

The Oriental Insurance Company Limited

Head Office, New Delhi



Request for Proposal

For

**Procurement, Installation, Implementation, Maintenance &
Support of IT Solution on Turnkey basis OICL Qatar**

(Tender Ref No: OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11-01-2017)

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/QATAR-CIS/2017/02 Dated 11-01-2017
Copy No.	
Date of Issue	
Tender Issued to Bidder	
Cheque No./Draft No.	
Date	
Cheque/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 Procurement, Installation, Implementation, Maintenance & Support on turnkey basis of Core insurance and other support applications along with necessary hardware and software required for the applications. The Bidder should also provide Networking, Bandwidth and Co-hosting services.

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
CVC	Central Vigilance Commission
DC	Data Centre which is located at Bengaluru
DRS/DRC/DR	Disaster Recovery Site
HO	Head Office
RO	Regional Office
DO	Divisional Office
BO	Branch Office
SVC	Service Centre
EC	Extension Counter
MO	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
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 Testing
SIT	System Integration Testing



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, 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 2015-16. 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 Deputy General Manager (IT) invites sealed bids from eligible bidders for Procurement, Installation, Implementation, Maintenance & Support of IT Solution (Core Insurance Solution & its related Application, Hardware, software, Co Hosting Services, networking & bandwidth Services etc.) on Turnkey basis for OICL Qatar.

1.3 Project Objective

In order to achieve establish an office in Qatar and offer innovative insurance products with a quick time to market, operational efficiency, operational controls, superior service delivery, better risk management, higher client retention, highest levels of regulatory and internal policy compliance, highest levels of claims management and superior and timely management information to support quick decision making at all levels of the Company, the Company intends to implement a robust and highly scalable Enterprise wide comprehensive core insurance Solution (CIS) along with other applications with the required infrastructure (software, hardware, network and security) and support functions (viz. Data Centre /Disaster Recovery Site, Helpdesk, Networking & Bandwidth) to support all the business, technical and functional requirements.



1.4 Schedule of Events

General Details	
Tender No.	OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11th Jan 2017
Scope of Work	Selection of vendor for Procurement, Installation, Implementation, Maintenance & Support of IT Solution on Turnkey basis for OICL Qatar.
Tender Details	Request for Proposal for selection of vendor for Procurement, Installation, Implementation, and Maintenance & Support of IT Solution on Turnkey basis for OICL Qatar.
Tender Type	Open
Key Dates	
Document Purchase Start Date and Time	11-01-2017 11:00
Document Purchase End Date and Time	10-02-2017 15:00
Last Date and Time for receipt of pre-bid queries	18-01-2017 before 13:00
Pre Bid Meeting Date, Time and Location	19-01-2017 15:00 at IT Department HO
Last Date and Time for submission of Bids	10-02-2017 15:15
Opening of pre-qualification bid	10-02-2017 15:30
Opening of Technical bid	Will be communicated
Presentation by Qualified Bidders	Will be communicated
Declaration of short-listed Bidder for Commercial bid	Will be communicated
Opening of Commercial bid	Will be communicated
Declaration of L1 Bidder	Will be communicated
Payment Details	
Tender Fees (INR)	INR 5,000 (Rupees Five Thousand only)
EMD Amount (INR)	INR 50,00,000 (Rupees Fifty Lakhs only)
Bid Validity	As per Tender Document
Performance Bank Guarantee (for successful Bidder)	As per Tender Document
Other Details	
Contact Information	Deputy General Manager (IT) Information Technology Department The Oriental Insurance Company Limited 2nd Floor, Head Office, Oriental House A-25/27, Asaf Ali Road, New Delhi – 110 002 Tel: +91 11 23243693 / +91 11 43659209 Fax: +91 11 23269087 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 from 11th Jan 2017 to 10th Feb 2017 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.	Eligibility Criteria	Documents Required
1	The bidder should have a registered office in India	Self-Declaration by authorized signatory on company letter head with all office addresses.
2	The Bidder should have a minimum turnover of Rs. 100 crores or equivalent per annum in any one of the last three financial years (2013-14, 2014-15 and 2015-16).	1. Audited Financial statements for the respective financial years and/or 2. Published Balance Sheet.
3	Bidder or their consortium partner should have at least one of the following accreditations / certifications ISO 27001, SEI CMMi 3 or above, BS 7799.	Copy of certifications
4	The Bidder and their consortium partner or its partners should not have been blacklisted by any Government or PSU enterprise in India and in Qatar as on date of the submission of Bid.	Self-Declaration by authorized signatory on company letter head.
5	Bidder or their consortium partner should have implemented the proposed Core Insurance solution in at least ONE Non-Life Insurance Company in Qatar	Relevant Client Credential letters AND Purchase Order or Contract or Letter of Engagement or Work Order
6	The bidder or their consortium partner should have provided Co Hosting services for atleast TWO Clients in QATAR	Relevant Credentials letters or copy of Contract.
7	bidder or their consortium partner should have experience in commissioning & maintaining networks for at least TWO Clients in QATAR	Relevant Credentials letters or copy of Contract.

