lakh Only)**.

**5.2** Bank Guarantee shall be drawn in favor of **"United India Insurance Company Limited"** payable at **Chennai**.

The E.M.D by electronic credit can also be made to our Company Bank Account as given below:

Beneficiary Name	United India Insurance Company Limited
IFSC Code	BOFA0CN6215 (Please distinguish alphabet O with 0 (Zero))
Account No.	UIIC000100 Ex. UIIC000100OLTPEMDxxxxxxx (From OLTP max of 29 characters allowed, xxxxxx shall be replaced with your Company name)
Bank Details	Bank of America, 748, Anna Salai, Chennai 600 002

**5.3** In case of bidder submitting Bank Guarantee, it has to be valid for **90 days** from the last date of tender submission.

**5.4** The EMD will not carry any interest.

## **6. Forfeiture Of E.M.D.**

The EMD made by the bidder will be forfeited if –



- 6.1 The bidder withdraws the tender after issuance of the Letter of Acceptance (LOA) by UIIC.
- 6.2 The bidder withdraws the tender before the expiry of the validity period of the tender.
- 6.3 The bidder violates any of the provisions of the accepted terms and conditions of this tender specification.
- 6.4 If a bidder who has signed the agreement and furnished Security Deposit backs out of his tender bid.
- 6.5 If a bidder having received the Letter of Acceptance (LOA) issued by UIIC, fails to furnish the bank guarantee and sign the agreement within the **21 days** from the Letter of Acceptance (LOA).

## **7. Refund of E.M.D.**

- 7.1 EMD will be refunded to the successful Bidder, only after signing of the contract, furnishing of Security Deposit by way of Bank Guarantee and release of Purchase Order.
- 7.2 In case of unsuccessful bidder, the EMD will be refunded to them after intimating them after the tender is finalized.

## **8. Company Rights**

- 8.1 Accept / Reject any of the Tenders.
- 8.2 Revise the quantities at the time of placing the order.
- 8.3 Add Modify, Relax or Waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- 8.4 Reject any or all the tenders without assigning any reason thereof.
- 8.5 Award contracts to one or more bidders for the item/s covered by this tender.

## **9. Rejection of Tenders**

The tender is liable to be rejected **inter alia**:

- 9.1 If it is not in conformity with the instructions mentioned herein,
- 9.2 If it is not accompanied by the requisite EMD,
- 9.3 If it is not properly signed by the bidder,
- 9.4 If it is received after the expiry of the due date and time,
- 9.5 If it is evasive or incomplete including non-furnishing the required documents.

9.6 If it is quoted for period less than the validity of tender.

9.7 If it is received from any blacklisted bidder or whose past experience is not satisfactory.

9.8 If the technical bid doesn't fulfill the requirement.

## **10. Validity of Tenders**

10.1 Tenders shall be valid for acceptance for a period of at least **180 (One Hundred and Eighty) days** from the last date of tender submission. The offers with lesser validity period would be rejected.

## **11. Signing Of Agreement**

11.1 The successful bidder shall sign and return the Agreement ([Annexure IX - Agreement Draft](#)) within 21 days from the date of the Letter of Acceptance (LOA) from UIIC.

## **12. Price**

12.1 The bidders shall quote all inclusive of base price. All applicable taxes will be paid as actuals.

12.2 UIIC will not pay any expenses/ charges/fees/ travelling expenses/ boarding expenses/ lodging expenses/ conveyance expenses/ out of pocket expenses other than the commercial quoted by the bidder for the project related work.

12.3 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 taxes after the prices are fixed and before the agreement shall be passed on to the Purchaser /Company.

## **13. Performance Guarantee**

The successful bidder will have to furnish a performance guarantee to the tune of 15% of the value of the contract excluding ORACLE ACS Services for proper fulfillment of the contract in the form of a Bank Guarantee from a nationalized/scheduled bank valid for one year from the date of purchase order from UIIC. This Bank Guarantee shall be released on the completion of one year. In case the contract is extended, a separate bank Guarantee needs to be furnished for the extended period. Performance security has to be furnished by the successful bidder within 21 days of issuance of the Letter of Acceptance (LOA) by the company failing which the company reserves the right to terminate the Letter of Acceptance (LOA).

Performance Guarantee may be forfeited in the event of a breach of contract by the bidder solely due to the reason attributable to the bidder.

## **14.Format and Signing Of Bid**

**14.1** The bid shall be typed on 8.5” by 11” (A4 size) paper having font Times New Roman, Size 12pt. in indelible ink numbered with index and shall be signed by the bidder or a person duly authorized to bind the bidder to the Contract.

**14.2** The person signing the bid shall sign all pages of the bid.

**14.3** Any interlineations, erasures or overwriting shall be valid only if the person signing the bid countersigns them.

**14.4** The bids shall be spirally bound or fastened securely before submission. The bids submitted in loose sheets may be rejected as non-compliant.

## **15.Scope of Work**

UIIC intend to utilize the existing Oracle Database Licenses for deploying the ODS System in Primary Data Center and DR Data Center. Additional database options will be procured on need basis, based on the requirement.

### **Expected Solution Delivery from Bidder:**

**Table 15.1**

<b>S.No</b>	<b>Component</b>	<b>Description</b>
1	ODS System – 2 Nos	Intergrated / Engineered Systems(Oracle Exadata Database Machine X6-2 Eighth Rack High Capacity) with the hardware specifications mentioned or higher.
2	RDBMS	Oracle Database Enterprise Edition
3	High Availability	Oracle Real Application Clusters Oracle Dataguard
4	Data Management	Oracle Partitioning Option
5	Management Tools	Oracle Database Diagnostic Pack Oracle Tuning Pack
6	Data Replication Tool	Oracle Golden Gate (or) equivalent
7	ELT/ETL Tool	Oracle Data Integrator (or) equivalent
8	BI & Reporting Tool	Oracle Business Intelligence Foundation Suite and Oracle Business Intelligence Cloud Services, Oracle Business Intelligence Publisher
9	Rules Engine	Oracle Policy Automation (or) equivalent

The bidder needs to provide hardware (CPU, Memory, Storage, OS) sizing requirements for administrative/application/management console for data replication tool, ODI, BI server and advanced monitoring services. UIIC shall provide the necessary hardware in VM Environment.

**15.1 ODS (DC & DR) Hardware Specifications:**

1. The bidder shall supply integrated / engineered system (Exadata Database Machine X6-2 Eighth Rack High Capacity) comprising of Server, Storage, high Speed Networks.
2. Two Units shall be supplied –One at Primary Data Center(Chennai) and One at DR Center (Hyderabad). In terms of software licenses, DR shall be 50% of Primary capacity.
3. The bidder should support Oracle Database 11gR2, 12c and future releases. The supplied configuration should provide capability to handle multiple database instance workloads.

Parameters	Required Value
<b>Database Servers</b>	
Database Servers	2xX86-64 Servers in Oracle Real Application Clusters Configuration
No of Processors / Server	2 Nos. Intel E5
No of Cores / Processor	22
Total Cores per Configuration to be enabled	36 (Out of 2 x 22 = 44) Able to scale to 44 Cores and future 88 Cores without any additional hardware
Memory per Server	256 GB
Ports	3x 1/10 Gb copper Ethernet ports (client) 1x 1/10 Gb copper Ethernet port (mgmt) 2x 10 Gb optical Ethernet ports (client) 2x QDR (40 Gb) InfiniBand ports 1x ILOM Ethernet port
<b>Storage Servers</b>	
Storage Cell Configuration	3 Storage Cells with 30 Cores and 3x128 GB RAM 2x QDR (40 Gb) InfiniBand ports 1x ILOM Ethernet port
Hard Disk Storage	18 x 8 TB HDD to provide 144 TB Raw Capacity 54 TB Useable Capacity
Flash Storage	19.2 TB Database aware Flash Capacity
Storage Software	Intelligent Storage Software to offload SQL Queries, Columnar Compression
Expansion	Should be able to expand to double the cores, flash and storage capacity without any additional hardware. The expanded capacity should increase the performance metrics.
<b>Flash Metrics</b>	
Maximum SQL Flash Bandwidth	32 GB/Sec

Maximum SQL Flash Read IOPS	562,500
Maximum SQL Flash Write IOPS	518,000
<b>Disk Metrics</b>	
Maximum SQL Disk Bandwidth	2.7 GB/Sec
Maximum SQL Disk IOPS	3,900
<b>Combined Metrics</b>	
Maximum Data Load Rate	2.5 TB/Hour

Any additional network components like switches, transceivers etc. required should be mentioned separately by the Vendor.

### **15.2 RDMS Requirements:**

- ODS Oracle 10g enterprise edition to be upgraded to compatible higher version (11gR2 or 12c) supported by Oracle.
- UIIC intend to utilize the existing Oracle Enterprise Database Licenses for deploying the ODS System in Primary Data Center and DR Data Center. Additional database licenses shall be procured on need basis, based on the requirement.

### **15.3 High Availability Requirements:**

- High Availability requirement shall be addressed through Oracle Real Application Clusters (RAC) and Oracle Data Guard.
- Oracle RAC shall ensure following:
  - Scalability across database instances
  - Flexibility to increase processing capacity using commodity hardware without downtime or changes to the application
  - Ability to tolerate and quickly recover from computer and instance failures (measured in seconds)
  - Rolling upgrades for system and hardware changes
  - Rolling patch upgrades for some interim patches
  - Fast, automatic, and intelligent connection and service relocation and failover
  - Load balancing advisory and runtime connection load balancing
  - Comprehensive manageability integrating database and cluster features
- Data Guard shall provide the most comprehensive high availability and disaster recovery solution for Oracle databases and shall ensure following:
  - Fast, automatic or automated failover for data corruptions, lost writes, and database and site failures
  - Protection against data corruptions and lost writes on the primary database
  - Site failures do not require instance restart, storage remastering, or application reconnections
  - Transparent to applications
  - Effective network utilization

### **15.4 Data Management Requirements:**

- Data Management shall be achieved by using Partitioning concept for improving performance, manageability, and availability.

## **15.5 Management Tools Requirements:**

Management tools like Oracle Diagnostic Pack and Tuning Pack shall be used for automatic performance diagnostic, advanced system monitoring functionality and shall provide database administrators with expert performance management for the Oracle environment, including SQL tuning and storage optimizations respectively.

The Diagnostic Pack shall ensure following:

- Automatic Workload Repository
- Automatic Database Diagnostic Monitor (ADDM)
- Active Session History (ASH)
- Performance monitoring (database and host)
- Event notifications: notification methods, rules, and schedules
- Event history and metric history (database and host)
- Blackouts
- Dynamic metric baselines
- Monitoring templates
- Memory-access based performance monitoring
- Supporting functionality to perform per stream bottleneck detection and per component top wait event analysis

The Tuning Pack shall ensure following:

- SQL Access Advisor
- SQL Tuning Advisor
- Automatic SQL Tuning
- SQL Tuning Sets
- SQL Monitoring
- Reorganize objects

## **15.6 Data Replication Tools Requirements:**

- Require a bi-directional data replication tool, which can provide extremely low latency of a few seconds at production load level with a high volume of transactions. Impact on existing network should be negligible with only the committed changed data being replicated from source. Various complex data types (such as CLOB, BLOB) should be replicated with ease. Should provide built-in feature for enabling compression of data traversing through network without any external intervention.
- Replication tool should support industry standard RDBMS databases such as Oracle, SQL Server, DB2 etc. on multiple platforms, thereby providing UIIC with the flexibility to use any database system in future. The solution should use non-standard ports and the port specification should be flexible such that any port in a specified range can be automatically utilized.
- During the replication process, transaction commits boundaries, atomicity and consistency should be maintained, ensuring data consistency and referential integrity across multiple masters, back-up systems, and reporting databases. Security should be maintained by only allowing the database administrator or operating system administrator to assign table replication and perform replication monitoring. Network failure should

support auto recovery and source and target database failures should not impact the replication and data extraction processes; Both uni and bi-directional replication should be supported by the solution with no additional software required exclusively for bi-directional replication. The suggested solution should have support the existing Oracle RDBMS data security & compression features.

- To enable UIIC to carry-out complete maintenance there should be logs of how many inserts /updates /deletes have occurred at each Database as well as runtime statistics should be maintained. The replication solution should make use of a robust queuing system to pass and buffer data between two network nodes and provide network efficiency over TCP/IP without compromising data integrity in case of intermittent network links breaks over a WAN environment. The solution should enable automatic and built-in conflict detection and resolution routines (for bi-directional replication) where two systems can modify separate instances of same table.

