

The Oriental Insurance Company Limited

Head Office, New Delhi



Proposal

For

AMC of SAP Based Investment Management System

(Tender Ref No: OICL/HO/ITD/SAP-AMC/2017/07 Dated 15.09.2017)

Information Technology Department

The Oriental Insurance Company Limited
2nd Floor, Oriental House
A-25/27, Asaf Ali Road,
New Delhi – 110002

CIN-U66010DL1947GOI007158
www.orientalinsurance.org.in



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Non-Refundable Tender Fee

Non-Transferable Receipt

To be filled by OICL Official

Tender Ref. No.	OICL/HO/ITD/ SAP-AMC/2017/07 Dated 15.09.2017
Date of Issue	
Tender Issued to Bidder	
Draft No. and Date	
Draft Amount	
Bank Name	
Name of OICL Official	
Designation of OICL Official	
Signature	
OICL Official	Bidder's Representative with Contact No. and Date



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This tender document is not transferable.

Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The Bidder must quote for all the items asked for, in this tender.

The Bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by OICL. OICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

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Purpose of this document

The purpose of this Request for Proposal (hereafter referred to as "RFP") is to define scope of work for the Bidder for providing AMC for SAP based Investment Management System.

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

Definitions and Acronyms

AMC	Annual Maintenance Contract
ATR	Acceptance Test Report
ATS	Annual Technical Support
Bidder	Contractor, Supplier or Vendor who responds to Notice Inviting Tender
CVC	Central Vigilance Commission
DC	Data Centre which is located at Bengaluru
DRS/DRC/DR	Disaster Recovery Site which is located in Mumbai
HO	Head Office
RO	Regional Office
DO / BO	Divisional Office / Branch Office
SVC	Service Centre
EC / MO	Extension Counter / Micro Office
INR	Indian Rupees
IP	Internet Protocol
IT	Information Technology
LAN	Local Area Network
Mbps	Million Bits per Second
MPLS	Multi-Protocol Label Switching
RF	Radio Frequency
MS	Microsoft
NCR	National Capital Region
PO	Purchase Order
OEM	Original Equipment Manufacturer
OICL	Oriental Insurance Company Limited
OS	Operating System
RFP	Request for Proposal
SOW	Scope of Work
T&C	Terms & Conditions
TCO	Total Cost of Ownership
TO	Technical Offer
ToR	Terms of Reference
UAT	User Acceptance Test
Vendor	Successful Bidder
SME	Subject Matter Expert



1 Introduction

1.1 About the Company

The Oriental Insurance Company Limited (OICL), a public sector undertaking dealing in non-life insurance, is ahead of its peers in the industry in adopting information technology. OICL has been enjoying the highest rating from leading Indian credit rating agencies such as CRISIL and ICRA.

OICL has its head office at New Delhi, Primary Data Centre (PDC) at Bengaluru & Secondary Data Centre (SDC/DR) at Mumbai, 31 regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad and Chennai, 340+ divisional offices, 500+ branch offices, Regional Training Centers, 28 Claims Service centers, 32 TP Hubs and 900+ extension counters/micro offices geographically spread out across India. Currently Head Office has 5 buildings located in New Delhi along with OSTC Faridabad.

As on date, all offices of OICL are provisioned with dual active-active links using MPLS over RF, leased lines etc. Further, Roam connectivity is provided to EC's and Micro Offices. For more than a decade, OICL has leveraged information technology to serve its customers effectively. The company also has a presence in Nepal, Dubai and Kuwait.

Apart from the Core-Insurance application (INLIAS), OICL has various centralized applications like web portal, SAP Based Infrastructure Management, E-mail, Video Conferencing, HRMS etc. hosted at its Data Centers at Mumbai and Bengaluru. These Data Centers are equipped with Rack Mounted Servers, Blade Servers, Enterprise Class Storage systems, Tape Libraries, SAN Switches, Backup Solution and other related tools and solutions.

The company has sold more than 12 million new policies in the year 2016-17. The Company has more than 100 general insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15,000 employees and over 35,000 agents. The Company has a web portal www.orientalinsurance.org.in for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

1.2 Notice Inviting Bids

The Chief Manager (IT) invites sealed bids from eligible Bidders for selection of Vendor for providing AMC for SAP based Investment Management System.

1.3 Project Objective

The Oriental Insurance Company Limited (OICL) intends to select a Vendor for providing AMC for SAP Investment Management System for a period of three year (Extendable for one year on mutually agreed terms and conditions).



1.4 Schedule of Events

General Details	
Department's Name	Information Technology Department
Scope of Work	Selection of qualified Bidder for Providing for AMC for SAP based Investment Management System for Oriental Insurance Co. Ltd.
Tender Details	Request for Proposal for Selection of Vendor for AMC of SAP based Investment Management System
Tender Type	Open
Tender No.	OICL/HO/ITD/SAP-AMC/2017/07
Consortium	Not Allowed
Download Tender Documents	Document to be purchased from Information Technology Department, The Oriental Insurance Company Limited, Asaf Ali Road, Delhi
Key Dates	
Document Purchase Start Date and Time	15.09.2017 at 11:00 AM
Document Purchase End Date and Time	13.10.2017 at 15:00
Last Date and Time for receipt of pre-bid queries	22.09.2017 at 13:00
Pre Bid Meeting, Date, Time and Location	27.09.2017 at 10:30 Oriental House
Last Date and Time for submission of Bids	13.10.2017 at 15:15
Date and Time of Eligibility Bid Opening	13.10.2017 at 15:30
Date and Time of Technical Bid Opening	Will be communicated
Presentation by Bidders	Will be communicated
Declaration of Selected Bidder	Will be communicated
Payment Details	
Tender Fees (INR)	INR 5,000 (Rupees Five Thousands only)
EMD Amount (INR)	INR 4,00,000 (Rupees Four Lakhs only)
Bid Validity	As per Tender Document
Performance Bank Guarantee (for successful Bidder)	As per Tender Document
Other Details	
Mode of Tender	Online
Bid submission to Tender	https://eauction.auctiontiger.net
Contact details of eTender service provider	M/s. e-Procurement Technologies Ltd. (AuctionTiger), Ahmedabad, Ms. Poonam Rathore, Phone: +91-79-40230807 Email: poonam@auctiontiger.net
System requirement for online bid submission	1. Computer / Laptop (Notebook) with internet connection of minimum 256 kbps speed 2. Operating system - Windows XP Service pack -3 / VISTA/ Windows 7 or above
Contact Information	Chief Manager(IT), Information Technology Department The Oriental Insurance Company Limited 2 nd Floor, Head Office, Oriental House A-25/27, Asaf Ali Road, NewDelhi-110002 Tel:+911143659211, E-mail: tender@orientalinsurance.co.in

It is mandatory for the Bidder to purchase the tender document so as to participate in the pre-bid meeting.

OICL reserves the exclusive right to make any amendments / changes to or cancel any of the above actions or any other action related to this RFP.



If any of the above dates is declared a holiday for OICL, the next working date will be considered. OICL reserves the right to change the dates mentioned in the RFP.