1.7 Project Timelines

- 1.7.1 Implementation, customization, SIT, UAT and Go-Live of all the applications including all signoffs within 12 weeks from issuance of purchase order



- 1.7.2 The DC and DRS co-hosting site should be made ready in all respects for bring in and commissioning the systems, network and security components within 4 Weeks from the date of issuance of Purchase order.
- 1.7.3 The equipment in the DC, DRS and OICL Qatar office should be installed and commissioned including Development, Testing & Training environments within 4 weeks from the date of issuance of Purchase order.
- *Note:** OICL and its authorized representatives would be conducting an inspection and acceptance testing of the Hardware delivered and installed
- 1.7.4 Help desk – The help desk should be fully functional from the first day of the Go-Live of CIS and other applications
- 1.7.5 Bandwidth and network connectivity should be made available within 4 weeks from the date of issuance of purchase order. The rollout of the network implementation should also be in line with the DC, DRS and OICL Qatar Office roll out plan
- 1.7.6 The Bidder shall roll out the network, hardware and the applications as specified in the RFP. However the Company reserves the exclusive right to change any of the branches/offices at any point in time.
- 1.7.7 The delay in delivery and implementation will attract Liquidated Damages as per terms & conditions

Note:

- a) OICL, at its discretion, shall have the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises.
- b) The Bidder is required to provide a detailed strategy to OICL; the activities mentioned above are indicative but the timelines for procurement and delivery should be maintained. Hence if the Bidder has a faster and more effective solution the same may be discussed and agreed by OICL.



2 Scope of Work

The Bidder is required to assess the requirements mentioned in various sections of this RFP and accordingly propose IT products, solution and services which shall fulfil OICL requirements in accordance with the scope defined.

Executive Summary of Requirements

The scope of the project envisages a complete turnkey solution which may inter-alia include procurement, installation and maintenance of hardware, system software, application software, third party tools and configuration/customization, parameterization, implementation of application software and system integration, training and handholding, service support, co-location and network connectivity services for tenure of five years of the solution for OICL Qatar.

The Scope of work has been divided in the following parts:

- a. Application design, development/ procurement and Implementation, maintenance & Management of Applications
- b. IT Infrastructure design, procurement, installation and maintenance of the proposed hardware and the sub components by the bidder
- c. End to end Maintenance of in scope applications and IT infrastructure
- d. Data Center and Disaster Recovery hosting (co-location) for Infrastructure and Applications and Network Connectivity between Data Center, Disaster Recovery hosting and Qatar Office including the Network requirement

Detailed Scope of Work

2.1 Application design, development/ procurement and implementation, maintenance & Management of Applications

OICL Intends the bidder to procure, develop, implement and maintain Core Insurance Solution , AML & CFT, DMS , e-Portal & Website and Mobile Applications etc. . OICL wants to keep 6 years of data before archiving or purging the data.

2.1.1 Application Details for Developments

1 Core Insurance Solution (CIS)

Core Insurance solution is the primary end to end policy management application. All the proposals/declarations/lots received from all the channels would be logged and processed in core insurance solution. This system would contain rules engine for validating and processing including underwriting, claims, etc. and would also have the capability to integrate with various channel partners to send/receive the data.

The bidder has to ensure the successful implementation of the proposed CIS and the same shall be their sole responsibility. Any functionality not expressly stated in this bidding document but required to meet the requirement of the organization shall essentially be under the scope of the bidder and for that no extra charges shall be admissible.

Broad areas of functionalities to be implemented as given below (detailed Functional Requirement in appendix 1: Functional Specifications)

Product Configuration: Capability to allow the user to define a new product and modify the existing products. Also define a new Product/Scheme as a clone/copy of existing product/scheme.

Master Management: Ability to create, update, and manage all the required masters

Underwriting: End to End automation of Proposal/declaration to policy generation process.

Insurance Accounting : Capability to capture details for premium calculation, commission calculation, reinsurance calculation, multicurrency calculations, bank charges, subsidy



management, claim accounting, Co insurance accounting, etc.

Reinsurance Management: Capability to capture the reinsurance contract details, status of the claims from Reinsurers and maintain the complete portfolio of the Reinsurers.

Reinsurance Accounting, Portfolio Management

Claims Management: Capability to capture, calculate, update, and track the claims

Rating and Tariff Management

The scope of the module includes the required functionality to generate periodic/regular reports required pertaining to core business

List of Product/Modules: The following Modules shall be made operational in the proposed Application:-

1. Engineering
2. Fire
3. Burglary
4. Directors' and Officers' Liability
5. Employers' Liability
6. Fidelity Guarantee
7. Miscellaneous
8. Plate Glass
9. Marine Cargo
10. Motor Comprehensive & TP
11. Personal Accident
12. Motor Module (Category 3 & 10)
13. Marine Module
15. General Accident Module

Indicative (Not Exhaustive) Product List is attached in Annexure-10.

2 AML and CFT Solution

The AML/CFT Solution provided by the bidder should seamlessly integrate with OICL's other applications.

The Solution should be capable of performing the De-Duplication check of the customer and enabling the user to add/delete the user to the stop list which will deter customer from performing the renewal, claiming and/or applying for new policy etc.

Detailed area of functionalities to be implemented are given in **Appendix- 1: Functional Specifications**.

The AML/CFT solution should be capable of generating reports required to meet the AML and CFT requirement.

The expectation from the solution should be flexible enough to take care of reports, mandated by statutory authority, within the timeline stipulated by various regulators. As the formats of these reports may vary for QATAR, the bidder will be required to configure, integrate and deliver them as per applicable format/regulations without any additional cost to OICL.