### **15.7 ELT/ETL Tool Requirements:**

The proposed Transformation tool should provide transformation capabilities for ODS and data marts. ETL tool solution should have the following capabilities, functionality:

- The ETL software should not require a separate hardware or virtual machine for installation and operation. The software should be running using the existing infrastructure of source and target machines. Support Changed data capture (CDC) — the ability to identify and extract modified data in real/near real time.
- Have built-in capabilities for achieving data transformation operations of varying complexity such as data type conversions, string manipulations and simple calculations, lookup and replace operations, aggregations, summarizations, deterministic matching, and the management of slowly changing dimensions. Provide facilities for developing custom transformations and extending packaged transformations. Provide graphical representation of repository objects, data models and data flows. The solution should have low impact on network bandwidth by avoiding multiple data movement over network and should support parallel distributed processing as well as support re-usable assets to avoid multiple project configurations.
- In case of failure the solution should provide automatic error management. Should also provide automation and scheduling of process deployed, graphical representation of repository objects, data models and data flows and version comparison. Have the ability to interact with a range of different types of data structure, including: RDBMS, legacy and non-relational databases, various file formats, XML, packaged application, externalized parallel distributed processing, message queues and data types of a less structured nature. Should be able to reduce deployment time by providing pre-built and reusable scripts.
- Security features available to avoid access to physical source or target databases within the tool. All repositories should be configured within the underlying database.

### **15.8 BI & Reporting Tool Requirements:**

- UIIC needs a future ready, unified analytics platform with interactive dashboards, ad hoc querying, pixel-perfect reporting, Office integration, proactive alerting, mobile access & collaboration Scorecards.

- For better system performance monitoring, UIIC needs a BI Platform with a highly scalable, highly efficient query and analysis server that integrates data via sophisticated query federation capabilities from multiple relational, OLAP, packaged application and Hadoop sources.
- UIIC wants KPI management to be an integrated aspect of analytics. Hence, the BI Platform should provide capabilities to create KPIs to measure progress and performance over time and graphically communicate strategy & strategic dynamics using Strategy maps, Cause and Effect diagrams and Custom views
- The BI platform should have the capability for Microsoft Office integration that synchronizes information from BI to Microsoft Word, Excel, and PowerPoint for management presentations.
- The analytics solution will need to handle heavy data loads for a large number of users. Hence, to ensure optimal performance, the BI Platform should have the capability of queries reuse and caching both at the Web Server and within the Analytic Server layer to reduce database workload and network traffic.
- To ensure a consistent user interface for the users, the BI platform should have the capability to embed a corporate “portal“, web page or image on the Internet/intranet, a Word document, or Excel workbook on the dashboard
- To promote self-service analytics & reduce report proliferation, an enterprise semantic model is needed which would ensure consistency, alignment and governance, while enabling users to create their own reusable calculations, custom members and groups, and analysis, and to share those extensions with their workgroups without IT intervention
- Compliance reporting is an important requirement at UIIC. These reports need to be pixel-perfect given the regulatory compliance standards. The BI Platform should provide capability to create highly customized report format, layout, and output in order to create pixel-perfect reports,
- UIIC needs MOLAP capabilities for advanced scenario modeling & what-if analytics. The MOLAP engine should have shared metadata with the BI platform to reduce siloed tool proliferation in the company.
- The proposed tool should provide complete access to reports, dashboards, notifications through a native mobile application on mobile platforms like Android and iOS, for senior executives to view reports while on-the-move.
- BI Platform should offer integrated Scorecard and Strategy Management that enables the organization to achieve alignment between top-level strategic goals, cascaded through a series of objectives, and monitored in real-time through integrated KPIs, or Key Performance Indicators
- UIIC wants batch reporting to cater to its large partner and intermediary network including agents. So, the BI Platform should have native Job Scheduling facilities and should also have capability to integrate with external Job Scheduling systems to drive batch reporting.
- UIIC are looking at adoption of cloud strategy going forward, proposed solution should support functionality that is mature enough to be deployed on cloud



- Capability of the proposed cloud based solution to query and run analytics against data either on-premise or on cloud
- Capability to port the on-premise developed reports and Dashboards content on to the Cloud analytic layer
- Capability to provide a seamless Concurrent development environment on cloud with functionality where end users and developers can store and organize their report objects exclusively in the cloud.
- The solution is also expected to provide for a small number of users, around 25 users, on the cloud to access data on the cloud.
- Keeping in mind that UIIC requires the ability to handle large amounts of data for a large set of users, the suggested tool should enable a bursting feature to disperse reports, based on appropriate user authentication & authorization.

### **15.9 Rule Engine Requirements:**

Organization intends to extend the operations scope of data validation and improve the functionalities on the existing Core Systems and Other systems without any modifications to the applications. The desired rules engine should provide following functionalities and features to address the requirements:

- The solution should automate UIIC's policies by capturing rules in natural language using familiar tools like Microsoft Word and Excel documents.
- The solution should be able to model all of the combination of policy rules using business friendly interface like Word and Excel that can be consumed by other application like ODS
- The solution shall create a valid set of rules to transition from the current system to the proposed Rules Management system in preparation for the new system. The solution should be able to seamlessly extended to various business functions across UIIC like Agency Management, KYC, Fraud Detection, etc.
- The solution should deliver consistent and auditable advice across channels by creating customizable web-based, interview sessions based on defined rule sets.
- The proposed solution should have an intuitive business rules definition framework that would enable business users to manage business policies easily with less/no intervention from technical staff or without attempting to express policy rules in technical or code formats.
- The solution should allow Rule Authors to write rules in any sequence and shall not limit them to sequence based on the dependency of rules
- The rules written once should be available for deployment over the web which should allow the users a "Wizard" based self-service approach with inbuilt validations
- The solution should have the capability to model attributes or outcomes whose values change over time/date effective rules and should also have a capability to address retrospective changes of rules and policies.
- The solution should provide the flexibility to easily modify the rules and dynamic changes in business policies
- Business users should be able to test the logic integrated within the modeling interface as independently and should have capability like easily create variations on test cases, see

differences between actual and expected results, use user friendly methods like Excel to chart and analyze results

- The solution should allow business users to Analyze impact of policy changes using “what if” analysis capability from within the engine.
- For auditing purposes the solution should provide elaborate and intuitive explanation/audit reports to stakeholders on why certain decision was taken. Each decision should point to the policy rules.
- The solution should have the flexibility to deploy the policies and rules in different patterns like Self Service Interviews, Web services or Database Batch Processor
- The Solution shall support repository infrastructure for rule storage and versioning. i.e., a central hub to manage, share and deploy policy models.
- While policies should be centralized at one place and should be reusable across multiple applications/modules there should be security used to configure user permissions and connections to external data sources
- Should be allow bulk processing of data and produce determinations in a batch
- The Solution shall easily integrate with the rest of proposed Solution using various patters of integration, namely Database, CSV file, Web Services, Web Based Interface, Mobile, API
- The solution should provide a rich set of tools for developers to extend and integrate it with other applications
- The solution should provide proper security and authenticating mechanism to manage users, for the purposes of managing project versions and deployment, for working with connections to external data sources, for administering other users, and for accessing the end point of a policy model deployed as a web service
- The central Hub/repository should have the history of all deployment events (Date, Version, Users, and Comments etc). The Repository should also manage the history of multiple versions and can be traced back at the exchanges made in that version.

### **15.10 Oracle Advance Customer Support (ACS) Services**

UIIC requires services for the upgrade of the databases environments from current environment to the proposed new environment. The services will be performed at UIIC Data Centers. The following activities are considered as part of this scope of work from the OEM (Oracle ACS).

#### **Service 1 : Oracle ACS Architecture Review Services:**

Oracle’s Advanced Customer service (ACS) team, to carry out the Architecture review of the critical Database. Vendor’s ACS team will review the UIIC’s existing system performance DB profile including an analysis of “a period of intense resource utilization” to identify performance bottlenecks. This exercise should Identify architectural gaps and process improvement options, and gather current database diagnostic information to be the basis for recommending improvements and compliance to eliminate potential issues and bottlenecks in performance

#### **Service 2 : Hardware Installation, DB upgrade & Migration services:**

Oracle's Advanced Customer service ( ACS ) team , to carried out the following services :

- Installation & configuration of New hardware ( 2 no of Exadata) with latest database.
- Upgrade of both databases ( OLTP & ODS ) from 10g to 11gR2 or 12c for Production and testing environment
- Migration of upgraded DB for ODS from existing env into new hardware
- Fine tuning of Database for New Hardware environment for ODS & OLTP
- Golden Gate Setup for both OLTP & ODS database
- Setting up of ODI Setup

**Service 3 : Oracle ACS Onsite Services:**

ORACLE ACS to provide on-demand 120 mandays of support per year. This is to provide month end at DR/DC for 1 year period . This service needs to be provided for the entire contract period at 120 mandays per year. The scope of this service is as below :

- Escalation support / SR support to expedite resolution
- Coordination with OEM's backend engineering team
- Critical Issue resolution for database

**Service 4 : Oracle ACS Advanced Monitoring Services:**

ORACLE ACS to monitor both OLTP and ODS database on 7x24 basis from Oracle. UIIC shall provide the monitoring server and shall open the required port for monitoring.

**15.11 Implementation Activities**

- To create roadmap for ODS upgrade from Oracle Database 10gR2 to 11gR2 or 12c.
- Commissioning, Installation, Configuration of new hardware for ODS.
- To migrate the existing ODS Database to the new ODS System without any change in the existing application
- Deploying a reliable data replication tool between OLTP and ODS
- Enable Data Transformations to create data marts
- Consolidate all the smaller Oracle Databases on ODS System
- Integrate with existing backup system at UIIC.

## Detailed Scope of Activities with Responsibilities

**Table 15.11**

Core OLTP & Old ODS		
Activity	Sub-Activity	Responsibility
10g to 11g Upgrade of OLTP	11g Install	Existing SI*
	DB 11g Upgrade	Existing SI*
	Testing the Apps & UAT	Existing SI* & UIIC
	Apps Tuning wrt DB Change	Existing SI*
	Go-Live	Existing SI* & UIIC
Old ODS to Temporary System	Move old ODS to new system partition	Existing SI*
	Connect Application & test	Existing SI*
	Test the Application with ODS	Existing SI* & UIIC
	Go-Live	Existing SI* & UIIC
Regular Perf. Tuning of OLTP	Health Check	Oracle ACS
	Sanity Check	
	Performance Tuning Activities	
	Problem Support & Guidance	

Transformation Initiative - New ODS & Reporting		
Activity	Sub-Activity	Responsibility
Exadata	Exadata Installation	Oracle ACS
	Exadata DB Configuration	Oracle ACS
	Exadata DR Setup	Oracle ACS
	Golden Gate Setup - Between OLTP&ODS	Oracle ACS & Bidder
	ODI Installation	Oracle ACS
	Handover for Further activities to UIIC	Oracle ACS
New ODS Development	Functional Requirements	Existing SI* & UIIC
	Data Model Design	Existing SI*
	ODI Setup & One Transformation Logic	Oracle ACS & Existing SI*
	Transformation Logic for Setup	Existing SI*
Reporting Development	New Report Development	Existing SI*
	Testing	Existing SI*

	User Acceptance Test	Existing SI* & UIIC
	Go Live	Existing SI* & UIIC
<b>Regular Perf. Tuning of New Exadata &amp; ODS</b>	Health Check	Oracle ACS
	Sanity Check	
	Performance Tuning Activities	
	Problem Support & Guidance	

\*Activities for Existing System Integrator (SI) shall not reckon in Commercial Bid.

## **16. Project Schedule**

- All equipment along with the software licenses as per Table 15.1 shall be delivered, Racked, Stacked and Powered-On within 12 weeks from the date of purchase order(s), inclusive of purchase order date both at DC and DR.
- The bidder shall complete the entire activity as mentioned in Table 15.11 within 20 weeks from the date of purchase order excluding the time required by UIIC IT Partners for necessary integration activities.
- The bidder needs to provide hardware (CPU, Memory, Storage, OS) sizing requirements for administrative/application/management console for data replication tool, ODI, BI server and advanced monitoring services. UIIC shall provide the necessary hardware in VM Environment.

## **17. Payment and Other Terms**

### **17.1 Price, Octroi & Taxes**

The price shall be all inclusive of Ex-factory price per unit, packing, forwarding, freight, transit insurance, Excise duty, other duties, if any, including delivery, installation, commissioning & testing charges. **Sales Tax, VAT and other local taxes as applicable alone would be reimbursed as shown in the invoice. Octroi/Entry Tax/Consumption Tax would be reimbursed on production of actual documents.**

There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Purchaser/Company. The price quoted should be valid for a period of 90 days from the date of signing the agreement.