1.5 Availability of tender document

a) Non-transferable RFP document containing conditions of pre-qualification, detailed requirement specifications as also the terms and conditions can be obtained from the address given below:

The Oriental Insurance Company Limited
Information Technology Department,
A - 25/27, 'Oriental House', 2nd Floor,
Asaf Ali Road, New Delhi – 110 002

The RFP document will be available for sale at the above address between 11:00 AM to 03:00 PM on all working days as mentioned in section 1.4 on payment of non-refundable Tender Fee of Rs.5,000/- (Rupees Five thousands only) by crossed Demand Draft/ Banker's Pay Order in favor of "The Oriental Insurance Company Limited" payable at New Delhi. Tender fee is inclusive of all taxes.

b) A Copy of the Tender document is available on the web portal www.orientalinsurance.org.in under the link 'Tenders'. Bidders have to purchase Tender document in order to submit bids. Please note that the Company shall not accept any liability for non-receipt/non-delivery of bid document(s) in time.

1.6 Eligibility Criteria

S.N	Criteria	(Proof to be submitted)
1	Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of five years.	Copy of the Certificate of Incorporation
2	The Bidder submitting the offer should be having a turnover of minimum Rupees 25 crore per year in last three financial years (2013-14, 2014-15, 2015-16). This must be the individual company turnover and not of any group of companies.	Copy of Audited Financial statements for the financial years (2013-14, 2014-15, 2015-16). OR Certificate from Bidder's Statutory Auditor
3	The Bidder should have a positive net worth as per the computation logic provided below in the last 3 financial years, Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up preference shares + Free reserves) – (Accumulated balance of loss + Balance of deferred revenue expenditure + Other intangible assets).	CA Certificate for the financial years 2013-14, 2014-15, 2015-16 stating the Net Worth as per the given formula, to be enclosed. Audited Financial statements for the financial years OR Certificate from Bidder's Statutory Auditor
5	Bidder should be providing Application Management Support services for SAP Treasury and Loan Management Module to at least one BFSI Client having networth more than Rs.1000 Cr.	1 Relevant Credential letters OR 2 Purchase Order from the Client/Contract
6	Bidder should be a SAP Certified Partner in India	Proof for SAP Certified Implementation / Application Management Services Partner
7	The Bidder should not have been blacklisted by any Government or PSU or Regulator in India as on date of the submission of Bid.	Self- Declaration to this effect must be submitted on the Bidder's letterhead.



2 Detailed Scope of Work

2.1 Infrastructure for SAP based Investment Management System

OICL has implemented SAP ECC6.0.

- i. OICL has 9 Blade Server allocated for SAP Application with configuration as mentioned below:
 - CPU/ Cores- Intel Xenon CPU E5-2650 2.60GHZ (2Processors)
 - Memory – 64 GB
 - OS Type - Windows Server 2012 R2
- ii. Application level Cluster has been configured on One Blade Server
- iii. The data base is Oracle 11g
- iv. Data is Stored on EMC VMax 100K
- v. D2D2T backup configuration has been implemented for both DC& DR
- vi. Sanovi DRM is deployed for automated DR Drill process.

2.2 Scope for AMC for SAP based Investment Management System

The Oriental Insurance Company Limited (OICL) intends to select vendor to provide the AMC Services for SAP based Investment Management System as per the technical/ functional specification given in the RFP document which is listed below

- 1 SAP ECC 6.0 Modules implemented at OICL are as follows.
 - i. SAP R3 – FI to manage FI Accounting
 - ii. SAP R3 – FSCM
 - a) Treasury & Risk Management
 - b) Cash Management to Manage Investment
 - iii. SAP R3 –Loans Management to Manage Loans
 - iv. SAP BIW / EP to provide decision support
- 2 The selected Bidder will have to maintain all the above modules and provide support for a period of three (3) year extendable for one (1) year on mutually agreed terms and conditions. Bidder will also have to submit the resume of the resources to be deployed for OICL as per Annexure 11.
- 3 The selected Bidder shall ensure that the SAP application run un-interruptedly and smoothly.
- 4 The Bidder is also required to provide Application Management, Technical, Functional and Basic Support for the SAP Application during the contract period.
- 5 Co-ordination with Hardware vendor of OICL for resolving hardware and OS related issues.
- 6 The Bidder should perform the DR Drills for SAP related application at the time of DR drill activities. OICL shall perform the DR Drill Quarterly.
- 7 Bidder is required to provide the online tool for ticket logging and detailed processes to be followed for logging requests, assigning requests to specific individuals, recording resolution, tracking overall time taken for resolution, etc. The Bidder should provide any software, hardware and middleware required for ticketing tool without any additional cost to the OICL.
- 8 Bidder has to document/ provide a specific mechanism or approach to quantify and monitor the types, volumes and cost of incidents.
- 9 Bidder has to provide the detailed report on the logins, logouts and access using administrator ID.



- 10 The Bidder will also provide a Project Manager to co-ordinate all the IT related activities including SAP, hardware, networking etc. Project Manager will be responsible for liaising with all the stakeholders for transition and running the SAP smoothly.
- 11 The maintenance support should be provided on all working days and should adhere to the SLA requirements.
- 12 Bidder can provide support on offsite/onsite model on need basis to maintain the SLA requirement of the RFP. Onsite would include OICL DC (Bangalore), OICL DR (Mumbai), Head Office of OICL (NCR). No extra cost would be provided for onsite support. Bidder has to provision for onsite support accordingly as per requirement.
- 13 The Bidder shall provide and implement from time to time, the Updates/Upgrades/New releases/New versions of the software. The Bidder should ensure upgrades, updates & patches of the SAP Solution and tools to OICL as and when released by SAP Solution OEM.
- 14 Monitoring systems to proactively determine, diagnose, and resolve problems
- 15 Receive incidents, service requests, queries , change requests from OICL Team through any of the agreed modes for communication
- 16 Enlightening the End Users with regard to the issues, implementing the changes at Configuration Level as and when required.
- 17 Implementing the internal Circulars from OICL as and when required, implementing Periodical Changes, maintaining the SAP Application for the changes necessitated by internal or external circumstance, any other changes as required by OICL.
- 18 Carrying out Customization/Configuration changes for new requirements / new processes as and when required, without any extra cost, for those Efforts requiring less than 14 man days per change request. Efforts requiring more than 14 man days will be considered through Change Request route subject to condition based on mutually agreed number of man-days and will be paid based on per man-day cost agreed in Bill of Material
- 19 ABAP support work includes debugging of existing ABAP programs, creating and changing layouts, subscripsts, reports, user exits, programs, functionality enhancements / interfacing programs, conversion programs.
- 20 Bidder should provide and maintain coding standards and quality control to ensure coding readability, performance, and sustainability.
- 21 The coverage of maintenance support will be at least across the following though not limited to these only:
 - i. Bug fixation in co-ordination with user department
 - ii. Incorporation of new requirements owing to legal, statutory and policy changes
 - iii. Customizations
 - iv. Solution/workarounds for Data Entry
 - v. Re-installation of base software and System restoration
 - vi. Report creation, modifications
 - vii. Workflow changes
 - viii. Resolution of reported errors
 - ix. Enhancements of existing configurations and functionalities
 - x. Documentation of all the changes made to the system
 - xi. Coordinating with OEM for SAP solution related issues.
 - xii. SAP Parameter setting
 - xiii. SAP Notes Application