3 Document Management Solution

DMS would contain all the documents pertaining to policy generation, policy servicing, claim processing and would be integrated with core solution. Documents coming from multiple channels like scanning by OICL or uploaded on portal by relevant users would be uploaded in DMS with the reference no. available for view as per role. Other internal documents like policies, processes, internal memo, and documents of other functions could also be uploaded in DMS with proper indexing.



DMS should also have features like document version management, document workflow and ability to integrate with Core Insurance Application, Portal, and any other applications that may be procured by OICL for the support or core business functions.

Document Capture

The proposed DMS solution must have the ability to capture various types of documents.

- i. There should be an ability to scan the incoming physical documents such as proposal form, Claims form, Claims supporting documents, Surveyor report, Customer KYC documents, Photographs, Legal documents, Marketing Collaterals etc.
- ii. Documents in electronic formats like emails, other soft documents in formats like word, excel, power point, images, pdf etc. should also be captured in DMS.
- iii. System generated documents like Policy Schedule, Claim settlement letter, endorsement letter etc. should be captured.
- iv. System should allow the scanning of documents and processing of transactions at OICL Qatar. This would be possible by storing the scanned images at a centralized location which can be accessed by other offices.
- v. Scan the documents in minimum resolution of 200 dpi

Indexing

The proposed DMS solution must have the ability through which scanned documents are given an identifier so that these documents can be easily & quickly searched or retrieved.

- i. The DMS solution should have a robust cataloguing and indexing capability.
- ii. All Non-system generated documents should be indexed manually.
- iii. All system generated documents should be indexed automatically by the system without any user intervention.

Storage

- i. System should allow storing all scanned / digitized documents in logical folders so that they can be referred and accessed easily.
- ii. This feature is essential for those documents which are not linked to any Underwriting, Claims or accounting transaction e.g. Legal contract document in Estate & Establishment department or Marketing advertising document etc.

Search & Retrieval

The Proposed DMS solution must have the ability to provide easy search & retrieval of documents.

- i. Searching documents: The DMS solution should have the ability to search for scanned documents on various parameters like document number / text string contained in the document / index field etc. A key element of the evaluation will be to evaluate the strength of the search function i.e. its ability to handle complex searches with multiple search elements in short span of time.
- ii. Document tagging: There should be an ability to tag scanned images of documents to transactions in transaction system such as Core Insurance Application, Portal or other applications. This functionality will provide a link to scanned documents from Core Insurance Application screens. E.g. Core Insurance Application policy screen will have link to scanned Underwriting documents like proposal form, supporting documents.

Content Workflow

- i. The DMS solution should support workflows to ensure the role based routing of documents.
- ii. Workflows of the DMS solution should map to the in-scope process flows of Core Insurance Application and Portal.

Version Control

The system should have a mechanism to track all the versions of documents that are uploaded into the system along with required audit trail in terms of user-id and timestamp of upload, modify, print and delete.



DMS Integrations

- i. The DMS solution should be integrated with Core Insurance Solution to ensure that documents required at each process step for necessary action in those relevant screens of Core Insurance Solution. Therefore the selected bidder must undertake a study of the Core Insurance Solution to identify all such integration points in order to deliver this functionality. In order to demonstrate this, the bidder will have to submit a document to OICL which clearly documents the Core Insurance Solution process flows, the documents to be tagged, DMS process flows and integration points between the two, subject to the approval of OICL. The Core Insurance Solution screen will have a view of the documents present in DMS and should provide the ability to upload, re-tag, check/ approve or comment on the document attached seamlessly.
- ii. DMS should be integrated with Portal. Through this integration, Portal users like customers, agents, surveyors etc. will get an interface to capture and upload documents into the DMS solution through the portal. The documents which can be uploaded by surveyors / investigators will be their survey/ investigation reports, claim intimation etc. which can also have photographs and other supporting documents. Customers can upload documents like address proof, date of birth proof and claim forms through the portal. Customers would also be able to view the documents submitted by them for claims or underwriting. The grievance module in the portal should be integrated with DMS for the purpose of tagging of related communication or documents to a particular grievance if required. The solution must provide the ability to compress the uploaded documents to optimise bandwidth utilization, storage capacity and performance of the overall solution.
- iii. The system must have the capability to integrate with other non- core systems/ business support systems at OICL as and when they are procured (for example CRM system, HRMS, accounting or treasury systems). The exact scope of such integrations would be decided as and when OICL deems it necessary to fulfil its business needs.

Security Features

- i. The DMS solution should have the ability to define password based protection for authentication on the basis of the password policy adopted by OICL.
- ii. Digital signatures would be a feature that may be required for securing and authenticating the system generated documents like policy schedule and incoming documents like surveyor or investigator report in case of approval basis soft copies. The DMS solution should have the capability to integrate with digital signature solutions if required.
- iii. DMS solution should have ability to provide authorization for role based user access to folders/ documents and DMS solution should have the ability to provide activity based access rights.
- iv. DMS solution should support LDAP based authentication. DMS solution should be able to work seamlessly with OICL security components like firewall, IPS, Antivirus etc.

Language Support

The DMS solution should be able to support both English and Arabic.