### **17.2 Delivery and Installation**

#### **17.2.1 SUPPLY OF HARDWARE, SOFTWARE LICENSES & INSTALLATION**

**(RACKSTACK & POWER ON)**

- Bidder shall undertake Pre-Delivery inspection at DC & DR which is mandated by the OEM. Any request for Pre-Delivery inspection shall be made in writing to UIIC one week in prior.
- Bidder has to supply of the Hardware and Software Licenses as per Table – 15.1 at following sites

S	Site Name	Complete Address
1	DC	UIIC, Head Office, Chennai.
2	DR	CtrlS Data Center, Pioneer Towers, In-Orbit Mall Road, Hi-Tech City , Hyderabad

- Bidder should ensure safe delivery of the equipment up to the designated place of installation. The bidder should also ensure Oracle Standard System Installation (OSS) Services are completed which includes BoM verification, rack stack and Power ON for all the components as a part of this RFP. The Oracle Standard System Installation should be done by Oracle directly and not through any field partner.
- Any transit insurance, permission, taxes, labour, tools and tackles, Road Permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to UIIC. No additional time for delivering of equipment will be given to vendor on account of issues related to Road Permits, government taxes, government or local body permissions, etc.
- All equipment and Software Licenses shall be delivered, Racked, Stacked and Powered-On within 12 weeks from the date of purchase order(s), inclusive of purchase order date.
- If the Bidder does not deliver/install (rack, stack and power ON) goods as per the above schedule, or such authorized extension as may be permitted by UIIC in writing, UIIC shall impose a penalty @ 0.5% for each week's delay to a maximum of 10% of the Total Order Value of delayed Product. A part of week will be considered full week for penalty calculation purpose.
- The company reserves the right to cancel the tender if the above delivery schedules are not adhered to by the selected bidder.
- After the delivery is made, if it is discovered that the items supplied are not according to our specification, such supply would be rejected at the supplier's cost.

**17.3 Payment Terms**

- No advance payment will be made in any case.
- The payments shall be released as per the tables given below. The Company also reserves the right to prescribe additional documents for release of payments and the bidder shall comply with the same.

- **Hardware:**

Item	Payment	Document to be submitted
Product + Installation and 1st year warranty support	80 % on delivery of hardware	Invoice in original, Delivery Challan, original Octroi receipt if any
	20 % on Hardware installation (BoM Verification, Rack Stack & Power ON the	Installation Certificate duly signed and stamped by UIIC.

- **Software:**

- 100 % of software price on delivery of the software licenses.
- ATS / SnS charges for the software components will be paid annually.

- **Implementation Charges:**

- 100% of Implementation charges on completion of implementation of the solution including Service 1- Oracle ACS Architecture Review Services and Service 2 – Hardware Installation, DB upgrade & Migration Services. Invoice in original and configuration report should be submitted for release of payment.
- Service 3 - Oracle ACS Onsite Services and Service 4 – Oracle ACS Advanced Monitoring Services shall be paid as per below table”

Item	Payment	Document to be submitted
<b>Service 3 –</b> Oracle ACS Onsite Services <b>Service 4 –</b> Oracle ACS Advanced Monitoring Services	Payment will be quarterly in arrears	Invoice in original and Configuration Report

**Note :**

- Payments are generally released within 30 days from the date of submission of invoices and other requisite documents.
- Payments of taxes and all other applicable government levies will be made according to the rules and regulations as existing on the date of the payment.
- In case there is price reduction in service components during the contract period then the vendor will pass on all such benefits to UIIC.
- No advance payment will be made in any case.
- Bidder will be required to furnish the documentary proof of delivery [delivery challan] and installation report duly signed by UIIC officials, proof of back-to-back warranty arrangement certificate.

- The Bidder must accept the payment terms proposed by UIIC. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by UIIC. Any deviation from the proposed payment terms would not be accepted. UIIC shall have the right to withhold any payment due to the 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 UIIC.
- TDS, if any, will be deducted while releasing the payment.
- All payments will be made to the Bidder in INR only.
- UIIC 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 default on the part of UIIC.

#### **17.4 Warranty**

- The Bidder will quote for first year Warranty support from the OEM.
- The warranty procured through this tender should be direct from OEM and not through any field partner or other 3rdparty. UIIC should be provided with direct access to OEM support interface.
- The warranty of equipments will start from the date of delivery of equipments at respective locations.
- The successful bidder has to mandatorily backline all the warranty services with the OEM and proof for the same should be submitted along with the invoices.
- Return Material Authorization (RMA) support should be from OEM for all the components.
- OEM shall replace any faulty component during the contract period with component of same or higher specifications.
- Warranty should provide/include the software supplied and should be free of defects in materials & workmanship under normal use.
- The proposed equipment should not be Out-of-Support for a period of at least 5 years from the date of bid submission. A declaration to this effect from the respective OEM needs to be submitted as part of the bidder's response to this tender.

#### **17.5 Uptime**

- The bidder shall guarantee uptime as mentioned below, during warranty and also during AMC, if contracted, which shall be calculated on monthly basis.
  - An Uptime of 99% for the equipment at Chennai Data Center and DR at Hyderabad.
- The "Downtime" is the time between the Time of Report by UIIC and Time of Restoration/resolution within the contracted hours. "Failure" is the condition that renders UIIC unable to perform any of the defined functions on the server(s). "Restoration" is the condition when the selected bidder demonstrates that the equipment is in working order and UIIC acknowledges the same.



- The Downtime calculated shall not include any:
  - Failure due to UIIC (Power, Network etc.)
  - Preventive maintenance activity
  - Force Majeure
  - Any other mutually agreed pre-planned activity.
- However bidder shall inform UIIC minimum 2 days in advance before doing preventive maintenance or pre-planned activity.
- The percentage uptime is calculated on monthly basis (24 hours a day).
- The performance would be measured as under on monthly basis:

Performance (%) = 
$$\frac{[Total\ Contracted\ minutes\ in\ a\ month - Downtime\ minutes\ within\ contracted\ minutes\ in\ a\ month]}{Total\ contracted\ minutes\ in\ a\ month} \times 100$$

- Shortfall in performance = Uptime % - Performance (%)
- If the bidder fails to maintain guaranteed uptime, UIIC shall impose penalty.
- However bidder shall inform UIIC minimum 2 days in advance before doing preventive maintenance or pre-planned activity.

## **17.6 Severity Levels of Incidents:**

<b>Severity Level</b>	<b>Criteria</b>	<b>Indicative list of issues</b>
Severity 1	The identified issue has material business impact and needs to be resolved immediately.	<ul style="list-style-type: none"> <li>• Issues pertaining to system software, hardware which make the system / application inaccessible.</li> </ul>
	This level would typically correspond to issues that result into disruption of most or all critical services to UIIC	<ul style="list-style-type: none"> <li>• Production server or other mission critical system(s) are down and no workaround is immediately available.</li> <li>• &gt;50% of users on a server are affected.</li> </ul>
Severity 2	The identified issue has significant business impact and needs to be taken up on top priority.	<ul style="list-style-type: none"> <li>• Major functionality is severely impaired.</li> </ul>

	This level would typically correspond to issues that result into disruption of one or more critical services to UIIC	<ul style="list-style-type: none"> <li>• A temporary workaround is available.</li> <li>• Impaired operations of some components, but allows the user to continue using the software, although long-term productivity might be adversely affected.</li> </ul>
Severity 3	The identified issue has normal impact on the business and needs to be addressed at the earliest.	<ul style="list-style-type: none"> <li>• Partial, non-critical loss of functionality of the application.</li> <li>• Impaired operations of some components, but allows the user to continue using the software.</li> </ul>
	This level would typically correspond to issues which result into disruption of one or more services to one or more USERS.	
Severity 4	The identified issues have almost no impact in terms of business.	<ul style="list-style-type: none"> <li>• Additional customization requirements.</li> <li>• Upgrade, major change, and migration notifications.</li> </ul>
	However, issue needs the attention of the Bidder/System Integrator and shall be fixed on lesser priority.	

### **17.7 Penalty on basis of Severity of Incident**

Level	Reporting Time	Resolution Time	Penalty beyond stipulated resolution time
Severity 1	Business hours	1 hour	Rs.10000/= per hour of delay beyond the stipulated resolution time.
	Non-business hours	Start of business hours next	0.25% of contract value plus Rs.10000/= per hour of delay beyond the stipulated resolution time.

		day.	
Severity 2	Business hours	4 hours	Rs.5000/= per hour of delay beyond the stipulated resolution time.
	Non-business hours	Start of business hours next day.	0.25% of contract value plus Rs.5000/= per hour of delay beyond the stipulated resolution time.
Severity 3	Business hours	4 hours	Rs.2500/= per hour of delay beyond the stipulated resolution time.
	Non-business hours	Start of business hours next day.	0.25% of contract value plus Rs.2500/= per day of delay beyond the stipulated resolution time.
Severity 4	All hours	Start of business hours next day.	Rs.100/= per day per call of delay beyond the stipulated resolution time.

- The penalty shall be adjusted as maintenance credit against the AMC/ATS payable by UIIC to the Bidder.
- Record of call resolution is to be jointly signed by the bidder and UIIC personnel marking nature of fault attended and steps / initiatives taken to resolve the service call of the company.
- This service is to be provided on all working days of UIIC, notwithstanding the fact whether on such days the Bidder's office remains open or not. The Bidder's local representative and our Department Head will undertake the review of maintenance every quarter with monthly reports.

## **18.General Terms**

**18.1** The agreement shall be in force for a period of 1 year.

**18.2** Upon satisfactory completion of work, UIIC reserves right to extend the contract by another one year or as per the UIIC discretion on the same terms and conditions

- 18.3** The successful bidder is required to sign NDA as per [Annexure-X](#) with UIIC to maintain and protect the confidentiality of Data.
- 18.4** The Pre Contract Integrity Pact duly signed by the authorized official of UIIC and the Contractor, will form part of the contract / supply order. Performa of the Pre Contract Integrity Pact is enclosed along with the tender document ([Annexure-XI](#)) and shall be returned by the bidder along with the technical bid, duly signed by authorized person. All the pages of the Pre Contract Integrity Pact shall be duly signed by the same authority. Bidder's failure to return the Pre Contract Integrity Pact along with the bid, duly signed may lead to outright rejection of such bid.
- 18.5** The queries may be communicated only through e-mail and response to query will be by return e-mail. No queries will be accepted on telephone or through any means other than e-mail. The queries shall be sent in .xls/.xlsx format with fields mentioned in the [Annexure VII - Query Format](#) only.
- 18.6** The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer. The technical details must be completely filled in correctly. Filling up of the information using terms such as "OK", "Accepted", "Noted", "As given in Brochure/Manual", "Negotiable", "to be discussed" is not acceptable. UIIC may treat such offers as not adhering to tender guidelines and as unacceptable.
- 18.7** The Addendum/Amendments/Corrigendum, if any, will be posted on our website <https://uiic.co.in/tender> only . The prospective bidders shall check the website frequently to get updates on any such changes. UIIC reserves the right to cancel the RFP at any time without incurring any penalty or financial obligation to any bidder or potential bidder.
- 18.8** The bidder shall furnish Undertaking for Nil Deviation for RFP Terms and Conditions as per [Annexure VIII – Undertaking for Nil Deviations](#). Unless this is done, the requirements of the RFP will be deemed to have been accepted in every respect.

## **19. 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. The bidders shall protect the Company against any claims thereof.

## **20. Violations by Bidder**

The selected bidder may be blacklisted for future in case serious violations are observed and UIIC's decision in this matter will be final and binding on the bidder.

## **21. Subcontracting**

The Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of UIIC.



## **SECTION II**

### **1. Part A – Technical Bid**

The following documents of all requirements for technical compliance has to be submitted **in Cover A (in the same order) neatly filed with proper indexing for facilitating easy evaluation.**

- A. Tender document Fees Rs 10,000/- (Rs Ten Thousand only) (Non-refundable).
- B. **E.M.D** by means of Bank Guarantee/Electronic Credit for Rs. 20,00,000/-(Rs Twenty Lakh only).
- C. Copy of RFP published in the website (<https://uic.co.in/tender>) duly signed and stamped.
- D. Proposal covering methodology, approach, timelines.
- E. Eligibility Criteria as per ([Annexure I - Eligibility Criteria](#)) with supporting documents.
- F. Technical Bid Compliance as per ([Annexure II – Technical Bid](#))
- G. Manufacture Authorization Form ([Annexure IV- Manufacture Authorization Form](#))
- H. Authorization Letter ([Annexure V-Format of Letter of Authorization](#))
- I. Undertaking for blacklisting as per ([Annexure VI – Undertaking for Blacklisting](#))
- J. Undertaking for Nil Deviations ([Annexure VIII- Undertaking for Nil Deviations](#))
- K. Integrity Pact duly signed and stamped as per ([Annexure XI- Pre Contract Integrity Pact](#))

### **2. Part B - Commercial Bid**

The bidders have to submit commercial bids/rates as per ([Annexure III- Commercial Bid](#)). Incomplete commercial bid will be rejected. If amount is not mentioned it will be considered as Rs 0/- (Rupees Zero only).

## **SECTION III**

### **General Terms & Conditions**

#### **1. Procedure For Processing The Tender Document**

- 1.1** The Committee constituted by the Company will open the **Cover ‘A’** . In case the cover ‘A’ does not contain a **Bank Guaranty/ Electronic Credit proof copy for Rs. 20,00,000/- (Rs. Twenty Lakh Only)** towards Earnest Money Deposit and **Electronic Credit proof copy for Rs 10,000/- (Rs. TenThousand Only)** towards tender document fees, their offer would be rejected.
- 1.2** Each and every aspect in the Eligibility Criteria and Technical Bid would be discussed by the Committee.
- 1.3** The commercial bids of only eligible and technically qualified bidders will be opened by the committee in presence of all the bidders and the lowest commercial bid (L1) will be identified.
- 1.4** The bidders who fail to present themselves at the time of Commercial bid opening on the specified place, date and time may be disqualified.
- 1.5** Any commercial bid incomplete in any respect would not be considered.
- 1.6** This procedure is subject to changes, if any, and the procedure adopted by the Company for opening the tender shall be final and binding on all the parties.
- 1.7** Every page/document provided by the bidder in the technical & commercial bid shall be stamped and signed by the competent authority of the bidder.

