



UNITED INDIA INSURANCE COMPANY LIMITED

Information Technology Department
Regd. & Head Office 24, Whites Road, Chennai - 600 014

CORRIGENDUM Dated. 09.11.2020

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

1. Bid Extension

#	RFP Reference	RFP Clause	Modified Clause
1	Clause: Section 1 - Bid Schedule and Process	<ul style="list-style-type: none">Last date for bid submission: 18-11-2020 (03:00 PM)	<ul style="list-style-type: none">Last date for bid submission: 25-11-2020 (03:00 PM)

2. Modified Clauses

#	RFP Reference	RFP Clause	Modified Clause
1.	Annexure 9: Minimum Functional & Technical Specifications	Minimum Technical & Functional Specifications	Revised Annexure 9 will be shared with all bidders who have submitted the Tender Fees.
2.	Section 3.1.22	Benchmarking	Below is added to the existing clause for benchmarking: For generating the load bidder needs to factor an appropriate Load simulation tool for the duration of benchmarking only at no additional cost to UIIC. Bidder needs to do the installation, configuration, maintenance of the same. Bidder can leverage the HCI VM at DR site for doing the benchmarking however those will be temporary VM's. Bidder needs to ensure that there should not be any impact on RTO and RPO of any application due to this leverage of VM's
3.	Additional	Existing Infra Detail	Details of Existing Infra will be shared with all bidders who have submitted the Tender Fees.

#	RFP Reference	RFP Clause	Modified Clause
4.	27 Warranty & On-Site Maintenance	<p>The Bidder shall undertake to provide an onsite comprehensive 3 (three) Year Warranty from the date of Go-live of Hardware and AMC for next 2 (two) years (BACK TO BACK with OEM) for all supplied Hardware commencing from the date of commissioning at the respective delivered locations of the Company as provided in the Purchase Order / Contract for Supply.</p> <p>Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.</p> <p>The Bidder shall undertake to provide an onsite comprehensive 1 (One) Year Warranty and ATS for next 4 (four) years (BACK TO BACK with OEM) for all supplied Software commencing from the date of Go-Live of the software for the respective delivered locations of the Company as provided in the Purchase Order / Contract for Supply.</p>	<p>Hardware / Software Acceptance: - UIIC will carry out the acceptance tests for testing of software, hardware and verification that the supplied components are as per bill of material through UIIC appointed consultant / UIIC Team. The Bidder shall assist UIIC in all acceptance tests to be carried out by UIIC. Bidder needs to rectify all the gaps highlighted in the Acceptance testing without any additional cost to UIIC</p> <p>Hardware / Software Go-Live: - The respective hardware and software will be termed as Go-live only when the application for which the hardware is allocated goes in production and all the data is migrated.</p> <p>The Bidder shall undertake to provide an onsite comprehensive 3 (three) Year Warranty from the date of Go-live and acceptance of Hardware and AMC for next 2 (two) years (BACK TO BACK with OEM) for all supplied Hardware commencing from the date of commissioning at the respective delivered locations of the Company as provided in the Purchase Order / Contract for Supply.</p> <p>Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.</p> <p>The Bidder shall undertake to provide an onsite comprehensive 1 (One) Year Warranty and ATS for next 4 (four) years (BACK TO BACK with OEM) for all supplied Software commencing from the date of Go-Live and sign off by UIIC of the software for the respective delivered locations of the Company as provided in the</p>

#	RFP Reference	RFP Clause	Modified Clause
			Purchase Order / Contract for Supply.
5.	34 Service level Agreement	Additional	Service Levels will be applicable for the respective Hardware and Software once the Same is accepted and Go-live

Annexure 6: Eligibility Criteria Form

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

To

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

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

ELIGIBILITY CRITERIA FOR BIDDERS

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

TURNOVER & NET PROFIT

Financial Year / Accounting Year	Turnover (in Crores)	Net Profit
2017-2018		
2018-2019		
2019-2020		

Criteria for Eligibility Compliance are given in below tables:

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

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

ELIGIBILITY CRITERIA FOR OEM

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

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

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

Note:

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

Signature:

Name:

Designation:

All other terms and conditions of the tender remain same.

Date: 9.11.2020
Chennai.