Functional scope for support applications:

In addition to the core underwriting, accounting, claims processes etc. there are functions which are supportive in nature and would form part of the overall scope of the project. These support business functions will mainly use DMS as a centralized document repository i.e. these documents will not get tagged to any transaction in any system the way a claim file gets tagged to a claim transaction in Core Insurance Solution. All the related documents would be scanned and stored in a central location. It would facilitate the retrieval and search of a document as and when necessary. These functions are listed as follows:

1. Reinsurance
2. Accounts
3. Personnel Department/Human Resource
4. Training Department



5. IT Department
6. Technical Departments
7. Legal
8. Budget & Statistics
9. Any Other as may be required

Other Important Features

1. Scan the documents in minimum resolution of 200 dpi
2. Contents of the digitized documents should be an exact replica of the original documents
3. The solution must store all images in a central and secure repository in non-proprietary format
4. Receiving Documents with Index Sheet & reconciliation with the barcode/QR code attached on each document
5. Under no circumstances should the bidder change, mutilate, destroy or replace the documents handed over to it by Deptt.(s) / offices
6. The confidentiality of data must strictly be maintained, in all circumstances.
7. Apart from online scanning, provision for off-line scanning should also be there. However, urgent scanning facility for few document declared as urgent by OICL should be provided by the bidder.
8. Scanning approximately 5 % of documents in color, if required.
9. In order to facilitate e-cataloguing, the bidder should make indexing and Meta data entry in Document Management System or as decided by OICL.
10. Documents received via email or fax or physically need to be managed by the proposed DMS & Workflow Solution

4 E Portal and Website

E- Insurance Portal should be interactive, insurance specific web portal solution that helps the company to enhance service levels, cut costs and increase sales capabilities. With comprehensive administrative and CRM functionalities, seamless integration with the core solution and an online payment gateway, thus end-to-end solution electronically bridging the gap between insurer, channel partner, customer, employees and other external entities, This Platform should be intuitive, user-friendly interface and fully integrated.

- i. Integrate seamlessly with the core insurance system by accessing and rendering information from core system online and issuance of online policies
- ii. Fully Object oriented and password encrypted for high security
- iii. Customizable, individual portals for customers, agents/brokers and employees
- iv. Provision for customers and agents to place quotations, intimate claims, add and view policy information, apply for policy endorsement and renewals
- v. Comprehensive search and view features
- vi. The Portal should allow the users to check his eligibility for a product.
- vii. Instant access to downloadable insurance news , documents and reports
- viii. Comprehensive security features(e.g. secure server, user authentications)
- ix. Bidder should supply, implement and integrate with payment gateway to support electronic money transfer. Bidder to integrate the solutions with payment gateway during the project tenure.

5 Mobile Application

The Bidder is required to design, customize, test, implement, rollout and maintain the Mobile application for OICL Qatar across all platforms as per the requirements of this RFP for the period of the contract.

The Mobile App should enable OICL Customer, Channel Partner, broker, and agents etc. to access various OICL Application on the GO through their handheld devices such as Mobile, Tablet, Phablets etc. The Mobile Application should be seamlessly integrated with the OICL CIS and other applications as required without any additional cost to OICL.

Bidder will ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.

When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations.



The Bidder to provide all the required hardware, software and licenses etc. for the development, testing and Go-Live of applications.

The Bidder needs to adhere to all statutory and regulatory requirement of QATAR. OICL will not pay any additional customization costs either for gaps observed for statutory or regulatory as required by OICL or QATAR regulatory body.

6 SMS

Bidder Need to supply, implement and integrate the SMS Gateway for sending SMS to users/OICL employees/channel partners/other stakeholders. In its proposal Bidder needs to make provision for SMS integration.

2.1.2 Activities to be performed for solutions

The key activities expected from the bidder for each of the application are mentioned above have been detained in this section, though this list which is indicative not exhaustive

1 Module Integration

- i. The Bidder is expected to build integration between the modules under the scope.
- ii. So as to ensure the total integration and functionalities of the system, the Bidder needs to integrate all the software modules. The Bidder will be responsible for fault detection and rectification. The Bidder is responsible to ensure that the integrated systems are fully functional.
- iii. The Bidder shall resolve gaps by proposing a suitable work around or customizing the proposed solution by way of modifications/enhancements, as necessary, to the proposed software solution.
- iv. The Bidder shall provide all statutory, regulatory and ad hoc MIS (Management Information System) reports as required by OICL and QATAR Regulatory bodies in the desired format.
- v. The Bidder shall provide for all subsequent changes to reports as suggested by the statutory and regulatory bodies of QATAR from time to time to OICL at no additional cost to OICL during the contract period

2 System Requirement Study

The bidder shall perform the detailed assessment of the functional requirements & technical requirements as mentioned in the Appendix 1: Functional Specifications and Appendix 2: Technical Specifications. Based on the understanding and its own individual assessment, Bidder shall develop & finalize the System Requirement Specifications (SRS) in consultation with OICL and its representatives. While doing so, Bidder atleast is expected to do following:

- i. Bidder will understand the business processes (while framing the SRS) and validate the understanding from OICL
- ii. Bidder shall bring in domain experts during the SRS study.
- iii. Bidder shall translate all the requirements mentioned in the document into System Requirements.
- iv. Bidder shall follow standardized template for requirements capturing.
- v. Bidder must maintain traceability matrix from SRS stage for the entire implementation.
- vi. Bidder must get the sign off from user / task groups formed by OICL
- vii. Bidder shall interact with channel partners and external stakeholders to understand the integration points.
- viii. Bidder shall study the Insurance Products that are under OICL portfolio and the respective data structures.
- ix. For all the discussion with OICL team in INDIA, bidder shall be required to be present in OICL HO Delhi office with the requisite team members.