#### **2. Agreement**

The successful bidder shall enter into a detailed Agreement. A Performa/Draft Agreement as mentioned in [\(Annexure - IX\)](#). However, the Company reserves the right to alter/vary/amend/modify all or any of the terms set out in the said Performa/draft Agreement.

**ELIGIBILITY CRITERIA**

Only those bidders fulfilling the following criteria shall respond to the RFP.

<b>SI No</b>	<b>Bidder Eligibility Criteria</b>	<b>Complied ( Yes/No)</b>	<b>Supporting documents Required</b>
1.	The bidder must be a Government Organization/PSU/PSE/partnership firm/LLP or limited company		Certificate of Incorporation
2.	Vendor should have a minimum turnover of 1000 crores in the previous financial year.		CA Certificate
3.	Vendor should be supporting business critical application in atleast three organizations in BFSI sector.		Copy of Credentials/ Engagement Letters/ Purchase Orders
4.	Vendor should be holding Platinum Partner or higher status with Oracle.		Copy of Certificate
5.	Vendor should have implemented all the suggested solutions in atleast one Public sector Bank or Insurance Company.		Copy of Credentials/ Engagement Letters/ Purchase Orders
6.	All the components should be having a minimum life of atleast 5 years from January 2017.		OEM Certification Required
7.	The storage should be upgradable as per requirement on need basis without a minimum.		OEM Certification Required
8.	Vendor should have experience of migrating a database from 10g to 11g or higher version in atleast one Public Sector financial institution.		Copy of Credentials/ Engagement Letters/ Purchase Orders



**TECHNICAL BID**

S.NO.	Description	Complied (Yes/No)
<b><u>ODS (DC &amp; DR) Hardware Specifications:</u></b>		
1.	Should be supplying integrated/ engineered system (Exadata Database Machine X6-2 Eighth Rack High Capacity) comprising of Server, Storage, and high Speed Networks. 2 Units should be supplied – 1 at Primary and 1 at DR Center. In terms of software licenses, DR shall be 50% of Primary capacity.	
2.	Should support Oracle Database 11gR2, 12c and future releases. The supplied configuration should provide capability to handle multiple database instance workloads.	
<b><u>RDMS Requirements:</u></b>		
1.	ODS Oracle 10g enterprise edition to be upgraded to compatible higher version (11gR2 or 12c) supported by Oracle.	
2.	UIC intend to utilize the existing Oracle Database Licenses for deploying the ODS System in Primary Data Center and DR Data Center. Additional database options will be procured on need basis, based on the requirement.	
<b><u>High Availability Requirements</u></b>		
1.	<p>High Availability requirement shall be addressed through Oracle Real Application Clusters (RAC) and Oracle Data Guard.</p> <p>Oracle RAC shall ensure following:</p> <ul style="list-style-type: none"> <li>• Scalability across database instances</li> <li>• Flexibility to increase processing capacity using commodity hardware without downtime or changes to the application</li> <li>• Ability to tolerate and quickly recover from computer and instance failures (measured in seconds)</li> <li>• Rolling upgrades for system and hardware changes</li> <li>• Rolling patch upgrades for some interim patches</li> <li>• Fast, automatic, and intelligent connection and service relocation and failover</li> <li>• Load balancing advisory and runtime connection load balancing</li> </ul> <p>Comprehensive manageability integrating database and cluster features</p>	
2.	Data Guard shall provide the most comprehensive high availability and disaster recovery solution for Oracle databases and shall ensure	

	<p>following:</p> <ul style="list-style-type: none"> <li>• Fast, automatic or automated failover for data corruptions, lost writes, and database and site failures</li> <li>• Protection against data corruptions and lost writes on the primary database</li> <li>• Site failures do not require instance restart, storage remastering, or application reconnections</li> <li>• Transparent to applications</li> <li>• Effective network utilization</li> </ul>	
<b>Data Management Requirements</b>		
1.	Data Management shall be achieved by using Partitioning concept for improving performance, manageability, and availability.	
<b>Management Tools Requirements</b>		
1.	<p>Management tools like Oracle Diagnostic Pack and Tuning Pack shall be used for automatic performance diagnostic, advanced system monitoring functionality and shall provide database administrators with expert performance management for the Oracle environment, including SQL tuning and storage optimizations respectively.</p> <p>The Diagnostic Pack shall ensure following:</p> <ul style="list-style-type: none"> <li>• Automatic Workload Repository</li> <li>• Automatic Database Diagnostic Monitor (ADDM)</li> <li>• Active Session History (ASH)</li> <li>• Performance monitoring (database and host)</li> <li>• Event notifications: notification methods, rules, and schedules</li> <li>• Event history and metric history (database and host)</li> <li>• Blackouts</li> <li>• Dynamic metric baselines</li> <li>• Monitoring templates</li> <li>• Memory-access based performance monitoring</li> <li>• Supporting functionality to perform per stream bottleneck detection and per component top wait event analysis</li> </ul>	
2.	<p>The Tuning Pack shall ensure following:</p> <ul style="list-style-type: none"> <li>• SQL Access Advisor</li> <li>• SQL Tuning Advisor</li> <li>• Automatic SQL Tuning</li> <li>• SQL Tuning Sets</li> <li>• SQL Monitoring</li> </ul>	

	<ul style="list-style-type: none"> <li>• Reorganize objects</li> </ul>	
<b><u>Data Replication Tools Requirements:</u></b>		
1.	Require a bi-directional data replication tool, which can provide extremely low latency of a few seconds at production load level with a high volume of transactions. Impact on existing network should be negligible with only the committed changed data being replicated from source. Various complex data types (such as CLOB, BLOB) should be replicated with ease. Should provide built-in feature for enabling compression of data traversing through network without any external intervention.	
2.	Replication tool should support industry standard RDBMS databases such as Oracle, SQL Server, DB2 etc on multiple platforms, thereby providing UIIC with the flexibility to use any database system in future. The solution should use non-standard ports and the port specification should be flexible such that any port in a specified range can be automatically utilized.	
3.	During the replication process, transaction commits boundaries, atomicity and consistency should be maintained, ensuring data consistency and referential integrity across multiple masters, back-up systems, and reporting databases. Security should be maintained by only allowing the database administrator or operating system administrator to assign table replication and perform replication monitoring. Network failure should support auto recovery and source and target database failures should not impact the replication and data extraction processes; Both uni and bi-directional replication should be supported by the solution with no additional software required exclusively for bi-directional replication. The suggested solution should have support the existing Oracle RDBMS data security & compression features.	
4.	To enable UIIC to carry-out complete maintenance there should be logs of how many inserts /updates /deletes have occurred at each Database as well as runtime statistics should be maintained. The replication solution should make use of a robust queuing system to pass and buffer data between two network nodes and provide network efficiency over TCP/IP without compromising data integrity in case of intermittent network links breaks over a WAN environment. The solution should enable automatic and built-in conflict detection and resolution routines (for bi-directional replication) where two systems can modify separate instances of same table.	
<b><u>ELT/ETL Tool Requirements</u></b>		
1.	The ETL software should not require a separate hardware or virtual	

	machine for installation and operation. The software should be running using the existing infrastructure of source and target machines. Support Changed data capture (CDC) — the ability to identify and extract modified data in real/near real time.	
2.	Have built-in capabilities for achieving data transformation operations of varying complexity such as data type conversions, string manipulations and simple calculations, lookup and replace operations, aggregations, summarizations, deterministic matching, and the management of slowly changing dimensions. Provide facilities for developing custom transformations and extending packaged transformations. Provide graphical representation of repository objects, data models and data flows. The solution should have low impact on network bandwidth by avoiding multiple data movement over network and should support parallel distributed processing as well as support re-usable assets to avoid multiple project configurations.	
3.	In case of failure the solution should provide automatic error management. Should also provide automation and scheduling of process deployed, graphical representation of repository objects, data models and data flows and version comparison. Have the ability to interact with a range of different types of data structure, including: RDBMS, legacy and non-relational databases, various file formats, XML, packaged application, externalized parallel distributed processing, message queues and data types of a less structured nature. Should be able to reduce deployment time by providing pre-built and reusable scripts.	
4.	Security features available to avoid access to physical source or target databases within the tool. All repositories should be configured within the underlying database.	
<b>BI &amp; Reporting Tools</b>		
1.	UIIC needs a future ready, unified analytics platform with interactive dashboards, ad hoc querying, pixel-perfect reporting, Office integration, proactive alerting, mobile access & collaboration Scorecards.	
2.	For better system performance monitoring, UIIC needs a BI Platform with a highly scalable, highly efficient query and analysis server that integrates data via sophisticated query federation capabilities from multiple relational, OLAP, packaged application and Hadoop sources.	
3.	UIIC wants KPI management to be an integrated aspect of analytics. Hence, the BI Platform should provide capabilities to create KPIs to measure progress and performance over time and graphically communicate strategy & strategic dynamics using Strategy maps, Cause and Effect diagrams and Custom views.	

4.	The BI platform should have the capability for Microsoft Office integration that synchronizes information from BI to Microsoft Word, Excel, and PowerPoint for management presentations.	
5.	The analytics solution will need to handle heavy data loads for a large number of users. Hence, to ensure optimal performance, the BI Platform should have the capability of queries reuse and caching both at the Web Server and within the Analytic Server layer to reduce database workload and network traffic.	
6.	To ensure a consistent user interface for the users, the BI platform should have the capability to embed a corporate “portal“, web page or image on the Internet/intranet, a Word document, or Excel workbook on the dashboard	
7.	To promote self-service analytics & reduce report proliferation, an enterprise semantic model is needed which would ensure consistency, alignment and governance, while enabling users to create their own reusable calculations, custom members and groups, and analysis, and to share those extensions with their workgroups without IT intervention	
8.	Compliance reporting is an important requirement at UIIC. These reports need to be pixel-perfect given the regulatory compliance standards. The BI Platform should provide capability to create highly customized report format, layout, and output in order to create pixel-perfect reports.	
9.	UIIC needs MOLAP capabilities for advanced scenario modeling & what-if analytics. The MOLAP engine should have shared metadata with the BI platform to reduce siloed tool proliferation in the company.	
10.	The proposed tool should provide complete access to reports, dashboards, notifications through a native mobile application on mobile platforms like Android and iOS, for senior executives to view reports while on-the-move.	
11.	BI Platform should offer integrated Scorecard and Strategy Management that enables the organization to achieve alignment between top-level strategic goals, cascaded through a series of objectives, and monitored in real-time through integrated KPIs, or Key Performance Indicators.	
12.	UIIC wants batch reporting to cater to its large partner and intermediary network including agents. So, the BI Platform should have native Job Scheduling facilities and should also have capability to integrate with external Job Scheduling systems to drive batch reporting.	

13.	UIIC are looking at adoption of cloud strategy going forward, proposed solution should support functionality that is mature enough to be deployed on cloud	
14.	Capability of the proposed cloud based solution to query and run analytics against data either on-premise or on cloud	
15.	Capability to port the on-premise developed reports and Dashboards content on to the Cloud analytic layer	
16.	Capability to provide a seamless Concurrent development environment on cloud with functionality where end users and developers can store and organize their report objects exclusively in the cloud.	
17.	The solution is also expected to provide for a small number of users, around 25 users, on the cloud to access data on the cloud.	
18.	Keeping in mind that UIIC requires the ability to handle large amounts of data for a large set of users, the suggested tool should enable a bursting feature to disperse reports, based on appropriate user authentication & authorization.	
<b>Rule Engine Requirement</b>		
1.	The solution should automate UIIC's policies by capturing rules in natural language using familiar tools like Microsoft Word and Excel documents.	
2.	The solution should be able to model all of the combination of policy rules using business friendly interface like Word and Excel that can be consumed by other application like ODS.	
3.	The solution shall create a valid set of rules to transition from the current system to the proposed Rules Management system in preparation for the new system. The solution should be able to seamlessly extended to various business functions across UIIC like Agency Management, KYC, Fraud Detection, etc.	
4.	The solution should deliver consistent and auditable advice across channels by creating customizable web-based, interview sessions based on defined rule sets.	
5.	The proposed solution should have an intuitive business rules definition framework that would enable business users to manage business policies easily with less/no intervention from technical staff or without attempting	

	to express policy rules in technical or code formats.	
6.	The solution should allow Rule Authors to write rules in any sequence and shall not limit them to sequence based on the dependency of rules.	
7.	The rules written once should be available for deployment over the web which should allow the users a “Wizard” based self-service approach with inbuilt validations.	
8.	The solution should have the capability to model attributes or outcomes whose values change over time/date effective rules and should also have a capability to address retrospective changes of rules and policies.	
9.	The solution should provide the flexibility to easily modify the rules and dynamic changes in business policies.	
10.	Business users should be able to test the logic integrated within the modeling interface as independently and should have capability like easily create variations on test cases, see differences between actual and expected results, use user friendly methods like Excel to chart and analyze results.	
11.	The solution should allow business users to Analyze impact of policy changes using “what if” analysis capability from within the engine.	
12.	For auditing purposes the solution should provide elaborate and intuitive explanation/audit reports to stakeholders on why certain decision was taken. Each decision should point to the policy rules.	
13.	The solution should have the flexibility to deploy the policies and rules in different patterns like Self Service Interviews, Web services or Database Batch Processor	
14.	The Solution shall support repository infrastructure for rule storage and versioning. i.e., a central hub to manage, share and deploy policy models.	
15.	While policies should be centralized at one place and should be reusable across multiple applications/modules there should be security used to configure user permissions and connections to external data sources	
16.	Should be allow bulk processing of data and produce determinations in a batch.	
17.	The Solution shall easily integrate with the rest of proposed Solution using various patters of integration, namely Database, CSV file, Web Services, Web Based Interface, Mobile, API	