- xiv. SAP Spool Management
 - xv. Monitoring of SAP systems for threshold and corrective action
 - xvi. SAP Roles, Authorizations and access controls as per OICL management's approval
 - xvii. Performing End Of Day and Beginning Of Day activities
 - xviii. Manage Issue Resolution process
 - xix. Daily Transaction execution support
 - xx. Reporting related issues
 - xxi. Updating User Manuals
 - xxii. Users Administration
 - xxiii. Data Debugging to identify/assist in finding errors
 - xxiv. Database related support
 - xxv. Database administration & maintenance
 - xxvi. SAP Application Security
 - xxvii. User and Core team trainings.
 - xxviii. Backup scheduling and monitoring
 - xxix. Periodical Performance tuning and optimization
 - xxx. Training of any changes made
 - xxxi. SLA Adherence
 - xxxii. Performance tuning reports
- 22 Database Performance Management
- i. Implement database upgrades into the production, non- production and DR environments
 - ii. Track and co-ordinate database related incidents/ problems till resolution.
 - iii. Analysis of incident/ problem trends
 - iv. Monitor capacity requirements
 - v. Maintaining and monitoring the health of databases.
 - vi. Monitor, analyze alerts and logs including
 - a) Database changes
 - b) Background job status
 - c) Operating system logs
 - d) Space management
 - vii. Analyzing/Troubleshooting Database Performance
 - viii. Collection of statistics for databases
 - ix. Optimizing database performance
 - x. Monitoring of transaction logs
 - xi. Periodic optimization of application databases through compression facilities and database tuning.
 - xii. DDL, export and import related activities
 - xiii. Periodic optimization of application databases
 - xiv. Perform Database Space analysis
 - xv. Alignment to purging policy and review of archive logs requirement.
 - xvi. Daily activities such as end of day, end of month, end of year/quarter etc.
 - xvii. Perform regular import and loading of data and ad-hoc data extractions.
 - xviii. Create definitions of logical data structures, tables, views, indexes, program specification blocks, stored procedures & define their relationships
 - xix. Data Migration/correction support
 - xx. Create (re-store), Implement and validate database recovery solutions.
- 23 The Bidder should ensure that the system complies with all the OICL's requirements and any statutory and regulatory guidelines



- 24 Provide Customized report to meet periodic IRDAI reporting requirements and other report requirements in SAP module. (viz Monthly, Quarterly, Half yearly or Yearly basis)
- 25 Bidder shall develop and provide written Support request troubleshooting procedures for the system and application environment.
- 26 Management of the granting, removal, monitoring and editing of access rights allocated to the database environments.
- 27 Create, Implement and validate database recovery solutions.
- 28 Estimate & recommend database requirements based on performance and Business projections
- 29 Bidder shall Submit and Maintain the following Deliverables:
 - i Monthly SLA Reports
 - ii Month on Month reduction of repeat tickets to improve system
 - iii Enhancements required should be provided without disturbing the existing applications
 - iv For each Critical issue Bidder has to provide proper RCA
 - v SOPs need to be prepared for all the operational processes and any customization
 - vi Providing statistics, trends and historical data and assisting with Service Level Management reporting.
- 30 OICL desires to have the following in place for better governance.
 - i Issue tracker to be circulated to the concerned personnel of OICL on a monthly basis along with their closure status with proper RCA and SOP.
 - ii Quarterly review with Bidder Project Manager at OICL Head Office (NCR).

2.3 Transition Activity

- 31 Bidder has to formulate the full transition process from OICL/ current vendor and provide an approach at the time of Kick off meeting.
- 32 Transition process would be of 3 month duration starting from Date of Purchase Order, Bidder has to mobilize the team on ground for transition in 2 weeks from the date of purchase order. The Bidder will take handover from existing vendor in Mumbai.
- 33 Bidder should set up a communication plan between the existing OICL vendor, OICL official and Bidder Transition Team.
- 34 Set-up transition management process (risk, issues, changes, dependencies, reporting etc.)
- 35 Discover and study existing practice, process, assets etc.
- 36 Define processes, develop SOPs, checklists, escalation matrix and flow charts.
- 37 Transition will be completed only when OICL respective team provide sign off on the documents submitted by the Bidder as part of transition phase.
- 38 Transition documents should be self-explanatory and should be in detail.
- 39 Documents should capture (Not limited to) all the workflow, parameters, services, configuration.
- 40 Bidder should provide the RACI Matrix and should obtain signoff from OICL.
- 41 Business as usual to be delivered by Bidder's team as per scope of work.
- 42 Bidder has to submit DR Drills Run book and all the process run book as part of transition phase which will be sign off by the respective team of OICL.
- 43 There has to be a dedicated team with a Project Manager for Transition phase.



- 44 Progress of the transition, delay, risk etc needs to be reported every week to OICL.
- 45 SME need to be deployed by the Bidder for all the modules of SAP who will take handover from the OICL and Current Vendor.
- 46 All the Critical Reports have to be the part of transition process.

There should be a site specific installation run book as well as architecture diagram which Bidder needs to produce in their transition documents.

3 Terms & Conditions

3.1 General

3.1.1 Definitions

OICL/ PURCHASER: Shall mean The Oriental Insurance Company Limited.

3.1.2 Amendment to Bid Document

At any time prior to the deadline for submission of Bids, OICL may for any reason either on its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document, by amendment.

All prospective Bidders that have received the Bid Document will be notified of the amendment. The same will be binding on them. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, OICL may, at its discretion, extend the deadline for a reasonable period to be decided by OICL for the submission of Bids. Details will be communicated and published on our portal www.orientalinsurance.org.in.

1. OICL also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. OICL will inform the Bidder about changes, if any before the deadline of bids submission.
2. OICL may revise any part of the RFP, by providing an addendum to the Bidder at stage till commercial bids are opened. OICL reserves the right to issue revisions to this RFP at any time before the deadline for bid submissions.
3. OICL reserves the right to extend the dates for submission of responses to this document.
4. Preliminary Scrutiny – OICL will scrutinize the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. OICL may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the Bidder and OICL reserves the right for such waivers and OICL's decision in the matter will be final.
5. Clarification of Offer – To assist in the scrutiny, evaluation and comparison of offer, OICL may, at its discretion, ask the Bidder for clarification of their offer. OICL has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project.
6. OICL reserves the right to make any changes in the terms and conditions of purchase. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.
7. Erasures or Alterations – The offer containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely



filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. OICL may treat the offers not adhering to these guidelines as unacceptable.

8. Right to Alter Quantities – OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.

3.1.3 Sub-contracts

It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable including any statutory requirement and compliance. No additional cost will be incurred by OICL on account of sub-contract, if any.

3.1.4 Conditional bids

Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.

3.1.5 Submission of Bids

Bidders shall submit the Bids online. For details please refer RFP Section 5 – Instruction to Bidders.

3.1.6 Performance Security

Within 15 days after the receipt of Notification of Award from OICL, the Bidder shall furnish performance security to OICL as per Annexure-6, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of the Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.

Failure by Bidder to submit the Performance security will result in invocation of Bid security held by the Company (OICL).

3.1.7 Pre-Bid Meeting

All queries/ requests for clarification from Bidders must reach us by e-mail (tender@orientalinsurance.co.in) or in person **as per section 1.4**. Format for the queries / clarification is provided in “Annexure 4 - Query Format”. No clarification or queries will be responded in any other format. OICL will respond to any request for clarification of the tender document in the pre-bid meeting to be held **as per section 1.4**.

The Representatives of Bidders attending the pre-bid meeting must have proper authority letter to attend the same and must have purchased the Tender document.

Any modification to the Bidding Documents, which may become necessary as a result of the pre-bid meeting, shall be made by the Company exclusively through the issuance of an Addendum and not through the minutes of the pre-bid meeting.



3.1.8 Delay in Bidder's performance

Implementation of the Solution and performance of service shall be made by the Bidder in accordance with the time schedule specified by OICL in the contract.

Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.