3 Design

The bidder shall design the solution architecture and specifications for meeting the requirements mentioned as part of this RFP. The Bidder shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including sizing & procurement of the required hardware. Bidder is expected to provide the best solution which can address the requirements mentioned in this RFP.

The system architecture for the applications shall be designed, developed & delivered as per following:

General Guidelines

- a) The system architecture should be based on open industry standards and protocols
- b) The system will be centrally deployed and globally accessed.
- c) The system shall be designed to be scalable and easily extensible.
- d) The system should be flexible to cater to changing business, industry and compliance requirements (including reporting requirements in proper formats).
- e) QATAR centric version as required by any of the modules shall be implemented
- f) The System should be Unicode complaint.
- g) The System to be developed in English and Arabic.

Applications

- a) The application design should be a 3-tier services based architecture for all environments
- b) The Integrated solution design should focus on developing workflow and business transaction, rules management, configuration management, messaging security management
- c) The integrated solution design should include Business Process Framework that will include process modeling, design, activation, navigation, maintenance, termination and error handling
- d) The integrated solution design should include design of the Presentation Framework and different delivery channels management
- e) All application components should support browser based user interface
- f) All systems must take into account appropriate security, performance, efficiency and maintainability issues
- g) Integrated Solution shall be full, unconditional ownership of OICL.
- h) The ownership of the product licenses would be with OICL.
- i) The Products/applications must be of the latest commercially available Indian or QATAR version
- j) The database should be on latest commercially available version
- k) Products must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes of statutory requirements by their respective developer organization for a period of the contract
- l) Upgrade to new releases should be automatic and free of cost during the project period.

Integration

- a) The integrated solution design should include Integration Framework for integration of both internal and external applications and services
- b) The Integration framework should use SOA enablement for the underlying applications
- c) The OICL application has to be integrated with internal and external stakeholders as per requirements
- d) Data will be owned, shared, controlled and protected as a corporate asset of OICL.
- e) Shared data will have consistent formats and definitions and be independent of applications
- f) Data should only be accessed through application/interfaces for creation, updation and deletion. There should not be any direct access to the data layer for users
- g) Bidder shall provide Logical and Physical Data Model designs
- h) Bidder shall provide strategies for distributed Data Sourcing, Transformation, Replication,



Synchronization, Recoverability, Placement, and Persistence Strategy

- i) Bidder shall provide the details of data synchronization strategy both in batch mode and in real time
- j) Bidder shall provide the end to end data model originating from user presentation layer, to process and service layer transformation, to operational system layer, to operational data store, to data integration layer, to reporting (i.e. closing the feedback loop through end to end integration modeling)

Infrastructure

- a) The architecture should be designed for extensibility and scalability (both horizontal and vertical) as per requirements of the applications.
- b) The system must be designed in such a way that it supports load balancing & fault tolerance (clustered) of the application, presentation and if required at the data layers of the system
- c) Procurement and Installation of all products/software and related applications and Hardware is to be done by the bidder

Packaging of modules

- a) The Bidder shall provide mapping of modules of respective applications with the functionality delivered.
- b) Bidder shall highlight the omissions of products features that is being delivered but not used. Bidder shall provide details of overlaps.
- c) Bidder shall provide the designs of each application package and how it will be integrated with the overall Enterprise Architecture

Data Security

- a) Bidder shall provide strategy to maintain data security at the application level
- b) Bidder shall provide strategy to maintain data security at the database level
- c) Bidder shall provide strategy to maintain data security at the messaging and middleware level
- d) Bidder shall provide security strategies when the applications are accessed from outside the network or accessing resources outside the network.
- e) Bidder shall provide strategies of encryption and security for external transaction with partner network and systems

4 Develop

The bidder shall carefully consider the scope of work and provide a bespoke core application solution, and mix of Custom Development and Products with Customizations for rest of the applications that best meets the OICL requirements. Considering the scope set in this RFP, the bidder shall carefully consider the solutions it proposes and explicitly mention the same in the Technical proposal.

- a) The successful Bidder shall identify, design and develop components / functionalities for :
 - i. OICL Core Insurance solution requirements and other applications
 - ii. Any other application which is required for successful delivery for solution/ applications as mentioned in the RFP
- b) The Bidders will be expected to provide solution prototypes based on the requirements for mutually agreed functionalities (between bidder and OICL) for core insurance solution.
- c) The Bidder shall supply the following documents along with the developed components:
 - i. Business process guides;
 - ii. Program flow descriptions;
 - iii. Data model descriptions;
 - iv. Sample reports;



- v. Screen formats;
 - vi. Frequently asked question (FAQ) guides;
 - vii. Any other documentation required for usage of implemented solution
- d) IPR and all documents for any bespoke applications/module (including all consecutive change requests) and any customization done in commercial off the shelf product shall lie with OICL. Source code shall be the property of OICL and to be provided by the bidder after Go Live or as and when required by OICL without any additional cost to OICL. Bidder to provide Declaration for Source Code and Intellectual Property Rights as per **Annexure 11**
- e) Bidder shall ensure that all applications which are developed and the products which are configured for OICL follows the maker checker concept.