18.	The solution should provide a rich set of tools for developers to extend and integrate it with other applications	
19.	The solution should provide proper security and authenticating mechanism to manage users, for the purposes of managing project versions and deployment, for working with connections to external data sources, for administering other users, and for accessing the end point of a policy model deployed as a web service	
20.	The central Hub/repository should have the history of all deployment events (Date, Version, Users, and Comments etc). The Repository should also manage the history of multiple versions and can be traced back at the exchanges made in that version.	
<b>Oracle Advance Customer Support (ACS) Services</b>		
	<p><b>Service 1 : Oracle ACS Architecture Review Services:</b>  Oracle’s Advanced Customer service (ACS) team, to carry out the Architecture review of the critical Database. Vendor’s ACS team will review the UIIC’s existing system performance DB profile including an analysis of “a period of intense resource utilization” to identify performance bottlenecks. This exercise should Identify architectural gaps and process improvement options, and gather current database diagnostic information to be the basis for recommending improvements and compliance to eliminate potential issues and bottlenecks in performance</p>	
	<p><b>Service 2 : Hardware Installation, DB upgrade &amp; Migration services:</b>  Oracle’s Advanced Customer service ( ACS ) team , to carried out the following services :</p> <ul style="list-style-type: none"> <li>• Installation &amp; configuration of New hardware ( 2 no of Exadata) with latest database.</li> <li>• Upgrade of both databases ( OLTP &amp; ODS ) from 10g to 11i for Production and testing environment</li> <li>• Migration of upgraded DB for ODS from existing env into new hardware</li> <li>• Fine tuning of Database for New Hardware environment for ODS &amp; OLTP</li> <li>• Golden Gate Setup for both OLTP &amp; ODS database</li> <li>• Setting up of ODI Setup</li> </ul>	
	<p><b>Service 3 : Oracle ACS Onsite Services:</b>   ORACLE ACS to provide on-demand 120 mandays of support per year. This is to provide month end at DR/DC for 1 year period . This service</p>	



	<p>needs to be provided for the entire contract period at 120 mandays per year. The scope of this service is as below :</p> <ul style="list-style-type: none"> <li>• Escalation support / SR support to expedite resolution</li> <li>• Coordination with OEM's backend engineering team</li> <li>• Critical Issue resolution for database</li> </ul>	
	<p><b>Service 4 : Oracle ACS Advanced Monitoring Services:</b>  ORACLE ACS to monitor both OLTP and ODS database on 7x24 basis from Oracle. UIIC shall provide the monitoring server and shall open the required port for monitoring.</p>	



**COMMERCIAL BID****1.1. Cost of Hardware**

S#	Item Description	Qty.	Cost price per Unit in INR	I <sup>st</sup> Year Warranty Per Unit	II <sup>nd</sup> Year Support Charges per unit	III <sup>rd</sup> Year Support Charges per unit	Total (Excl. of all taxes) [ Indian Rupees ]
		P	Q	R	S*	T*	U=P X (Q +R+S+T)
1.	Exadata Database Machine X6-2 Eighth Rack High Capacity	2					
A	<b>Total Cost of Hardware</b>						

\* II<sup>nd</sup> year and III<sup>rd</sup> year support charges shall be used to arrive at L1.

**1.2. Cost of Software**

S. N.	Item Description SOFTWARE LICENSES	UOM	Qty. (R)	Cost price of software license with one year ATS / SnS	Cost per unit II <sup>nd</sup> year ATS/SnS after I <sup>st</sup> Year	Cost per unit III <sup>rd</sup> Year ATS / SnS after II <sup>nd</sup> Year	Total (Excl. of all taxes) [ Indian Rupees ]
			R	P	Q**	S**	T =R x (P + Q+S)
1.	Exadata Storage Software	Disk	36				
2.	Oracle Real Application Clusters	Processor	18				
3.	Oracle Partitioning Option	Processor	27				
4.	Oracle Database Diagnostic Pack	Processor	27				
5.	Oracle Database Tuning Pack	Processor	27				
6.	Oracle Golden	Processor	66				

S. N.	Item Description SOFTWARE LICENSES	UOM	Qty. (R)	Cost price of software license with one year ATS / SnS	Cost per unit II <sup>nd</sup> year ATS/SnS after I <sup>st</sup> Year	Cost per unit III <sup>rd</sup> Year ATS / SnS after II <sup>nd</sup> Year	Total (Excl. of all taxes) [ Indian Rupees ]
			R	P	Q**	S**	T =R x (P + Q+S)
	Gate						
7.	Oracle Data Integrator	Processor	18				
8.	Oracle RightNow Universal(Tier 3 Sessions Service Period Pool - 100 Sessions -Pooled Capacity)	100 Sessions - Pooled Capacity	1500				
9.	Oracle Policy Automation	Processor	1				
10.	Oracle Policy Modelling	Application user	1				
11.	Oracle Business Intelligence Suite Foundation Edition	Processor	4				
12.	Oracle Business Intelligence Publisher	Processor	8				
13.	Oracle Business Intelligence Cloud Services	Named User	25				
14.	Oracle Business Intelligence Suite Foundation Edition	Named User	20				

S. N.	Item Description SOFTWARE LICENSES	UOM	Qty. (R)	Cost price of software license with one year ATS / SnS	Cost per unit II <sup>nd</sup> year ATS/SnS after I <sup>st</sup> Year	Cost per unit III <sup>rd</sup> Year ATS / SnS after II <sup>nd</sup> Year	Total (Excl. of all taxes) [ Indian Rupees ]
			R	P	Q**	S**	T =R x (P + Q+S)
15.	Oracle Business Intelligence Publisher	Named User	50				
<b>B</b>	<b>Total Cost of Software [B = 1 + 2 +...+15]</b>						

\*\*II<sup>nd</sup> year and III<sup>rd</sup> year ATS/SnS charges shall be used to arrive at L1.

### 1.3. Project Implementation Cost

	Project Implementation	Description	Amount in Rupees (Taxes Extra)
1	Project Implementation cost including <b>Service 1:</b> Oracle ACS Architecture Review Services and <b>Service 2:</b> Hardware Installation, DB Upgrade& Migration Services	Commissioning, Installation, Configuration of entire solution on specified location(s) as per the scope mentioned in the RFP	
2	<b>Service 3 :</b> Oracle ACS Onsite Services		
3	<b>Service 4 :</b> Oracle ACS Advanced Monitoring Services		
<b>C</b>	<b>Total Project Implementation Cost (1+2+3)</b>		

### 1.4. Total Cost of Ownership (TCO) for arriving at L1 (Successful Bidder)

	Particulars	Amount in Rupees (Taxes Extra)
A.	Cost for Hardware	
B.	Cost for Software	
C.	Project Implementation Cost	
<b>TCO would to be considered as (A + B + C )</b>		

1. L1 will be identified on the Total Cost of Ownership (TCO).

2. The Price shall be inclusive of all out of pocket expenses including travel, lodging, boarding expenses for the site visits for project related work.

**Authorized Signatory**

**(Name & Designation, seal of the firm)**



**MANUFACTURER- AUTHORIZATION FORM**

Date:

Deputy General Manager  
IT Department, Head office  
United India Insurance Co. Ltd,  
24, Whites Road , Chennai -600014

**Sub: Manufacturer's Authorization Form**

**Tender Ref:** HO:ITD:2016-17:82

Dear Sir/Madam

WHEREAS <OEM name> having its corporate address at <Address> do hereby authorize

<Partner Name> having its office at <Office Address> to submit a bid and subsequently negotiate with you for resell of the following products, for the quantities, specifications and delivery schedule called for in the above invitation for bids/Tenders.

Product names - <add list of products>

Subject to the above, we hereby extend our warranty in accordance with our standard program warranty, for the aforesaid Products offered for supply by the Bidder against the above- mentioned tender. The products mentioned above will be supported as per the Oracle Hardware and Systems Support Policies set out in the URL:<http://www.oracle.com/us/support/policies/index.html>

Thank you,

Yours sincerely,

<Authorized Signatory>

**Format for Letter of Authorization**  
**(To be submitted in the Bidder's letter head)**

To

The Deputy General Manager  
Information Technology Department  
United India Insurance Company Limited  
Head Office, 24, Whites Road  
Chennai - 600014

**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING for Tender No:**

The following persons are hereby authorized to attend the bid opening on \_\_\_\_\_ (date) in the tender for **“Performance Improvement of OLTP and ODS”** on behalf of M/S \_\_\_\_\_ (Name of the Bidder) in the order of preference given below

Order of Preference Name Designation Specimen Signature

I  
II

Authorized  
Signatory of the Bidder)

Date \_\_\_\_\_

**(Company Seal)**

1. Maximum of two persons can be authorized for attending the bid opening.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not submitted.

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

**UNDERTAKING FOR BLACKLISTING**

We do hereby undertake that we have not been blacklisted in the last three years by any Central / State Government department or public sector undertaking due to fraudulent activities.

**(In case of revocation of blacklisting has happened in the past please furnish details with relevant documents)**

(Company Secretary of Bidder)

Date \_\_\_\_\_

**(Company Seal)**



**QUERIES-FORMAT**

<b>Sr No</b>	<b>Bidder Name</b>	<b>Page No(tender Ref)</b>	<b>Clause(tender Ref)</b>	<b>Description in the tender (tender Ref)</b>	<b>Query</b>
<b>1</b>					
<b>2</b>					

Note : The queries may be communicated only through e-mail and response to query will be by return e-mail. No queries will be accepted on telephone or through any means other than e-mail. The queries shall be send in .xls/.xlsx format with above fields only.

**Undertaking for NIL DEVIATIONS**

Ref:

Date:

To

The Deputy General Manager

I.T. Department, First Floor,

Regd. & Head Office 24,

Whites Road, Chennai – 600 014

Dear Sir,

Subject: Undertaking for Nil Deviations for “Performance Improvement of OLTP and ODS”  
(RFP No. HO: ITD: 2016-17:82)

Dear Sir,

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

Date:

Signature of Authorised Signatory:

Place:

Name of the Authorised Signatory:

Designation :

Name of the Organisation:

Seal :

**AGREEMENT DRAFT**  
(Shall be on Rs.100/-stamp paper)

This agreement made on this \_\_\_\_\_ day of \_\_\_\_\_ between \_\_\_\_\_ hereinafter called the "BIDDER" and UNITED INDIA INSURANCE CO. LTD., hereinafter called "THE COMPANY" sets forth the terms and conditions for the rate contract "Performance Improvement of OLTP and ODS".

## 1. Scope of Work

UIIC intend to utilize the existing Oracle Database Licenses for deploying the ODS System in Primary Data Center and DR Data Center. Additional database options will be procured on need basis, based on the requirement.

### **Expected Solution Delivery from Bidder:**

**Table 1.1**

S.No	Component	Description
1	ODS System – 2 Nos	Intergrated / Engineered Systems(Oracle Exadata Database Machine X6-2 Eighth Rack High Capacity) with the hardware specifications mentioned or higher.
2	RDBMS	Oracle Database Enterprise Edition
3	High Availability	Oracle Real Application Clusters Oracle Dataguard
4	Data Management	Oracle Partitioning Option
5	Management Tools	Oracle Database Diagnostic Pack Oracle Tuning Pack
6	Data Replication Tool	Oracle Golden Gate (or) equivalent
7	ELT/ETL Tool	Oracle Data Integrator (or) equivalent
8	BI & Reporting Tool	Oracle Business Intelligence Foundation Suite and Oracle Business Intelligence Cloud Services, Oracle Business Intelligence Publisher
9	Rules Engine	Oracle Policy Automation (or) equivalent

The bidder needs to provide hardware (CPU, Memory, Storage, OS) sizing requirements for administrative/application/management console for data replication tool, ODI, BI server and advanced monitoring services. UIIC shall provide the necessary hardware in VM Environment.