If at any time during performance of the contract, the Bidder should encounter conditions impeding timely implementation of the Solution and/or performance of services, the Bidder shall promptly notify OICL in writing of the fact of delay, its likely duration and cause(s), before the scheduled delivery / installation / implementation date. OICL shall evaluate the situation after receipt of the Bidder's notice and may at their discretion extend the Bidder's time for delivery / installation / implementation, in which case the extension shall be ratified by the parties by amendment of the contract. If the Bidder's request to delay the implementation of the Solution and performance of services is not found acceptable to OICL, the above mentioned clause would be invoked.

3.1.9 Payment Terms

1 Payment for each quarter shall be made on submission of the Quarterly Invoice by the vendor and the payment process for a completed quarter will be initiated at the beginning of next quarter.

2 Along with the Claim Invoice, the Vendor needs to submit the issue logs, SLA Documents and Process Documents for the Processes introduced / modified during the quarter, if not submitted as part of monthly reporting structure.

Other Payment Terms

- 1 At all times OICL would be paying only for the services/ application modules/ utilized by the OICL or deployed in production. At no point, OICL would pay for the services/ modules/ infrastructure that is not deployed for the OICL use.
- 2 Also, the payments for each month/ quarter (as applicable) will be made only after the acceptance of relevant activities/ deliverables for that month/ quarter. Any delay in receipt of deliverables will result in further delay of the payment.
- 3 The Bidder recognizes that all payments to the Bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of milestones/ deliverables/ activities set out in the project plan and therefore any delay in achievement of such milestones/ deliverables/ activities shall automatically result in delay of such corresponding payment.
- 4 TCO will be calculated as the summation of the grand total of the price bid and all the items mentioned as additional items.
- 5 The reasons like non-familiarity with the site conditions and / or existing IT infrastructure will not be considered as a reason for any delay or extra claims whatsoever.
- 6 All the payments becoming due during each of the quarters of the contract period will be paid at the end of the respective quarter. The first quarter for this purpose will end after 3 months from date of PO.

3.1.10 Mode of Payment

OICL shall make all payments only through Electronic Payment mechanism (viz. ECS)

3.1.11 Currency of Payments

Payment shall be made in Indian Rupees (INR) only.



4 Terms of Reference ('ToR')

4.1 Contract Commitment

OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of three year (Extendable for one year on mutually agreed terms and conditions). The contract period will start from the date of PO shared to Bidder by OICL.

4.2 Ownership, Grant and Delivery

The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project, if required. The Software should be assignable / transferable to any successor entity of OICL.

OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.

Further the Bidder also agrees that such use will not infringe or violate any license or other requirements

4.3 Completeness of Project

The project will be deemed as incomplete if the desired objectives of the project Section 2 – Scope of Work of this document are not achieved.

4.4 Assignment

OICL may assign the AMC services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favourable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.

4.5 Canvassing/Contacting

Any effort by a Bidder to influence the Company in its decisions on Bid evaluation, Bid comparison or award of contract may result in the rejection of the Bidder's Bid. No Bidder shall contact the Company on any matter relating to its Bid, from the time of opening of Commercial Bid to the time the Contract is awarded.

4.6 Indemnity

The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- a. Non-compliance of the Bidder with Laws / Governmental Requirements
- b. IP infringement
- c. Negligence and misconduct of the Bidder, its employees, and agents



Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages.

The Bidder shall not indemnify OICL for

- (i) Any loss of profits, revenue, contracts, or anticipated savings or
- (ii) Any consequential or indirect loss or damage however caused

4.7 Inspection of Records

All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, as often as OICL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

4.8 Publicity

Any publicity by the Bidder in which the name of OICL is to be used should be done only with the explicit written permission of OICL.

4.9 Solicitation of Employees

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

4.10 Information Ownership

All information processed, stored, or transmitted by Bidder belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

4.11 Sensitive Information

Any information considered sensitive must be protected by the Bidder from unauthorized disclosure, modification or access.

Types of sensitive information that will be found on OICL systems the Bidder may support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.



4.12 Confidentiality

Bidder understands and agrees that all materials and information marked and identified by OICL as 'Confidential' are valuable assets of OICL and are to be considered OICL's proprietary information and property. Bidder will treat all confidential materials and information provided by OICL with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by OICL without OICL's prior written approval.

Bidder shall not be liable for disclosure or use of any materials or information provided by OICL or developed by Bidder which is:

- a. possessed by Bidder prior to receipt from OICL, other than through prior disclosure by OICL, as documented by Bidder's written records;
- b. published or available to the general public otherwise than through a breach of Confidentiality; or
- c. obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to OICL; or
- d. Developed independently by the Bidder.

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify OICL and allow OICL a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause OICL irreparable harm, may leave OICL with no adequate remedy at law and OICL is entitled to seek to injunctive relief.

Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Nothing contained in this contract shall limit the Bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract. The confidentiality obligations shall survive for a period of one year post the termination/expiration of the Agreement.

4.13 Liquidated Damages

If the Bidder fails to perform its duties, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.

4.14 Termination for Default

OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder, terminate the contract in whole or in part:

- a. If the Bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or
- b. If the Bidder fails to perform any other obligation(s) under the contract

In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated.



4.15 Force Majeure

The Bidder shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of OICL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify OICL in writing of such conditions and the cause(s) thereof. Unless otherwise directed by OICL, the Bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.16 Termination for Insolvency

OICL may, at any time, terminate the contract by giving written notice to the Bidder, without any compensation to the Bidder, whatsoever if:

- a. The Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to OICL.
- b. The Supplier being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the OICL.

4.17 Termination for Convenience

Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:

- a. To have any portion completed and delivered at the contracted terms and prices; and/ or
- b. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.

4.18 Resolution of disputes

OICL and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers of OICL and the Bidder, any disagreement or dispute arising between them under or in connection with the contract. If OICL project manager and the Bidder project manager are unable to resolve the dispute they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and OICL respectively. If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and OICL, OICL and the Bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration. All questions, claims, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties failing which the number



of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the presiding arbitrator. The Arbitration and Reconciliation Act, 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be New Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either Party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

4.19 Governing Language

The contract shall be written in the language of the bid i.e. English. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language. English Language version of the contract shall govern its implementation.

4.20 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws for the time being in force and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts)

4.21 Prices

The prices quoted (as mentioned in Appendix 2 - Bill of Material submitted by the Bidder) for the services shall be firm throughout the period of contract and shall not be subject to any escalation.

4.22 Taxes & Duties

The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.

4.23 Deduction

Payments shall be subject to deductions (such as TDS) of any amount, for which the Bidder is liable under the agreement against this tender.

4.24 No Claim Certificate

The Bidder shall not be entitled to make any claim whatsoever against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the Bidder after he shall have signed a "No Claim" certificate in favor of OICL in such forms as shall be required by OICL after all payments due to the Bidder are made in full.

4.25 Rights reserved by OICL

- a. Company reserves the right to accept or reject any or all Bids without assigning any reasons.
- b. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.



- c. OICL reserves the right to issue a fresh RFP for this project at any time during the validity of the contract period with the selected Bidder.

4.26 Limitation of Liability

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

4.27 Waiver

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

4.28 Violation of terms

OICL clarifies that OICL shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies OICL may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.



5 Instruction to Bidders

5.1 Procedure for submission of Bids

Bidders are required to submit Bids online through Auction Tiger e-procurement portal - <https://eauction.auctiontiger.net>. Submission of Online Bids is mandatory for this Tender.

5.1.1 Tender Bidding Methodology

Sealed Bid System.

The Bidders will be required to submit following three separate documents.

1. Eligibility Bid
2. Technical Bid
3. Commercial Bid

5.1.1 Offline Submissions

The Bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope at the address mentioned in Section 1.5.