Products (Configuration & Customization)

- a) The successful bidder will be responsible for supplying the OS, application, licenses, database and related software, integration tools, and installing the same so as to meet OICL requirements mentioned in various sections of this RFP.
- b) Bidder shall provide provision for procurement of OS, licenses, databases in a staggered manner as per the indicative transaction volumes. However, the transaction parameters are computed based on certain assumptions and these assumptions might undergo a change which might impact the overall transaction volumes. As these projections are on estimations, the procurement shall be on the basis of actual requirements. Bidder is expected to suggest the approach which can address this business eventuality when actual transaction volume is marked different from that of indicative transaction volume.
- c) The Bidder shall perform periodic audits to measure OS, license, Databases compliance against the number of valid End User software licenses consistent with the terms and conditions of license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions. The Bidder shall report any exceptions to license terms and conditions at the right time to OICL. However, the responsibility of license compliance solely lies with the successful bidder. Any financial penalty imposed on OICL during the contract period due to license non-compliance shall be borne by bidder.
- d) Bidder shall also supply any other tools & accessories required to make the Integrated Solution complete as per requirements. For the Integrated solution, the Bidder shall supply:
 - i. OS
 - ii. Software & licenses
 - iii. Supply tools, accessories, documentation and provide a list of the same. Tools and accessories shall be part of the solution.
 - iv. Supply latest supported version of Database Software to support the Integrated Solution and any other software's, tools and bolt-on/add-on application.
 - v. Product Documentation to be supplied along with licenses and shall include but not limited to following:
 - I. Technical manuals
 - II. Installation guides
 - III. User manuals
 - IV. System administrator manuals
 - V. Toolkit guides and Troubleshooting guides

5 Integration

- i. The bidder shall integrate the OICL solution with various channel co insurer system based on the integration approach finalized in consultation with OICL, and other insurance companies and other stakeholders as applicable.



- ii. Bidder shall also create provision for integrating with core systems of channel partners in the future
- iii. Bidder to ensure that the systems have the provision of integrating with Central Bank Qatar and Traffic Dept etc..
- iv. Bidder to ensure the envisaged systems comply to interface requirements of QATAR and its regulatory body

6 Publication and management of API's / web services

- i. The core insurance solution shall Interface with external stakeholder systems, hence to support this functionality, bidder shall publish and maintain the APIs/web services, which will be consumed by these external stakeholder. The information or query received through any external apps/portals shall be received and processed by Core Insurance Solution.
- ii. Data exchange between Core Insurance Solution and Government/channel partner/ stakeholder systems will take place through APIs/web services. In consultation with OICL, bidder will also be required to set up a process for issuance of standards for Core Insurance solution APIs.
- iii. Bidder need to set up, operationalize and maintain system for APIs/web services.
- iv. User's portal/states/channel partners/other entities may transmit data in CSV format; bidder would build a converter to transform XML into CSV or vice versa. The converter will reside in the Core Insurance Solution environment and will parse the data as and when received. A utility should also be built to push or pull information to or from the other system.

2.1.3 Testing

The bidder shall provide the Testing strategy including traceability matrix, Test Cases and conduct testing of various components of the software developed/customized (e.g. including conference room pilots, unit tests, System integration tests, Stress tests, Security Testing and final user acceptance test.). Details of the testing strategy and approach should be provided in the response. The bidder is responsible to identify and inform the OICL regarding testing requirements and impacts.

Bidder shall ensure that performance testing, load testing, security testing etc. other types of testing are done using Loadrunner/ Silk performer/ Rational Performance Tester/ other tools of equal repute prior to Go Live in test environment. Bidder shall benchmark the results of performance testing of the solution with the results that they have published in their bid. Bidder shall be responsible for procurement of licenses or other costs associated with these tools. The Bidder is required to factor in the tools required as per the scope of the RFP.

Bidder shall provide complete support to OICL team or their representatives at the time of user acceptance testing. It would be bidder's responsibility to ensure that all issues raised during UAT are closed and signed-off from respective authority.

Testing and Acceptance Criteria

Bidder shall demonstrate the following mentioned acceptance criteria prior to acceptance of the solution in respect of scalability and performance. Bidder shall properly define all the envisaged requirement parameters for acceptance. In case required, parameters might be revised by OICL in mutual agreement with bidder and the revised parameters shall be considered for acceptance criteria.

1 Hardware Acceptance Criteria

The systems and the architecture design should be scalable to take the load as stated for tenure of the contract. The database servers should have vertical and horizontal scalability to provide provision for meeting the requirements. The storage system including backup solution should provide vertical scalability with additional disks/ controllers/ cache as required for meeting the requirements

2 Solution Acceptance Criteria



a. User Acceptance Test

- i. The solution must pass User Acceptance Test and issues raised during UAT are closed with proper sign-off. In case of any unresolved issues, the bidder needs to take confirmation from OICL management before Go Live.
- ii. The solution should meet the requirements in functional requirements and SRS
- iii. The solution should meet the entire functional requirement as mentioned in RFP and finalized in SRS stage
- iv. The solution should meet integration requirement with all the external stakeholders as envisaged
- v. The solution should meet the technical requirement as mentioned in this RFP

b. Security Acceptance Test

- i. The solution shall demonstrate single sign on for all the applications.
- ii. The solution shall demonstrate SSL based transaction in the application software.
- iii. The solution shall demonstrate two-factor authentication.
- iv. The solution shall demonstrate role based access.
- v. The solution shall pass penetration testing for rollout of each phase. OICL may engage an independent third party agency at its discretion for carrying out the penetration testing.

c. SLA compliance Test

d. Benchmark Test

OICL may at its discretion ask the Bidder to do benchmarking of the installed infrastructure/hardware/software/applications to meet the stated performance estimations provided in the bid.

