



# UNITED INDIA INSURANCE COMPANY LIMITED

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

## CORRIGENDUM Dated. 24.11.2020

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"><li>Last date for bid submission: 25-11-2020 (03:00 PM)</li></ul>	<ul style="list-style-type: none"><li>Last date for bid submission: <b>04-12-2020 (03:00 PM)</b></li></ul>

### 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.	Annexure 7: Bill of Material	Bill of Material	Revised Annexure 7 will be shared with all bidders who have submitted the Tender Fees.
3.	Annexure 9: Minimum Functional & Technical Specifications	Storage Usable Capacity at DC and DR	All Flash 200 TB at DC is sizing for Production Environment and All Flash 200 TB at DR is sizing for DR production and Pre-Prod environment. Bidder can size the Storage for other Non-Production environment as per the terms of the RFP
4.	4.9 Security Deposit	The successful bidder will have to furnish a security deposit to the tune of 10% of the total contract value in the form of a Bank Guarantee for a period of 5 years & 3 months obtained from a nationalised/scheduled bank for proper fulfilment of the contract.	The successful bidder will have to furnish a security deposit to the tune of 10% of the total contract value in the form of a Bank Guarantee for a period of 5 years & 3 months obtained from a nationalised/scheduled bank for proper fulfilment of the contract.  In the event of the Successful Bidder being unable to service the contract for whatever reason, UIIC may provide a cure

#	RFP Reference	RFP Clause	Modified Clause
			<p>period of 60 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason</p> <p>In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP, the UIIC may provide a cure period of 60 days and thereafter invoke the PBG, if required.</p>

### 3. Service level Agreement

Critical Level	Response Time	Resolution Time
Critical Infrastructure and software	5 Min	Within 2 Hrs. of Call reporting
Key Infrastructure and software	5 Min	Within 4 Hrs. of Call reporting
Significant Infrastructure and software	5 Min	Within 6 Hrs. of Call reporting
Individual components not impacting availability of the server/solution infrastructure	5 Min	Within 8 Hrs. of Call reporting

Service Level Description	Measurement	Minimum Service Level	Measurement Tool	Penalty
Hardware Utilization	Reporting to the UIIC if Hardware daily peak utilization levels of CPU, RAM, NIC and hard disk etc. exceeds 70% (Seventy Percent) at any given point of time during business hours. Each incident should not exceed 5 minutes, every part thereof will be a new incident.	100%	Enterprise Management System	<p>If less than 3 times: for every 0.5% drop in service level, Penalty of 1% of the respective Hardware Cost</p> <p>If more than 3 times in a quarter: Bidder will be responsible for replacing/augmenting the hardware at no additional cost to the UIIC within 3 months of exceeding the thresholds. In case bidder fails to replace the hardware, LD of 1% of effected product cost will be lived for every week of delay or part thereof</p>
Storage Utilization	Production storage utilization levels exceeds 80% (Eighty percent) at any given point of time	100%	Enterprise Management System	If less than 3 times: for every 0.5% drop in service level, Penalty of 1% of the

Service Level Description	Measurement	Minimum Service Level	Measurement Tool	Penalty
	and such incidents occurs for more than 3 times in a quarter. Each incident should not exceed 5 minutes, every part thereof will be a new incident			<p>respective Hardware Cost</p> <p>If more than 3 times in a quarter: Bidder will be responsible for replacing/augmenting the hardware at no additional cost to the Bank within 3 months of exceeding the thresholds. In case bidder fails to replace the hardware, LD of 1% of effected product cost will be lived for every week of delay or part thereof</p>

## 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	<b>RISC / EPIC Server:</b> The proposed RISC server series should have been 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	<b>Hyper Converge Infrastructure:</b> The proposed hyper converge version / series should have been 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	<b>Tape Library:</b> The proposed Tape Library should have been 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	<b>D2D appliance:</b> The proposed D2D appliance should have been 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	<b>Enterprise Management solution:</b> The proposed Enterprise Management Solution should have been implemented in scheduled commercial bank(s)/insurance company(ies) in India and should have been implemented & live for at-least 1500 endpoints covering both x86 & Unix Platform. (These 1500 end points are cumulative across one or more scheduled commercial bank/insurance company 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).
6	<b>Enterprise class Storage &amp; SAN Switch:</b> - The Proposed Storage & SAN Switch series should have been implemented in at-least one scheduled commercial bank / Insurance Company in India having at least 1500	Relevant Credential letter from the customer Or Bidder should provide Purchase Order(s) together with the project completion /

#	Eligibility Criteria for OEMs	Documentary Proof Required
	branches in India	installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).
7	<b>Application Monitoring Solution:</b> The Proposed Application Monitoring solution should have been 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	<b>Job Automation Tool:</b> The proposed Job Automation Tool should have been 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	<b>Backup Solution:</b> The proposed Backup Solution should have been 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	<b>Architecture Assessment Services:</b> 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).
11	As per the Government guidelines on Procurement all OEM needs to submit the Annexure 17	OEM needs to Submit Annexure 17 on letter head dully signed by Authorized signatory
12	<b>HIPS:</b> The Proposed HIPS should have been 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

#	Eligibility Criteria for OEMs	Documentary Proof Required
		Purchase Orders & the installation /Project completion reports should have dates).
13	<b>Automated Disaster recovery Solution:</b> The Proposed Automated Disaster Recovery solution should have been 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 have been 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:



All other terms and conditions of the tender remain same.

**Date: 24.11.2020**

**Chennai.**