The envelope shall bear (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. Original copy of the Bid Security in the form of a Bank Guarantee.
2. Original copy of the power-of-attorney

Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

Note:

1. The Bid shall be typed in English and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. The person(s) signing the Bids shall initial all pages of the Bids.
2. All envelopes should be securely sealed and stamped.
3. It is mandatory for the Bidder to quote for all the items mentioned in the RFP.

5.2 Bid Security

EMD of Rs. 4,00,000/- (Rupees Four Lacs Only) in the form of Bank Guarantee favoring 'The Oriental Insurance Company Ltd' valid for six months should be submitted as per format given in Annexure 5 - Pro forma for Bid Security.

- a) BG should be drawn on Nationalized / Scheduled bank in favor of 'The Oriental Insurance Company Ltd'. Non-submission of BG along with Eligibility-Bid document will disqualify the Bidder.
- b) BG will be returned to the qualified Bidder after acceptance of Purchase Order and/ or Signing of the Contract(s) by the Bidder and submission of required Performance Bank Guarantee (PBG) as per format given in Annexure 6 - Pro forma for Performance Security.
- c) For the Bidders who do not qualify in this tender, BG will be returned after the selection of successful Bidder.
- d) EMD submitted by Bidder may be forfeited if:
 - i. Bidder backs out of bidding process after submitting the bids;
 - ii. Bidder backs out after qualifying;
 - iii. Bidder does not accept the Purchase Order / Sign the Contract within the time prescribed by OICL after qualifying.



6 Bid Documents

6.1 Eligibility Bid Documents

1. Compliance to Eligibility Criteria as per RFP Section 1.6 along with all relevant supporting documents
2. Application Form for Eligibility Bid as per Annexure 1
3. The references of Bidder's clients. Also provide the name, designation, and contact details of a contact person for each reference as per Annexure 2.
4. EMD of Rs.4,00,000 (Rs Four Lacs) in the form of BG favoring 'The Oriental Insurance Company Limited' as per Annexure-5.
5. The corporate profile of the Bidder (printed corporate brochure is preferred).
6. The profile of the Bidder (template given in Annexure-10)
7. List of Bidder's support/service locations in India.
8. Bidder shall submit PAN number, GSTIN.
9. Undertaking that the Bidder has quoted for all items and the bid validity will be for 180 days from the date of submission of bid.
10. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
11. Statement of No-Deviation (Annexure 8)

6.2 Technical Bid Documents

1. Executive Summary of Bidder's response. The Executive Summary should be limited to a maximum of five pages and should summarize the content of the response. The Executive Summary should initially provide an overview of Bidder's organization and position with regards to proposed solution and professional services. A summary of the Bidder's services that will be provided as a part of this procurement should follow.
2. Detailed technical note covering the detailed scope of work.
3. Compliance to Scope of Work as per Appendix 1.
4. The Bidder should also include a replica of the final commercial bid without prices in the technical bid. The Bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not copy of the Pro-forma/format of the Appendix 2– Bill of Material in the RFP.
5. Part coded Technical Bill of Material.

Note:

1. Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications to this tender, if any.
2. The documentary evidence asked in respect of the eligibility criteria would be essential. Bids not accompanied by documentary evidence may be subject to rejection. Clarification/ Additional documents, if any, sought by OICL from the Bidder has to be submitted within the stipulated time. Otherwise, bid will be rejected and no further correspondence in the matter will be entertained by OICL.



3. Any alterations, erasures or discrepancies in figures etc. may render the bid invalid. The bid may be rejected in case of non-adherence to any of the instructions given above.
4. OICL reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission or partial submission of technical details.
5. OICL may at its discretion waive any minor non-conformity in any offer and the same shall be binding on all Bidders and OICL reserves the right for such waivers.
6. If OICL is not satisfied with the technical specifications in any tender and observes major deviations, the technical bids of such Bidders will not be short-listed and the price bids of such Bidders will not be opened. No further discussions shall be entertained with such Bidders in respect of the subject technical bid.

6.3 Commercial Bid Documents

Commercial Bid should contain Appendix 2 – Bill of Material. The Commercial Bid should give all relevant price information and should not contradict the Pre-qualification cum Technical Bid in any manner.

There should be no hidden costs for items quoted. The rates quoted should be in Indian rupees only and same should be rounded off to the nearest rupee and filled in both words and figures.

6.4 Evaluation Criteria

The competitive bids shall be submitted in three stages:

- ▶ Stage 1 – Eligibility Evaluation
- ▶ Stage 2 - Technical Evaluation
- ▶ Stage 3 –Commercial Evaluation

6.5 Eligibility Evaluation

Eligibility and Technical criterion for the Bidders to qualify this stage is clearly mentioned in Clause 1.6. The Bidders who meet ALL these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

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

6.6 Technical Evaluation

The technical proposals of only those Bidders shall be evaluated who have satisfied the eligibility criteria requirements.

The scoring methodology for technical bid components is explained in the following paragraphs. The proposal submitted by the Bidders shall, therefore, be evaluated on the following parameters:

1. Compliance to scope of work
2. Presentation on proposed solution
3. Past Experience



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

S.No.	Technical Criteria	Maximum Marks
1	Compliance to Scope of work	600
2	Presentation on proposed solution	200
3	Past Experience	200
	Total	1000

The Bidders scoring less **than 70percent marks** (cut-off marks) in the technical evaluation shall not be considered for commercial opening of the bids. Once the evaluation of technical proposals is completed, the Bidders who score more than the prescribed cut-off score will only be shortlisted for commercial opening of the bids.

OICL reserves the right to modify / amend the evaluation process at any time during the Bid process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation, OICL may seek specific clarifications from any or all the Bidders. OICL's decision in this regard shall be final & binding and no further discussion/interface will be held with the Bidders whose bids are technically disqualified / rejected.

Scoring Methodology:

1. Compliance to Scope of work

Responses received in Appendix 1 – Compliance to scope of work would be used for evaluating the Bidder on the functionality being proposed by the Bidder. The Functional Score for each area in Appendix 1 would be worked out as follows:

All the requirements are mandatory. Bidder is required to provide **100% compliance to scope of work**.

Marks will be awarded as per the table below:

Bidder's Response	Marks
Yes	10
No	0

The total marks obtained against the total number of functional specifications will be proportionately modified to a maximum of 600 for the sake of evaluation.

Note: Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the Bidder. This will be at the sole discretion of the OICL.

2. Presentation on Proposed Solution

All eligible Bidders will be required to make presentations to supplement their bids, showcase overall solution proposed and show a detailed product demonstration. The OICL will schedule presentations and the time and location will be communicated to the Bidders. Failure of a Bidder to complete a scheduled presentation to the OICL may result in rejection of the proposal.

Category	Marks
Understanding of OICL business Operating environment and scope	20
Demonstration of organization capability for the proposed initiative	20
Service Model demonstration	20
Demonstration of value proposition offered in the bid which shall enable the success of the project	20
Detailed Solution Capability and approach	100
Innovative use cases for the OICL	20



3. Scoring for Past Experience

The Bidder should provide details of past experience in providing AMC for SAP based Investment Management System. The Bidder's past experience shall be evaluated and the score obtained by the Bidder shall be considered for evaluation as given in the Annexure 2 in the sheet named "Technical Experience Details and Reference Form". The Bidder should provide the details of all the implementations in OICL including details of scope of project, number of branches with breakup of the role and proof of implementation experience.