2.1.4 Training

Core team and Technical team training should be conducted in such a manner that sufficient knowledge is transferred to OICL enabling them to independently take care of the implemented solution after end of the post go-live support period. Bidder shall follow 'train the trainer' approach. Adequate trainings to be planned and provided by the Bidder with respect to number of people and batches. Training location will be Qatar.

The Bidder needs to consider the following -

- i. For each application implemented, the bidder is required to train the designated OICL technical and end-user staff to enable them to effectively operate and perform the services using the integrated solution. The bidder shall also be responsible for re-training the employees whenever changes are made in the software without any additional cost to OICL.
- ii. Training plan has to be prepared prior/or in parallel as desired by OICL to go-live of the solution
- iii. Bidder should at least provide Product Training, Technical training, End User training, etc.
- iv. Training sessions are required to be conducted both prior and after the go-live of the applications.
- v. Training shall be conducted in respective physical locations/or location specified by OICL.
- vi. To achieve training objectives and appropriate knowledge transfer, hands on computer based training may be a part of each training module.
- vii. Each training session must be accompanied with training material in softcopy/hardcopy, distributed in advance to the selected set of trainees.
- viii. All training manuals shall have to be updated with changes to the application after changes in the post Go-Live phase have been finalized.



2.1.5 Go-Live Preparedness and Go-Live

- i. Bidder shall prepare and agree with OICL, the detailed plan for Go-Live with details of modules.
- ii. The Bidder shall define and agree with OICL, the criteria for Go-Live and the timelines for the same.
- iii. Bidder shall ensure application implementation review by the concerned OEM for the solutions. OEM shall review & vet Go-live health check of the implemented application before the Go-Live event. This will be a comprehensive review of technical preparedness of the system to go-live.
- iv. Corrective measures should be implemented by the bidder under technical supervision of OEM for solutions. Bidder shall be responsible for taking an OEM certificate on implemented solution prior to go-live.
- v. Bidder shall submit signed-off UAT report (issue closure report) ensuring all issues raised during UAT are being resolved/ or suitable workaround provided prior to go-live.
- vi. Bidder shall ensure that Go – Live criteria as mentioned in Go – Live plan is met and take approval from OICL team on the same.
- vii. Go-live of the application shall be done as per the finalized and agreed upon Go-Live plan
- viii. Bidder shall be responsible for rolling-out the said solution in new branch/ location opened by OICL during the contract period of the bidder.

2.1.6 Reporting Requirements

OICL would require reports through multiple channels and at multiple frequencies, as explained below:

- i. **Real Time Reporting** – Selected reports should be available to OICL/ User on a real time basis through system implemented by bidder. These would primarily be online reports and should be accessible through desktop/ laptops, mobiles or other mobility devices as applicable.
- ii. **Periodic Reporting** – OICL would identify some reports that has to be generated on a periodic basis, could be daily, weekly, fortnightly, monthly, quarterly etc. These reports could be provided online or through emails or in hardcopy to the users as per user preference.
- iii. **Ad-hoc Reports** – OICL users might also require ad-hoc reports based on business requirements. Bidder shall provide these reports within a pre-defined time to the user. These reports could be provided online or through emails or in hardcopy to the users as per user preference.

The reports to be available in desired output type like xlsx, pdf, etc.

The data issued should also be generated as required for integration with Indian system. All reports for claims, underwriting, accounts etc. as per the local laws

Bidder shall be responsible for preparing and submitting all the deliverables to OICL team.

2.2 IT Infrastructure assessment, procurement, installation and maintenance

2.2.1 Hardware Infrastructure for DC and DRC

The Bidders must design, size, supply, commission, maintain and manage suitable hardware infrastructure for all the applications/solutions proposed in the RFP response. The Bidder should size hardware based on the volumes mentioned in this RFP. The Bidder is required to comply with the requirements stated in the Appendix 1: Functional Specifications and Appendix 2: Technical Specifications

The hardware should support hot swappable power supplies, fans & hard disks and should incur no downtime or unplanned outage due to component failure. Even during preventive maintenance the system should not incur any degradation of service or outage.



All the servers proposed shall have dual power supplies. In case of failure of one power supply, the second power supply should be able to take the full load without causing any interruption in services. All servers should have a minimum 1000 Mbps network interface cards installed on different slots.