### **1.1 ODS (DC & DR) Hardware Specifications:**

1. The bidder shall supply integrated / engineered system (Exadata Database Machine X6-2 Eighth Rack High Capacity) comprising of Server, Storage, high Speed Networks.
2. Two Units shall be supplied –One at Primary Data Center(Chennai) and One at DR Center (Hyderabad). In terms of software licenses, DR shall be 50% of Primary capacity.
3. The bidder should support Oracle Database 11gR2, 12c and future releases. The supplied configuration should provide capability to handle multiple database instance workloads.

<b>Parameters</b>	<b>Required Value</b>
<b>Database Servers</b>	
Database Servers	2xX86-64 Servers in Oracle Real Application Clusters Configuration
No of Processors / Server	2 Nos. Intel E5
No of Cores / Processor	22
Total Cores per Configuration to be enabled	36 (Out of 2 x 22 = 44) Able to scale to 44 Cores and future 88 Cores without any additional hardware
Memory per Server	256 GB
Ports	3x 1/10 Gb copper Ethernet ports (client) 1x 1/10 Gb copper Ethernet port (mgmt) 2x 10 Gb optical Ethernet ports (client) 2x QDR (40 Gb) InfiniBand ports 1x ILOM Ethernet port
<b>Storage Servers</b>	
Storage Cell Configuration	3 Storage Cells with 30 Cores and 3x128 GB RAM 2x QDR (40 Gb) InfiniBand ports 1x ILOM Ethernet port
Hard Disk Storage	18 x 8 TB HDD to provide 144 TB Raw Capacity 54 TB Useable Capacity
Flash Storage	19.2 TB Database aware Flash Capacity
Storage Software	Intelligent Storage Software to offload SQL Queries, Columnar Compression
Expansion	Should be able to expand to double the cores, flash and storage capacity without any additional hardware. The expanded capacity should increase the performance metrics.
<b>Flash Metrics</b>	
Maximum SQL Flash Bandwidth	32 GB/Sec
Maximum SQL Flash Read IOPS	562,500
Maximum SQL Flash Write IOPS	518,000
<b>Disk Metrics</b>	
Maximum SQL Disk Bandwidth	2.7 GB/Sec
Maximum SQL Disk IOPS	3,900

Combined Metrics	
Maximum Data Load Rate	2.5 TB/Hour

Any additional network components like switches, transceivers etc. required should be mentioned separately by the Vendor.

### **1.2 RDMS Requirements:**

- ODS Oracle 10g enterprise edition to be upgraded to compatible higher version (11gR2 or 12c) supported by Oracle.
- UIIC intend to utilize the existing Oracle Enterprise Database Licenses for deploying the ODS System in Primary Data Center and DR Data Center. Additional database licenses shall be procured on need basis, based on the requirement.

### **1.3 High Availability Requirements:**

- High Availability requirement shall be addressed through Oracle Real Application Clusters (RAC) and Oracle Data Guard.
- Oracle RAC shall ensure following:
  - Scalability across database instances
  - Flexibility to increase processing capacity using commodity hardware without downtime or changes to the application
  - Ability to tolerate and quickly recover from computer and instance failures (measured in seconds)
  - Rolling upgrades for system and hardware changes
  - Rolling patch upgrades for some interim patches
  - Fast, automatic, and intelligent connection and service relocation and failover
  - Load balancing advisory and runtime connection load balancing
  - Comprehensive manageability integrating database and cluster features
- Data Guard shall provide the most comprehensive high availability and disaster recovery solution for Oracle databases and shall ensure following:
  - Fast, automatic or automated failover for data corruptions, lost writes, and database and site failures
  - Protection against data corruptions and lost writes on the primary database
  - Site failures do not require instance restart, storage remastering, or application reconnections
  - Transparent to applications
  - Effective network utilization

### **1.4 Data Management Requirements:**

- Data Management shall be achieved by using Partitioning concept for improving performance, manageability, and availability.

### **1.5 Management Tools Requirements:**

Management tools like Oracle Diagnostic Pack and Tuning Pack shall be used for automatic performance diagnostic, advanced system monitoring functionality and shall provide database administrators with expert performance management for the Oracle environment, including SQL tuning and storage optimizations respectively.

The Diagnostic Pack shall ensure following:

- Automatic Workload Repository
- Automatic Database Diagnostic Monitor (ADDM)
- Active Session History (ASH)
- Performance monitoring (database and host)
- Event notifications: notification methods, rules, and schedules
- Event history and metric history (database and host)
- Blackouts
- Dynamic metric baselines
- Monitoring templates
- Memory-access based performance monitoring
- Supporting functionality to perform per stream bottleneck detection and per component top wait event analysis

The Tuning Pack shall ensure following:

- SQL Access Advisor
- SQL Tuning Advisor
- Automatic SQL Tuning
- SQL Tuning Sets
- SQL Monitoring
- Reorganize objects

### **1.6 Data Replication Tools Requirements:**

- Require a bi-directional data replication tool, which can provide extremely low latency of a few seconds at production load level with a high volume of transactions. Impact on existing network should be negligible with only the committed changed data being replicated from source. Various complex data types (such as CLOB, BLOB) should be replicated with ease. Should provide built-in feature for enabling compression of data traversing through network without any external intervention.
- Replication tool should support industry standard RDBMS databases such as Oracle, SQL Server, DB2 etc on multiple platforms, thereby providing UIIC with the flexibility to use any database system in future. The solution should use non-standard ports and the port specification should be flexible such that any port in a specified range can be automatically utilized.
- During the replication process, transaction commits boundaries, atomicity and consistency should be maintained, ensuring data consistency and referential integrity across multiple masters, back-up systems, and reporting databases. Security should be maintained by only allowing the database administrator or operating system administrator to assign table replication and perform replication monitoring. Network failure should support auto recovery and source and target database failures should not impact the replication and data extraction processes; Both uni and bi-directional replication should be supported by the solution with no additional software required exclusively for bi-directional replication. The suggested solution should have support the existing Oracle RDBMS data security & compression features.
- To enable UIIC to carry-out complete maintenance there should be logs of how many inserts /updates /deletes have occurred at each Database as well as runtime statistics

should be maintained. The replication solution should make use of a robust queuing system to pass and buffer data between two network nodes and provide network efficiency over TCP/IP without compromising data integrity in case of intermittent network links breaks over a WAN environment. The solution should enable automatic and built-in conflict detection and resolution routines (for bi-directional replication) where two systems can modify separate instances of same table.

### **1.7 ETL/ETL Tool Requirements:**

The proposed Transformation tool should provide transformation capabilities for ODS and data marts. ETL tool solution should have the following capabilities, functionality:

- The ETL software should not require a separate hardware or virtual machine for installation and operation. The software should be running using the existing infrastructure of source and target machines. Support Changed data capture (CDC) — the ability to identify and extract modified data in real/near real time.
- Have built-in capabilities for achieving data transformation operations of varying complexity such as data type conversions, string manipulations and simple calculations, lookup and replace operations, aggregations, summarizations, deterministic matching, and the management of slowly changing dimensions. Provide facilities for developing custom transformations and extending packaged transformations. Provide graphical representation of repository objects, data models and data flows. The solution should have low impact on network bandwidth by avoiding multiple data movement over network and should support parallel distributed processing as well as support re-usable assets to avoid multiple project configurations.
- In case of failure the solution should provide automatic error management. Should also provide automation and scheduling of process deployed, graphical representation of repository objects, data models and data flows and version comparison. Have the ability to interact with a range of different types of data structure, including: RDBMS, legacy and non-relational databases, various file formats, XML, packaged application, externalized parallel distributed processing, message queues and data types of a less structured nature. Should be able to reduce deployment time by providing pre-built and reusable scripts.
- Security features available to avoid access to physical source or target databases within the tool. All repositories should be configured within the underlying database.

### **1.8 BI & Reporting Tool Requirements:**

- UIIC needs a future ready, unified analytics platform with interactive dashboards, ad hoc querying, pixel-perfect reporting, Office integration, proactive alerting, mobile access & collaboration Scorecards.
- For better system performance monitoring, UIIC needs a BI Platform with a highly scalable, highly efficient query and analysis server that integrates data via sophisticated query federation capabilities from multiple relational, OLAP, packaged application and Hadoop sources.
- UIIC wants KPI management to be an integrated aspect of analytics. Hence, the BI Platform should provide capabilities to create KPIs to measure progress and performance

over time and graphically communicate strategy & strategic dynamics using Strategy maps, Cause and Effect diagrams and Custom views

- The BI platform should have the capability for Microsoft Office integration that synchronizes information from BI to Microsoft Word, Excel, and PowerPoint for management presentations.
- The analytics solution will need to handle heavy data loads for a large number of users. Hence, to ensure optimal performance, the BI Platform should have the capability of queries reuse and caching both at the Web Server and within the Analytic Server layer to reduce database workload and network traffic.
- To ensure a consistent user interface for the users, the BI platform should have the capability to embed a corporate “portal“, web page or image on the Internet/intranet, a Word document, or Excel workbook on the dashboard
- To promote self-service analytics & reduce report proliferation, an enterprise semantic model is needed which would ensure consistency, alignment and governance, while enabling users to create their own reusable calculations, custom members and groups, and analysis, and to share those extensions with their workgroups without IT intervention
- Compliance reporting is an important requirement at UIIC. These reports need to be pixel-perfect given the regulatory compliance standards. The BI Platform should provide capability to create highly customized report format, layout, and output in order to create pixel-perfect reports,
- UIIC needs MOLAP capabilities for advanced scenario modeling & what-if analytics. The MOLAP engine should have shared metadata with the BI platform to reduce siloed tool proliferation in the company.
- The proposed tool should provide complete access to reports, dashboards, notifications through a native mobile application on mobile platforms like Android and iOS, for senior executives to view reports while on-the-move.
- BI Platform should offer integrated Scorecard and Strategy Management that enables the organization to achieve alignment between top-level strategic goals, cascaded through a series of objectives, and monitored in real-time through integrated KPIs, or Key Performance Indicators
- UIIC wants batch reporting to cater to its large partner and intermediary network including agents. So, the BI Platform should have native Job Scheduling facilities and should also have capability to integrate with external Job Scheduling systems to drive batch reporting.
- UIIC are looking at adoption of cloud strategy going forward, proposed solution should support functionality that is mature enough to be deployed on cloud
- Capability of the proposed cloud based solution to query and run analytics against data either on-premise or on cloud
- Capability to port the on-premise developed reports and Dashboards content on to the Cloud analytic layer



- Capability to provide a seamless Concurrent development environment on cloud with functionality where end users and developers can store and organize their report objects exclusively in the cloud.
- The solution is also expected to provide for a small number of users, around 25 users, on the cloud to access data on the cloud.
- Keeping in mind that UIIC requires the ability to handle large amounts of data for a large set of users, the suggested tool should enable a bursting feature to disperse reports, based on appropriate user authentication & authorization.

### **1.9 Rule Engine Requirements:**

Organization intends to extend the operations scope of data validation and improve the functionalities on the existing Core Systems and Other systems without any modifications to the applications. The desired rules engine should provide following functionalities and features to address the requirements:

- The solution should automate UIIC's policies by capturing rules in natural language using familiar tools like Microsoft Word and Excel documents.
- The solution should be able to model all of the combination of policy rules using business friendly interface like Word and Excel that can be consumed by other application like ODS
- The solution shall create a valid set of rules to transition from the current system to the proposed Rules Management system in preparation for the new system. The solution should be able to seamlessly extended to various business functions across UIIC like Agency Management, KYC, Fraud Detection, etc.
- The solution should deliver consistent and auditable advice across channels by creating customizable web-based, interview sessions based on defined rule sets.
- The proposed solution should have an intuitive business rules definition framework that would enable business users to manage business policies easily with less/no intervention from technical staff or without attempting to express policy rules in technical or code formats.
- The solution should allow Rule Authors to write rules in any sequence and shall not limit them to sequence based on the dependency of rules
- The rules written once should be available for deployment over the web which should allow the users a "Wizard" based self-service approach with inbuilt validations
- The solution should have the capability to model attributes or outcomes whose values change over time/date effective rules and should also have a capability to address retrospective changes of rules and policies.
- The solution should provide the flexibility to easily modify the rules and dynamic changes in business policies
- Business users should be able to test the logic integrated within the modeling interface as independently and should have capability like easily create variations on test cases, see differences between actual and expected results, use user friendly methods like Excel to chart and analyze results
- The solution should allow business users to Analyze impact of policy changes using "what if" analysis capability from within the engine.

- For auditing purposes the solution should provide elaborate and intuitive explanation/audit reports to stakeholders on why certain decision was taken. Each decision should point to the policy rules.
- The solution should have the flexibility to deploy the policies and rules in different patterns like Self Service Interviews, Web services or Database Batch Processor
- The Solution shall support repository infrastructure for rule storage and versioning. i.e., a central hub to manage, share and deploy policy models.
- While policies should be centralized at one place and should be reusable across multiple applications/modules there should be security used to configure user permissions and connections to external data sources
- Should be allow bulk processing of data and produce determinations in a batch
- The Solution shall easily integrate with the rest of proposed Solution using various patters of integration, namely Database, CSV file, Web Services, Web Based Interface, Mobile, API
- The solution should provide a rich set of tools for developers to extend and integrate it with other applications
- The solution should provide proper security and authenticating mechanism to manage users, for the purposes of managing project versions and deployment, for working with connections to external data sources, for administering other users, and for accessing the end point of a policy model deployed as a web service
- The central Hub/repository should have the history of all deployment events (Date, Version, Users, and Comments etc). The Repository should also manage the history of multiple versions and can be traced back at the exchanges made in that version.