Category	Maximum Marks	No. of Credential	Marks
Maintenance Support Services for clients within India	75	5 or More than 5 clients	75
		3 or 4 clients	50
Bidder should have provided or should be providing Application Management Support services for SAP Treasury Module and Loan management	125	More than 1 Client	125
		1 Client	100

6.7 Commercial Evaluation

The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL's discretion. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of Three (3) years.

OICL will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest commercial bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.



7 Service Level & Penalty

SLA requirements covering the scope of work and technical requirements is as given below:

Availability of the application

S.No.	Availability	Penalty
1	99.5% or more	NIL
2	>=98.5 % to > 99.5 %	5% of quarterly charges
3	>= 97% to > 98.5	10% of quarterly charges
4	>=95% to 97%	20% of quarterly charges
5	Below 95%	30% of quarterly charges

EXPECTED SERVICE LEVELS FOR RESOLVING THE ISSUES

Priority	Severity	Response Time	Resolution Time	Impact	Penalty
1	Show Stopper	Respond within 1 hour	Resolve within 8 hrs	Any problem that prevents users from making operational use of the software None of the user are able to work	Errors are not resolved within the stipulated time as above, there shall be a penalty of INR 500 per hour for period exceeding above said 8 hours resolution time. In case the error is not resolved within 2 days from the time of reporting of the error, Bidder shall be liable to pay a penalty of INR 1000 per hour for the delayed period after 2 days.
2	Severity 1	Respond within 2 hours	Resolve within 16 hrs	Any problem that has a significant impact on OICL's use of any critical functions of software (More than one module are not working)	Errors are not resolved within the stipulated time as above, There shall be a penalty INR 500 per hour for period exceeding above said 16 hours resolution time. In case the error is not resolved within 4 days from the time of reporting of the error, Bidder shall be liable to pay a penalty of INR 1000 per hour for the delayed period after 4 days.
3	Severity 2	Respond within 4 hours	Resolve within 5 business days	Non-critical errors : Such class of errors will include problems, which result in minimal impact to the use and live operation of software	Errors are not resolved within the stipulated time as above, there shall be a penalty of INR 500 per hour for period exceeding above said 5 days resolution time. In case the error is not resolved within 15 days from the time of reporting of the error, Bidder shall be liable to pay a penalty of INR 1000 per hour for the delayed period after 15 days.
4	Severity 3	Respond within 12 hours	Resolve within 10 business days	'Cosmetic' errors: which are not key to the business operations	Errors are not resolved within the stipulated time as above, there shall be a penalty of INR 500 per hour for period exceeding above said 10 days resolution time.



EXPECTED SERVICE LEVELS FOR TRANSITION

Priority	SLA Measurement	SLA	Penalty	Measurement tools
1	The vendor is expected to finish the transition as per transition timeline mentioned in the RFP	Transition to be completed within the timeline specified in the RFP	0.5 percent of the of the total cost of ownership for every week of delay or part thereof	Manual

- i A maximum deduction of 10% of the total contract price (other than penalty arising due to transition). Once the maximum is reached, OICL may consider termination of the contract. The penalty calculated shall be adjusted from the amount payable.
- ii Penalties are not applicable for reasons attributable to OICL and / or Force Majeure.
- iii Penalties due to transition will not be capped.

8 Disclaimer

This RFP is being issued by OICL for inviting bids for providing AMC for SAP Investment Management System. The words 'Tender' and 'RFP' are used interchangeably to refer to this document. The purpose of this document is to provide the Bidder with information to assist in the formulation of their proposal. While the RFP has been prepared in good faith with due care and caution, OICL or any of its employees or consultants do not accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in this document. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries. OICL reserves the right not to proceed with the project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the project further with any party submitting a bid. No reimbursement of any cost will be paid to persons, entities submitting a Bid.



9 Annexure

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9.1 Annexure 1: Application form for Eligibility Bid

To

The Chief Manager
The Oriental Insurance Company Limited.
IT Dept, 2nd Floor,
"ORIENTAL HOUSE", Head Office,
A-25/27, Asaf Ali Road,
New Delhi-110002

Application form for the Eligibility of the Bidder

Tender Ref. No. OICL/HO/ITD/SAP-AMC/2017/07 Dated 15.09.2017

Company Details

1	Registered Name, Date and Address of The Bidder.		
2	Location of Corporate Headquarters.		
3	GST Identification No. and Date of Registration		
4	Address for Communication		
5	Contact Person 1 (Name, Designation, Phone, Email ID)		
6	Contact Person 2 (Name, Designation, Phone, Email ID)		

Turnover and Net worth

Financial Year	Turnover (Rs. in Crores)	Net worth

Details of EMD (BG/Demand Draft)

Description	Rs. 4,00,000/- BG/Demand Draft towards EMD

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



9.2 Annexure 2: Technical Experience Details and Reference Form

Please attach completion certificates/citations/notification for each reference provided.

S.N.	Name of Client	Financial Year	Contact Details of Client	Details of Project	Date of Award of Project	Current Status of Project
1						
2						
3						

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



9.3 Annexure 3: Contract Form

THIS AGREEMENT made on this _____ day of _____ between The Oriental Insurance Company Limited (hereinafter “the Purchaser”) of one part and “<Name of Vendor>” (hereinafter “the Vendor”) of the other part:

WHEREAS the Purchaser is desirous that certain software and services should be provided by the Vendor viz., _____ and has accepted a bid by the Vendor for the supply of those software and services in the sum of _____ (Contract Price in Words and Figures) (hereinafter “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement viz.

The Schedule of Requirements and the Requirement Specifications

The Service Level Agreement

The General Conditions of Contract

The Purchaser’s Notification of Award

In consideration of the payments to be made by the Purchaser to the Vendor as hereinafter mentioned, the Vendor hereby covenants with the purchaser to provide the services and to remedy defects therein the conformity in all respects with the provisions of the contract.

The purchaser hereby covenants to pay the Vendor in consideration of the provision of the services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services, which shall be supplied/ provided by the Vendor, are as under:

Total Value in words: _____

Total Value: _____

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and the year first above written.

**Signed, Sealed and Delivered for
“The Oriental Insurance Co. Ltd.” by it’s
constituted Attorney**

**Signed, Sealed and Delivered for
M/s _____ by its constituted
Attorney**

Signature _____
Name _____
Designation _____
Address _____
Company _____

Signature _____
Name _____
Designation _____
Address _____
Company _____



Date _____

Date _____

**Company Seal
Witness I**

**Company Seal
Witness II**

Signature _____

Signature _____

Name _____

Name _____

Designation _____

Designation _____

Address _____

Address _____

Company _____

Company _____

Date _____

Date _____



9.4 Annexure4: Query Format

RFP No. : OICL/HO/ITD/SAP-AMC/2017/07 Dated 15.09.2017

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				



9.5 Annexure 5: Pro forma for Bid Security

To: (Name of Purchaser)

Whereas _____ (hereinafter called 'the Bidder') has submitted its bid dated _____ for the _____. (Here in after called "the Bid").

KNOW ALL MEN by these presents that WE _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto The Oriental Insurance Company Limited (hereinafter called "the Purchaser") in the sum of Rupees _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2017.

The Conditions of this obligation are:

If the Bidder withdraws his bid during the period of bid validity specified by the Bidder in the bid; or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity

- i. Fails or refuses to execute the Contract Form, if required; or
- ii. Fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidder.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Dated this.....day of.....

Place: _____

Date: Seal and signature of the vendor



9.6 Annexure 6: Pro forma for Performance Security

To: (Name of Purchaser)

WHEREAS..... (Name of Supplier) (Hereinafter called "the Supplier")
has undertaken, in pursuance of Contract No..... dated..... 2017 to
supply..... (Description of Products and
Services) (Hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a
Bank Guarantee by a recognized Bank for the sum specified therein, as security for compliance with the
Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up
to a total of..... (Amount of the Guarantee in Words and Figures) and
we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the
Contract and without cavil or argument, any sum or sums within the limit of (Amount of
Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the
sum specified therein.

This guarantee is valid until theday of.....

Signature and Seal of Guarantors (Supplier's Bank)

.....

Date.....

Address.....

.....

.....



9.7 Annexure 7: Major Related Activities carried out in last Two years & their %age in revenue

S. No.	Services	Year=		Year=	
		Amount	% in Revenue	Amount	% in Revenue
Bidder					
1	SAP Services				
Total					

Signature _____
Name _____
Designation _____
Date _____



9.8 Annexure 8: Statement of No Deviation

To

The Chief Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender Ref No: OICL/HO/ITD/SAP-AMC/2017/07 Dated 15.09.2017

Sir,

There are no deviations (null deviations) from the RFP Requirements and Terms & Conditions of the tender.
All the terms and conditions of the tender are acceptable to us.

	Witness		Bidder
Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Address	_____	Address	_____
Company	_____	Company	_____
Date	_____	Date	_____



9.9 Annexure 9: Office locations and service infrastructure facilities

Details of the Centre(s) owned and operated by the Bidder							
Name of City where located	Address	Contact Person	Telephone Number(s)	Fax Number(s)	E-mail address	Working hours	Remarks

Witness

Signature _____ Signature
 Name _____ Name
 Designation _____ Designation

Address _____ Address
 Company _____ Company
 Date _____ Date

Bidder

Company Seal



9.10 Annexure 10: Bidder Profile

- a) Registered Name & Address of The Bidder :
- b) Location of Corporate Head Quarters :
- c) Date & Country of Incorporation :
- d) Service facilities location & size :
- e) Major Related Activities carried out in last two years & their %age in revenue :
- f) Total number of employee :
- g) List of major clients :
- h) Name & Address of Contact Person with Tel. No / Fax /e-mail :
- i) Client Reference :
- j) Annual turnover for the three previous financial years :
- k) Net worth (Paid up capital plus free reserves) for the previous financial year :

NOTE: - Please attach last year's financial results duly certified by the auditors along with an attested copy Certificate of Incorporation.

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



9.11 Annexure 11: Project Team Profile List

A. List of resources with technical experience**

S.No.	Name of the Resource	Total SAP Implementation/ Support/Transition Experience (Year/Month)	Client Name	Will be Deployed at OICL (Y/N)	Remarks

** Knowledge and Experience of ABAP, Database and Infrastructure Management

B. List of resources with Functional experience**

S.No.	Name of the Resource	Total SAP Implementation/ Support/Transition Experience (Year/Month)	Client Name	Will be Deployed at OICL (Y/N)	Remarks



Project Team Profiles (Individual) Format: Detailed Profile of the Project Team

1	Name			
a	Brief Introduction (in bullets)			
2	Phone Number			
3	Position in the firm			
4	Total years of post-qualification work experience			
4	Employment Record			
	Company Name	Positions Held	Duration	Clients Worked
5.1				
5.2				
5.3				
5.4				
5.5				
6	Number of years with the firm			
7	Details of relevant assignments undertaken (include both past and current employment projects and highlight BFSI experience, if any)			
	(Provide scope, duration, client name and status of assignment)			
a	Year			
	Location			
	Client Name			
	Main project title and features			
	Position held			
	Activities performed			
b	Year			
	Location			
	Client Name			
	Main project title and features			
	Position held			
	Activities performed			

S.No	Area	Experience	Educational Qualifications/ Certifications/ Skills
1	Technical	>=4 years	<ul style="list-style-type: none"> • Knowledge/expertise on Infrastructure Management • Knowledge/ Expertise on Database management • Experience/Expertise of ABAP • Willing to work in 24X7 environment Should have worked in 1 Similar Project
2	Functional	>=4 Years	<ul style="list-style-type: none"> • Experience on SAP Treasury and loan management module • Basic knowledge of accounting terms, treasury and risk • Customization, Implementation, Configuration, Knowledge of business Logic. • Willing to work in 24X7 environment, should have worked in 1 Similar Project.

10 Appendix

10.1 Appendix 1: Compliance to Scope of Work

S. No.	Scope of Work	Compliance (Yes/No)
1	The selected Bidder will have to maintain all the below mentioned modules SAP R3 – FI to manage FI Accounting <ul style="list-style-type: none"> i. SAP R3 – FSCM <ul style="list-style-type: none"> a) Treasury & Risk Management b) Cash Management to Manage Investment ii. SAP R3 –Loans Management to Manage Loans iii. SAP BIW / EP to provide decision support 	
2	The selected Bidder will have to maintain and provide support for a period of three (3) year extendable for one (1) year on mutually agreed terms and conditions	
3	The selected Bidder shall ensure that the SAP application run un-interruptedly and smoothly.	
4	The Bidder is also required to provide Application Management, Technical, Functional and Basic Support for the SAP Application during the contract period	
5	Co-ordination with Hardware vendor of OICL for resolving hardware and OS related issues.	
6	The Bidder should perform the DR Drills for SAP related application at the time of DR drill activities. OICL shall perform the DR Drill Quarterly	
7	Bidder is required to provide the online tool for ticket logging and detailed processes to be followed for logging requests, assigning requests to specific individuals, recording resolution, tracking overall time taken for resolution, etc. The Bidder should provide any software, hardware and middleware required for ticketing tool without any additional cost to the OICL.	
8	Bidder has to document/ provide a specific mechanism or approach to quantify and monitor the types, volumes and cost of incidents.	
9	Bidder has to provide the detailed report on the logins, logouts and access using administrator ID.	
10	The Bidder will also provide a Project Manager to co-ordinate all the IT related activities including SAP, hardware, networking etc. This Project Manager will be responsible for liaising with all the stakeholders for transition and running the SAP smoothly.	
11	The maintenance support should be provided on all working days and should adhere to the SLA requirements.	
12	Bidder can provide support on offsite/onsite model on need basis to maintain the SLA requirement of the RFP. Onsite would include OICL DC (Bangalore), OICL DR (Mumbai), Head Office of OICL (NCR). No extra cost would be provided for onsite support. Bidder has to provision for onsite support accordingly as per requirement.	
13	The Bidder shall provide and implement from time to time, the Updates/Upgrades/New releases/New versions of the software. The Bidder should ensure upgrades, updates & patches of the SAP Solution and tools to OICL as and when released by SAP Solution OEM.	
14	Monitoring systems to proactively determine, diagnose, and resolve problems	
15	Receive incidents, service requests, queries , change requests from OICL Team through any of the agreed modes for communication	
16	Enlightening the End Users with regard to the issues, implementing the changes at Configuration Level as and when required.	
17	Implementing the internal Circulars from OICL as and when required, implementing Periodical Changes, maintaining the SAP Application for the changes necessitated by internal or external circumstance, any other changes as required by OICL.	
18	Carrying out Customization/Configuration changes for new requirements / new	