### **1.10 Oracle Advance Customer Support (ACS) Services**

UIIC requires services for the upgrade of the databases environments from current environment to the proposed new environment. The services will be performed at UIIC Data Centers. The following activities are considered as part of this scope of work from the OEM (Oracle ACS).

#### **Service 1 : Oracle ACS Architecture Review Services:**

Oracle's Advanced Customer service (ACS) team, to carry out the Architecture review of the critical Database. Vendor's ACS team will review the UIIC's existing system performance DB profile including an analysis of "a period of intense resource utilization" to identify performance bottlenecks. This exercise should Identify architectural gaps and process improvement options, and gather current database diagnostic information to be the basis for recommending improvements and compliance to eliminate potential issues and bottlenecks in performance

#### **Service 2 : Hardware Installation, DB upgrade & Migration services:**

Oracle's Advanced Customer service ( ACS ) team , to carried out the following services :

- Installation & configuration of New hardware ( 2 no of Exadata) with latest database.
- Upgrade of both databases ( OLTP & ODS ) from 10g to 11gR2 or 12c for Production and testing environment
- Migration of upgraded DB for ODS from existing env into new hardware
- Fine tuning of Database for New Hardware environment for ODS & OLTP
- Golden Gate Setup for both OLTP & ODS database
- Setting up of ODI Setup

**Service 3 : Oracle ACS Onsite Services:**

ORACLE ACS to provide on-demand 120 mandays of support per year. This is to provide month end at DR/DC for 1 year period . This service needs to be provided for the entire contract period at 120 mandays per year. The scope of this service is as below :

- Escalation support / SR support to expedite resolution
- Coordination with OEM’s backend engineering team
- Critical Issue resolution for database

**Service 4 : Oracle ACS Advanced Monitoring Services:**

ORACLE ACS to monitor both OLTP and ODS database on 7x24 basis from Oracle. UIIC shall provide the monitoring server and shall open the required port for monitoring.

**1.11 Implementation Activities**

- To create roadmap for ODS upgrade from Oracle Database 10gR2 to 11gR2 or 12c.
- Commissioning, Installation, Configuration of new hardware for ODS.
- To migrate the existing ODS Database to the new ODS System without any change in the existing application
- Deploying a reliable data replication tool between OLTP and ODS
- Enable Data Transformations to create data marts
- Consolidate all the smaller Oracle Databases on ODS System
- Integrate with existing backup system at UIIC.

**Detailed Scope of Activities with Responsibilities**

**Table 1.11**

Core OLTP & Old ODS		
Activity	Sub-Activity	Responsibility
10g to 11g Upgrade of OLTP	11g Install	Existing SI*
	DB 11g Upgrade	Existing SI*
	Testing the Apps & UAT	Existing SI* & UIIC
	Apps Tuning wrt DB Change	Existing SI*
	Go-Live	Existing SI* & UIIC

<b>Old ODS to Temporary System</b>	Move old ODS to new system partition	Existing SI*
	Connect Application & test	Existing SI*
	Test the Application with ODS	Existing SI* & UIIC
	Go-Live	Existing SI* & UIIC
<b>Regular Perf. Tuning of OLTP</b>	Health Check	Oracle ACS
	Sanity Check	
	Performance Tuning Activities	
	Problem Support & Guidance	

<b>Transformation Initiative - New ODS &amp; Reporting</b>		
<b>Activity</b>	<b>Sub-Activity</b>	<b>Responsibility</b>
<b>Exadata</b>	Exadata Installation	Oracle ACS
	Exadata DB Configuration	Oracle ACS
	Exadata DR Setup	Oracle ACS
	Golden Gate Setup - Between OLTP&ODS	Oracle ACS & Bidder
	ODI Installation	Oracle ACS
	Handover for Further activities to UIIC	Oracle ACS
<b>New ODS Development</b>	Functional Requirements	Existing SI* & UIIC
	Data Model Design	Existing SI*
	ODI Setup & One Transformation Logic	Oracle ACS & Existing SI*
	Transformation Logic for Setup	Existing SI*
<b>Reporting Development</b>	New Report Development	Existing SI*
	Testing	Existing SI*
	User Acceptance Test	Existing SI* & UIIC
	Go Live	Existing SI* & UIIC
<b>Regular Perf. Tuning of New Exadata &amp; ODS</b>	Health Check	Oracle ACS
	Sanity Check	
	Performance Tuning Activities	
	Problem Support & Guidance	

\*Activities for Existing System Integrator (SI) shall not reckon in Commercial Bid.

## 2. Payment and Other Terms

### 2.1 Price, Octroi & Taxes

The price shall be all inclusive of Ex-factory price per unit, packing, forwarding, freight, transit insurance, Excise duty, other duties, if any, including delivery, installation, commissioning & testing charges. **Sales Tax, VAT and other local taxes as applicable alone would be reimbursed as shown in the invoice. Octroi/Entry Tax/Consumption Tax would be reimbursed on production of actual documents.**

There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty& taxes after the prices are fixed and before the delivery should be passed on to the Purchaser/Company. The price quoted should be valid for a period of 90 days from the date of signing the agreement.

### 2.2 Delivery and Installation

#### 2.2.1 SUPPLY OF HARDWARE, SOFTWARE LICENSES & INSTALLATION (RACKSTACK & POWER ON)

- Bidder shall undertake Pre-Delivery inspection at DC & DR which is mandated by the OEM. Any request for Pre-Delivery inspection shall be made in writing to UIIC one week in prior.
- Bidder has to supply of the Hardware and Software Licenses as per Table – 1.1 at following sites

S	Site Name	Complete Address
1	DC	UIIC, Head Office ,Chennai.
2	DR	CtrlS Data Center, Pioneer Towers, In-Orbit Mall Road, Hi-Tech City , Hyderabad

- Bidder should ensure safe delivery of the equipment up to the designated place of installation. The bidder should also ensure Oracle Standard System Installation (OSSI) Services are completed which includes BoM verification, rack stack and Power ON for all the components as a part of this RFP. The Oracle Standard System Installation should be done by Oracle directly and not through any field partner.
- Any transit insurance, permission, taxes, labour, tools and tackles, Road Permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to UIIC. No additional time for delivering of equipment will be given to vendor on account of issues related to Road Permits, government taxes, government or local body permissions, etc.

- All equipment and Software Licenses shall be delivered, Racked, Stacked and Powered-On within 12 weeks from the date of purchase order(s), inclusive of purchase order date.
- If the Bidder does not deliver/install (rack, stack and power ON) goods as per the above schedule, or such authorized extension as may be permitted by UIIC in writing, UIIC shall impose a penalty @ 0.5% for each week's delay to a maximum of 10% of the Total Order Value of delayed Product. A part of week will be considered full week for penalty calculation purpose.
- The company reserves the right to cancel the tender if the above delivery schedules are not adhered to by the selected bidder.
- After the delivery is made, if it is discovered that the items supplied are not according to our specification, such supply would be rejected at the supplier's cost.

### **2.3 Payment Terms**

- No advance payment will be made in any case.
- The payments shall be released as per the tables given below. The Company also reserves the right to prescribe additional documents for release of payments and the bidder shall comply with the same.

- **Hardware:**

Item	Payment	Document to be submitted
Product + Installation and 1st year warranty support	80 % on delivery of hardware	Invoice in original, Delivery Challan, original Octroi receipt if any
	20 % on Hardware installation (BoM Verification, Rack Stack & Power ON the	Installation Certificate duly signed and stamped by UIIC.

- **Software:**

- 100 % of software price on delivery of the software licenses.
- ATS / SnS charges for the software components will be paid annually.

- **Implementation Charges:**

- 100% of Implementation charges on completion of implementation of the solution including Service 1- Oracle ACS Architecture Review Services and Service 2 – Hardware Installation, DB upgrade & Migration Services. Invoice in original and configuration report should be submitted for release of payment.
- Service 3 - Oracle ACS Onsite Services and Service 4 – Oracle ACS Advanced Monitoring Services shall be paid as per below table”

Item	Payment	Document to be submitted
<b>Service 3 –</b> Oracle ACS Onsite Services <b>Service 4 –</b> Oracle ACS Advanced Monitoring Services	Payment will be quarterly in arrears	Invoice in original and Configuration Report

**Note :**

- Payments are generally released within 30 days from the date of submission of invoices and other requisite documents.
- Payments of taxes and all other applicable government levies will be made according to the rules and regulations as existing on the date of the payment.
- In case there is price reduction in service components during the contract period then the vendor will pass on all such benefits to UIIC.
- No advance payment will be made in any case.
- Bidder will be required to furnish the documentary proof of delivery [delivery challan] and installation report duly signed by UIIC officials, proof of back-to-back warranty arrangement certificate.
- The Bidder must accept the payment terms proposed by UIIC. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by UIIC. Any deviation from the proposed payment terms would not be accepted. UIIC shall have the right to withhold any payment due to the 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 UIIC.
- TDS, if any, will be deducted while releasing the payment.
- All payments will be made to the Bidder in INR only.
- UIIC 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 default on the part of UIIC.

**2.4Warranty**

- The Bidder will quote for first year Warranty support from the OEM.
- The warranty procured through this tender should be direct from OEM and not through any field partner or other 3rdparty. UIIC should be provided with direct access to OEM support interface.
- The warranty of equipments will start from the date of delivery of equipments at respective locations.
- The successful bidder has to mandatorily backline all the warranty services with the OEM and proof for the same should be submitted along with the invoices.
- Return Material Authorization (RMA) support should be from OEM for all the components.

- OEM shall replace any faulty component during the contract period with component of same or higher specifications.
- Warranty should provide/include the software supplied and should be free of defects in materials & workmanship under normal use.
- The proposed equipment should not be Out-of-Support for a period of at least 5 years from the date of bid submission. A declaration to this effect from the respective OEM needs to be submitted as part of the bidder's response to this tender.

## **2.5 Uptime**

- The bidder shall guarantee uptime as mentioned below, during warranty and also during AMC, if contracted, which shall be calculated on monthly basis.
  - An Uptime of 99% for the equipment at Chennai Data Center and DR at Hyderabad .
- The "Downtime" is the time between the Time of Report by UIIC and Time of Restoration/resolution within the contracted hours. "Failure" is the condition that renders UIIC unable to perform any of the defined functions on the server(s). "Restoration" is the condition when the selected bidder demonstrates that the equipment is in working order and UIIC acknowledges the same.
- The Downtime calculated shall not include any:
  - Failure due to UIIC (Power, Network etc.)
  - Preventive maintenance activity
  - Force Majeure
  - Any other mutually agreed pre-planned activity.
- However bidder shall inform UIIC minimum 2 days in advance before doing preventive maintenance or pre-planned activity.
- The percentage uptime is calculated on monthly basis (24 hours a day).
- The performance would be measured as under on monthly basis:

Performance (%) = 
$$\frac{[Total\ Contracted\ minutes\ in\ a\ month - Downtime\ minutes\ within\ contracted\ minutes\ in\ a\ month]}{Total\ contracted\ minutes\ in\ a\ month} \times 100$$

- Shortfall in performance = Uptime % - Performance (%)
- If the bidder fails to maintain guaranteed uptime, UIIC shall impose penalty.
- However bidder shall inform UIIC minimum 2 days in advance before doing preventive maintenance or pre-planned activity.



## 2.6 Severity Levels of Incidents:

Severity Level	Criteria	Indicative list of issues
Severity 1	The identified issue has material business impact and needs to be resolved immediately.	<ul style="list-style-type: none"> <li>• Issues pertaining to system software, hardware which make the system / application inaccessible.</li> </ul>
	This level would typically correspond to issues that result into disruption of most or all critical services to UIIC	<ul style="list-style-type: none"> <li>• Production server or other mission critical system(s) are down and no workaround is immediately available.</li> <li>• &gt;50% of users on a server are affected.</li> </ul>
Severity 2	The identified issue has significant business impact and needs to be taken up on top priority.	<ul style="list-style-type: none"> <li>• Major functionality is severely impaired.</li> <li>• A temporary workaround is available.</li> </ul>
	This level would typically correspond to issues that result into disruption of one or more critical services to UIIC	<ul style="list-style-type: none"> <li>• Impaired operations of some components, but allows the user to continue using the software, although long-term productivity might be adversely affected.</li> </ul>
Severity 3	The identified issue has normal impact on the business and needs to be addressed at the earliest.	<ul style="list-style-type: none"> <li>• Partial, non-critical loss of functionality of the application.</li> </ul>
	This level would typically correspond to issues which result into disruption of one or more services to one or more USERS.	<ul style="list-style-type: none"> <li>• Impaired operations of some components, but allows the user to continue using the software.</li> </ul>
Severity 4	The identified issues have almost no impact in terms of business.	<ul style="list-style-type: none"> <li>• Additional customization requirements.</li> <li>• Upgrade, major change, and</li> </ul>

	However, issue needs the attention of the Bidder/System Integrator and shall be fixed on lesser priority.	migration notifications.
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## **2.7 Penalty on basis of Severity of Incident**

<b>Level</b>	<b>Reporting Time</b>	<b>Resolution Time</b>	<b>Penalty beyond stipulated resolution time</b>
Severity 1	Business hours	1 hour	Rs.10000/= per hour of delay beyond the stipulated resolution time.
	Non-business hours	Start of business hours next day.	0.25% of contract value plus Rs.10000/= per hour of delay beyond the stipulated resolution time.
Severity 2	Business hours	4 hours	Rs.5000/= per hour of delay beyond the stipulated resolution time.
	Non-business hours	Start of business hours next day.	0.25% of contract value plus Rs.5000/= per hour of delay beyond the stipulated resolution time.
Severity 3	Business hours	4 hours	Rs.2500/= per hour of delay beyond the stipulated resolution time.
	Non-business hours	Start of business hours next day.	0.25% of contract value plus Rs.2500/= per day of delay beyond the stipulated resolution time.

Severity 4	All hours	Start of business hours next day.	Rs.100/= per day per call of delay beyond the stipulated resolution time.
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- The penalty shall be adjusted as maintenance credit against the AMC/ATS payable by UIIC to the Bidder.
- Record of call resolution is to be jointly signed by the bidder and UIIC personnel marking nature of fault attended and steps / initiatives taken to resolve the service call of the company.
- This service is to be provided on all working days of UIIC, notwithstanding the fact whether on such days the Bidder's office remains open or not. The Bidder's local representative and our Department Head will undertake the review of maintenance every quarter with monthly reports.

### 3. Price

- 3.1 The bidders shall quote all inclusive of base price. All applicable taxes will be paid as actuals.
- 3.2 UIIC will not pay any expenses/ charges/fees/ travelling expenses/ boarding expenses/ lodging expenses/ conveyance expenses/ out of pocket expenses other than the commercial quoted by the bidder for the project related work.
- 3.3 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 taxes after the prices are fixed and before the agreement shall be passed on to the Purchaser /Company.

### 4. Project Schedule

- 4.1 All equipment along with the software licenses as per Table 15.1 shall be delivered, Racked, Stacked and Powered-On within 12 weeks from the date of purchase order(s), inclusive of purchase order date both at DC and DR.
- 4.2 The bidder shall complete the entire activity as mentioned in Table 15.11 within 20 weeks from the date of purchase order excluding the time required by UIIC IT Partners for necessary integration activities.
- 4.3 The bidder needs to provide hardware (CPU, Memory, Storage, OS) sizing requirements for administrative/application/management console for data replication tool, ODI, BI server and advanced monitoring services. UIIC shall provide the necessary hardware in VM Environment.

### 5. General Terms

- 5.1 The agreement shall be in force for a period of 1 year.

- 5.2** Upon satisfactory completion of work, UIIC reserves right to extend the contract by another one year or as per the UIIC discretion on the same terms and conditions
- 5.3** The successful bidder is required to sign NDA as per [Annexure-X](#) with UIIC to maintain and protect the confidentiality of Data.
- 5.4** The Integrity Pact (IP) duly signed by the authorized official of UIIC and the Contractor, will form part of the contract / supply order. Performa of the IP is enclosed along with the tender document ([Annexure-XI](#)) and shall be returned by the bidder along with the technical bid, duly signed by authorized person. All the pages of the IP shall be duly signed by the same authority. Bidder's failure to return the IP along with the bid, duly signed may lead to outright rejection of such bid.

## **6. Performance Guarantee**

The successful bidder will have to furnish a performance guarantee to the tune of 15% of the value of the contract excluding ORACLE ACS Services for proper fulfillment of the contract in the form of a Bank Guarantee from a nationalized/scheduled bank valid for one year from the date of purchase order from UIIC. This Bank Guarantee shall be released on the completion of one year. In case the contract is extended, a separate bank Guarantee needs to be furnished for the extended period. Performance security has to be furnished by the successful bidder within 21 days of issuance of the Letter of Acceptance (LOA) by the company failing which the company reserves the right to terminate the Letter of Acceptance (LOA).

Performance Guarantee may be forfeited in the event of a breach of contract by the bidder solely due to the reason attributable to the bidder.

## **7. 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. The bidders shall protect the Company against any claims thereof.

## **8. Violations By Bidder**

The selected bidder may be blacklisted for future in case serious violations are observed and UIIC's decision in this matter will be final and binding on the bidder.

## **9. Risk and Title**

The risk, title and ownership of the products shall be transferred to the customer upon dispatch of such products to the customer.

## **10. Savings Clause**

The bidder'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 the bidder's non-performance is caused by Company's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement.

## **11. Pass Through Warranty**

The bidder shall “pass-through” any and all warranties and indemnities received from the licensor of the products and, to the extent, granted by such licensor, the customer shall be the beneficiary of such licensor’s warranties and indemnities.

## **12. Limitation of Liability & Indemnity**

The bidder represents and warrants that the repair and maintenance of services/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The bidder agrees that it will and hereby does, indemnify the company from any claim, directly resulting from or arising out of any breach or claimed breach of this warranty. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of bidder for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to immediately preceding 12 months of payments collected by bidder under this contract. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.

## **13. Site Not Ready**

UIIC agrees that the bidder 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.

## **14. Deemed Acceptance**

Any Deliverable(s) / Work Product(s) provided to the Customer shall be deemed to have been accepted if the customer puts such Deliverable(s) / Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 30 days from the date of receipt of such Deliverable(s) / Work Product(s).

## **15. Intellectual Property**

Intellectual Property Rights’ means all rights in inventions, patents, copyrights, design rights, trade marks and trade names, service marks, trade secrets, know how and other intellectual property rights (whether registered or unregistered) and all applications for any of them, actual or pending anywhere in the world.

## **16. Non Hire**

The customer acknowledges that personnel to be provided by bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to bidder’s business. In consideration of the foregoing, the customer agrees that for the term of this Agreement and for a period of one year thereafter, the customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any bidder employee, or induce any such individual to leave the employ of bidder. For purposes of this clause, a bidder employee

means any employee or person who has who has been involved in providing services under this Agreement.

## **17. Jurisdiction & Arbitration**

- a. All disputes/differences of any kind whatsoever arising out of or relating to the construction, meaning, operation, effect or breach of the Agreement, then either party may refer to a sole arbitrator who shall be jointly appointed by both the parties or, in the event that the parties are unable to agree on the person to act as the sole arbitrator within 30 days after any party has claimed for arbitration in written form, by three arbitrators, one to be appointed by each party with power to the two arbitrators so appointed, to appoint a third arbitrator within a period of 30 days from the appointment of the second of the Arbitrators.
- b. The arbitration shall be conducted under the Indian Arbitration and Conciliation Act, 1996 as amended or re-enacted from time to time
- c. The governing law for the arbitration shall be Indian Law.
- d. The proceeding of arbitration shall be conducted in the English language. The arbitration shall be held in Chennai, India.

## **18. Force Majeure**

The bidder **shall not be** liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following Act of God, refusal of permissions or other Government Act, fire, explosion, accident and the like which renders it impossible or impracticable for the bidder to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond bidder's control.

## **19. Confidentiality**

The bidder acknowledges that all materials and information which has or will come in its possession or knowledge in connection with the performance of this agreement, hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to company. The bidder agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information, and not to release or disclose it to any other parties. The bidder shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information as per NDA is fully satisfied.

## **20. Subcontracting**

The Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of UIIC.

## **21. Termination**

Either party shall have the right to terminate this contract / agreement at any time by giving 3 months advance notice in the event that the other party commits a material breach of the agreement and fails to make good such default to the non-defaulting party's reasonable

satisfaction within thirty (30) days. In the event of termination UIIC shall pay supplier / vendor for goods delivered and services rendered till the date of termination.

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

a) SIGNED SEALED & DELIVERED BY THE  
WITHIN NAMED INSURANCE COMPANY

b) SIGNED SEALED & DELIVERED BY THE  
WITHIN NAMED (BIDDER)

**Deputy General Manager**

\_\_\_\_\_

\_\_\_\_\_

In the presence of

In the presence of

Witnesses:1 \_\_\_\_\_

Witnesses:1 \_\_\_\_\_

Witnesses:2 \_\_\_\_\_

Witnesses:2 \_\_\_\_\_

## ANNEXURE -X

### NDA FORMAT

(Should be on Rs.100/-stamp paper)

This confidentiality and non-disclosure agreement is made on the.....day of....., 20.... BETWEEN (Bidder), (hereinafter to be referred to as “-----”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its principal office at .....(address).

AND UNITED INDIA INSURANCE COMPANY LIMITED (hereinafter to be called “UIIC”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Registered Office at .....(address) on the following terms and conditions:

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

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

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

#### **1. DEFINITIONS**

(a) CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes,



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

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

## **2. COVENANT NOT TO DISCLOSE**

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfill its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person

except to its employees, authorized agents, consultants and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

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

agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information.

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

(i) The fact that any investigations , discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,

(ii) That it has requested or received Confidential Information, or

(iii) Any of the terms, conditions or any other fact about the actual or potential business relationship.

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

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

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

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

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

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

### **3. RETURN OF THE MATERIALS**

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

### **4. OWNERSHIP OF CONFIDENTIAL INFORMATION**

The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and

Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided “as is” with all faults.

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

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

## **5. REMEDIES FOR BREACH OF CONFIDENTIALITY**

1. 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.

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

## **6. TERM**

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

## **7. GOVERNING LAW & JURISDICTION**

This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Chennai.

## **8. ENTIRE AGREEMENT**

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

## **9. WAIVER**

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

## **10. SEVERABILITY**

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

## **11. NOTICES**

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been

Notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the UIIC shall be served on the Information Technology Department of the Company's Head Office at Chennai and a CC thereof be earmarked to the concerned Branch, Divisional or Regional Office as the case may be by RPAD & email.

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

a) SIGNED SEALED & DELIVERED BY THE  
WITHIN NAMED INSURANCE COMPANY

b) SIGNED SEALED & DELIVERED BY THE  
WITHIN NAMED (BIDDER)

**Deputy General Manager**

\_\_\_\_\_

\_\_\_\_\_

In the presence of

In the presence of

Witnesses:1 \_\_\_\_\_

Witnesses:1 \_\_\_\_\_

Witnesses:2 \_\_\_\_\_

Witnesses:2 \_\_\_\_\_



## ANNEXURE –XI

### PRE CONTRACT INTEGRITY PACT

(Should be on Rs.100/-stamp paper)

Ref:

Date:

#### **1 General**

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at \_\_\_\_\_place \_\_\_\_on \_\_\_\_ day of the month of \_\_\_\_, 2017 between United India Insurance Company Limited, having its Head Office at 24, Whites Road, Chennai – 600 014 (hereinafter called the “BUYER/UIIC”, which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and

M/s.\_\_\_\_\_ represented by Shri./Smt.\_\_\_\_\_, Chief Executive Officer (hereinafter called the “BIDDER/SELLER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to issue RFP for Performance Improvement of OLTP and ODS and the BIDDER/SELLER is willing to offer/has offered the services and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

- Enabling the BUYER to obtain the desired said stores/equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

#### **2 Commitments of the BUYER**

2.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or

third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

- 2.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 2.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **3 Commitments of BIDDERS**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contact stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following :

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe , gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- 3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original 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.

- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agree upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on the others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 if the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender.  
The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### **4 Previous Transgression**

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.



## **5 Earnest Money (Security Deposit)**

- 5.1 While submitting commercial bid, the BIDDER shall deposit an amount 20,00,000/- (Rupees Twenty Lakh only) as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.
- (i) in the form of electronic credit only to UIIC Bank Account.
  - (ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
  - (iii) The Earnest Money/Security Deposit shall be valid for a period of five years OR the complete conclusion of the contractual obligation to the complete satisfaction of both the buyer and bidder, including the warranty period, whichever is later.
  - (iv) In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provision of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
  - (v) No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.
  - (vi) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

## **6 Sanctions for Violations**

- 6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required :-
- i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue
  - ii. The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit/Performance Bond) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
  - iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
  - iv. To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer

in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

- v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
  - vi. To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER
  - vii. To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.
  - viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDDER, the same shall not be opened.
  - x. Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

## **7 Fall Clause**

- 7.1 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.

## **8 Independent Monitors**

- 8.1 The BUYER is in the process of appointing Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
- 8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

- 8.3 The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.
- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER
- 8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality
- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings
- 8.8 The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

## **9 Facilitation of Investigation**

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## **10 Law and Place of Jurisdiction**

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

## **11 Other Legal Actions**

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## **12 Validity**

- 12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

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

**BUYER**

**BIDDER**

Name of the Officer

**CHIEF EXECUTIVE OFFICER**

Designation

UIIC

Witness

Witness

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_