	processes as and when required, without any extra cost, for those Efforts requiring less than 14 man days per change request. Efforts requiring more than 14 man days will be considered through Change Request route subject to condition based on mutually agreed number of man-days and will be paid based on per man-day cost agreed in Bill of Material	
19	ABAP support work includes debugging of existing ABAP programs, creating and changing layouts, subscripsts, reports, user exits, programs, functionality enhancements / interfacing programs, conversion programs.	
20	Bidder should provide and maintain coding standards and quality control to ensure coding readability, performance, and sustainability.	
21	<p>The coverage of maintenance support will be at least across the following though not limited to these only:</p> <ul style="list-style-type: none"> i Bug fixation in co-ordination with user department ii Incorporation of new requirements owing to legal, statutory and policy changes iii Customizations iv Solution/workarounds for Data Entry v Re-installation of base software and System restoration vi Report creation, modifications vii Workflow changes viii Resolution of reported errors ix Enhancements of existing configurations and functionalities x Documentation of all the changes made to the system xi Coordinating with OEM for SAP solution related issues. xii SAP Parameter setting xiii SAP Notes Application xiv SAP Spool Management xv Monitoring of SAP systems for threshold and corrective action xvi SAP Roles, Authorizations and access controls as per OICL management's approval xvii Performing End Of Day and Beginning Of Day activities xviii Manage Issue Resolution process xix Daily Transaction execution support xx Reporting related issues xxi Updating User Manuals xxii Users Administration xxiii Data Debugging to identify/assist in finding errors xxiv Database related support xxv Database administration & maintenance xxvi SAP Application Security xxvii User and Core team trainings. xxviii Backup scheduling and monitoring xxix Periodical Performance tuning and optimization xxx Training of any changes made xxxi SLA Maintenance xxxii Performance tuning reports 	
22	<p>Database Performance Management</p> <ul style="list-style-type: none"> a. Implement database upgrades into the production, non- production and DR environments b. Track & co-ordinate database related incidents/ problems till resolution. c. Analysis of incident/ problem trends d. Monitor capacity requirements e. Maintaining & monitoring the health of databases. f. Monitor & analyze alerts & logs including <ul style="list-style-type: none"> i. Database changes ii. Background job status 	



	<ul style="list-style-type: none"> iii. Operating system logs iv. Space management g. Analyzing/Troubleshooting Database Performance h. Collection of statistics for databases i. Optimizing database performance j. Monitoring of transaction logs k. Periodic optimization of application databases through compression facilities and database tuning. l. DDL, export & import related activities m. Periodic optimization of application databases n. Perform Database Space analysis o. Alignment to purging policy and review of archive logs requirement. p. Daily activities such as end of day, end of month, end of year/quarter etc. q. Perform regular import and loading of data and ad-hoc data extractions. r. Create definitions of logical data structures, tables, views, indexes, program specification blocks, stored procedures & define their relationships s. Data Migration/correction support 	
23	The Bidder should ensure that the system complies with all the OICL's requirements and any statutory and regulatory guidelines	
24	Provide Customized report to meet periodic IRDAI reporting requirements and other report requirements in SAP module. (viz Monthly, Quarterly, Half yearly or Yearly basis)	
25	Bidder shall develop and provide written Support request troubleshooting procedures for the system and application environment.	
26	Management of the granting, removal, monitoring and editing of access rights allocated to the database environments.	
27	Create, Implement and validate database recovery solutions.	
28	Estimate & recommend database requirements based on performance and Business projections	
29	<p>Bidder shall Submit and Maintain the following Deliverables:</p> <ul style="list-style-type: none"> i Monthly SLA Reports ii Month on Month reduction of repeat tickets to improve system iii Enhancements required should be provided without disturbing the existing applications iv For each Critical issue Bidder has to provide proper RCA v SOPs need for all the operational processes and any customization vi Providing statistics, trends and historical data and assisting with Service Level Management reporting. 	
30	<p>OICL desires to have the following in place for better governance.</p> <ul style="list-style-type: none"> i Issue tracker to be circulated to the concerned personnel of OICL on a monthly basis along with their closure status with proper RCA and SOP. ii Quarterly review with Bidder Project Manager at OICL Head Office (NCR). 	
31	Bidder has to formulate and govern the full transition process from OICL/ current vendor and provide an approach at the time of Kick off meeting	
32	Transition process would be of 3 month duration starting from Date of Purchase Order, Bidder has to mobilize the team on ground for transition in 2 weeks from the date of purchase order. The Bidder will take handover from existing vendor in Mumbai.	
33	Bidder should set up a communication plan between the existing OICL vendor, OICL official and Bidder Transition Team	
34	Set-up transition management process (risk, issues, changes, dependencies, reporting etc.)	
35	Discover and study existing practice, process, assets etc.	
36	Define processes, develop SOPs, checklists, escalation matrix and flow charts	



37	Transition will be completed only when OICL respective team provide sign off on the documents submitted by the Bidder as part of transition phase.	
38	Transition documents should be self-explanatory and should be in detail.	
39	Documents should capture (Not limited to) all the workflow, parameters, services, configuration	
40	Bidder should provide the RACI Matrix and should obtain signoff from OICL	
41	Business as usual to be delivered by Bidder's team as per scope of work	
42	Bidder has to submit DR Drills Run book and all the process run book as part of transition phase which will be sign off by the respective team of OICL.	
43	There has to be a dedicated team with a Project Manager for Transition phase.	
44	Progress of the transition, delay, risk etc needs to be reported every week to OICL	
45	SME need to be deployed by the Bidder for all the modules of SAP who will take handover from the OICL and Current Vendor	
46	All the Critical Reports has to be the part of transition process. There should be a site specific installation run book as well as architecture diagram which Bidder needs to produce in their transition documents.	



10.2 Appendix 2: Bill of Material

Part A – AMC Cost

Price in INR

S.No.	ITEM	Year 1 (Exclusive of Taxes)	Year 2 (Exclusive of Taxes)	Year 3 (Exclusive of Taxes)	Total
1	SAP Application Maintenance Support (AMC) for all the Modules as per Scope of Work in the RFP				
2	Any Other(Please specify)				
Total (A)					

Part B - Facilities Management cost

Price in INR

S.No.	Item	No of resources	Year 1 (Exclusive of Taxes)		Year 2 (Exclusive of Taxes)		Year 3 (Exclusive of Taxes)		Total
			Rate per resource	Total	Rate per resource	Total	Rate per resource	Total	
1	Facility management								
	Any other								
Total (B)									

Adequate deputation of the resources should be factored from Bidder side in such a way that the resources should have necessary & sufficient experience. The resource should have knowledge to handle the in scope solution

Part C - Customization Cost

Price in INR

S.No.	ITEM	Year 1 (Exclusive of taxes)	Year 2 (Exclusive of taxes)	Year 3 (Exclusive of taxes)	Total
1	Change Request cost (100 Man days/year)				
2	Any Other(Please specify)				
Total (C)					

Total Cost of Ownership

Price in INR

S.No.	ITEM	Year 1 (Exclusive of taxes)	Year 2 (Exclusive of taxes)	Year 3 (Exclusive of taxes)	Total
1	AMC Cost (A)				
2	Facilities Management Cost (B)				
3	Customization Cost (C)				
Grand Total (A+B+C)					

- The Bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the addenda in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the services.
- OICL is not responsible for any arithmetic errors in the commercial bid details sheet committed by the short listed Bidders, however, if there are any computational errors, OICL will evaluate the Bid as per provisions contained under RFP document.
- The Bidder is expected to specify the type of licenses along with the details with respect to quantity/rate/etc., wherever applicable.
- The taxes as applicable will be reimbursed by OICL. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.
- All amounts in the Bill of Material should be in INR
- The Bidder should to the extent possible stick to the same structure of the Bill of Material. Hence OICL does not expect the Bidders to delete necessary rows.