For hardware infrastructure sizing

- a. The DR should be 100% of compute and storage
- b. The vertical headroom for future scalability available in the hardware proposed for the Solution should be *at least minimum 20% within the server box* over and above the terminal (fifth) year sizing requirements.
- c. For sizing purposes, empirical data, third party reports, evidence, etc would be required in the form of benchmarks of that class of hardware with the suggested processors for the proposed solution to accept the hardware sizing calculation.
- d. The Bidder has to provide **physically separate environment** for the Production Environment (DC & DRC) and for the other stated environments, the bidder may consider deploying a virtualized/physically separate solution.
 - i. Production (DC and DRC)
 - ii. Test & Development (DC Only)
 - iii. Training (DC Only)
- e. The Bidder has to provide necessary hardware infrastructure at the OICL's DC, DRC and wherever applicable.
- f. The Bidder may consider deploying virtualization solution for the individual solutions. Each virtualized environment shall have its OS instance (kernel) which can be started (booted), stopped (shutdown) and upgraded (patches and fixes) independent of all other Virtual Machine's on the server.
- g. The Bidder has to provide the similar category (i.e., mainly same class - similar processor and OS platform) of servers for Test & Development and Training as that of the proposed production.
- h. The headroom availability in both the servers and storage is required for any future expansion if required by the OICL at a future date.

2.2.2 Storage

"The Bidder will be responsible to design, size, supply, deploy, implement and manage the OICL's Storage Solution in compliance with the RFP requirements at DC, and DR.

The Bidder will be required to specify in the Bill of Material all the necessary components/software etc related to the Storage Deployment at the DC and DR.

The Bidder will be responsible for the comprehensive end to end design, supply, implementation and maintenance of solution of the Storage across the sites which should include Storage, Replication, Backup and any other requirements stated in the RFP that relate to the storage.

The Bidder is required to provide the details on the solution deployment and propose all the necessary components required for the storage, replication, SAN switches & backup in the Bill of Material. The Bidder is required to comply with the requirements stated in the **Appendix 1: Functional Specifications** and **Appendix 2: Technical Specifications**

2.2.3 Solution Design

The OICL requires the architecture to have at least the following capabilities/features.

- a. Modular and multi-tier architecture



The Solution architecture should be open and multi-tiered (E.g. presentation layer, business logic layer and data layer as independent tiers with well-defined interfaces between the layers to enable loose coupling) with a modular object oriented component based design using the latest cutting edge technology and Service Oriented Architecture best practices.

b. End to end IT Architecture

The Solution should have a compatible end to end IT architecture covering

- i. End to end Solution architecture
- ii. End to end integration architecture
- iii. End to end implementation architecture

c. Data Transfer between systems

In the proposed solution the data transfer from one process to another or from one application to another, particularly with respect to critical or financial applications, should not have any manual intervention in order to prevent any unauthorized modification. The process needs to be automated and properly integrated through “Straight through Processing” methodology with an appropriate authentication mechanism and audit trails

d. 24 X 7 X 365 availability

The Critical Business Solutions and other proposed solutions’ design and deployment architecture should be such that the system is available to users 24 X 7 X 365 days a year without any down-time including for system maintenance, backups, report generation, MIS generation, and while running batch processes. Further, activities such as Patch management and Anti-Virus updation should also not entail downtime.

e. Bidder to ensure that the average page loading time for all applications at OICL office is less than 2 Seconds, business transaction time is less than 4 seconds and business transaction response time involving uploading/ downloading of documents(average size 0.2MB) should be less than 6 seconds for at least 95% of the request

2.2.4 Solution deployment

The matrix below displays the location for the installation of the instances of the proposed solutions.

The Bidder is expected to implement and factor the application license, hardware, environmental software and related services based on the below stated matrix.

Application/ Solution	DC				DRS	
	Prod – Compute	Storage	T&D	Training	Prod - Compute	Storage
<u>Critical Business Solutions</u>						
Core Insurance	Yes	Yes	Yes	Yes	Yes	Yes
DMS	Yes	Yes	Yes	Yes	Yes	Yes
Portal	Yes	Yes	Yes	Yes	Yes	Yes
Mobile Applications	Yes	Yes	Yes	Yes	Yes	Yes

2.2.5 Database (RDBMS) and Operating System (OS)

The Bidders must factor licenses for suitable databases for all applications/solutions proposed in the RFP response for the purpose of the Solution. Bidders should propose the licenses and license type to meet the requirement of the RFP. Any specific requirement not mentioned in the proposal but required to meet the scope, SLA, Terms and Condition in the RFP and subsequent Addendum/Document, Bidder will provide without any additional cost to OICL. Bidders will be required to factor RDBMS database licenses proposed and required for the functioning of their solution in the **Appendix 3 – (Bill of materials)**. The RDBMS should not be open source and should be ODBC compliant and the OEM should control/support the same as also all future



versions/upgrades. The Bidder will have to provide complete support for installation, implementation, maintenance, facilities management, etc. during the period of the contract.

In addition to the **Appendix 3 – (Bill of materials)**, the Bidders are required to submit the detailed sizing for the Database license requirements for the Solution across DC and DRC. The count of the licenses should be in line with the proposed solution design and sizing proposed across solutions. Additionally, the Bidders should also factor any other necessary licenses required for clusters, load balancing, partitioning, tuning Manager etc if required for the solution. The OICL expects the bidder to position an optimal solution to reduce the database cost. Especially with regards to the core based software requirements such as database licenses etc, the OICL will only pay the Bidder for licenses that are sized for that particular year and not for the additional licenses which the Bidder may deploy.

The OICL, at its own discretion, may decide to procure the database and other related license/s directly from the OEM.

The Bidder should not consider any open source operating system for the critical solutions. In case open source is considered by the bidder, only supported and stable version of open source can be considered for non-critical systems. All operating systems should be 64 bit with latest and stable version.

2.2.6 Data Centre and Disaster Recovery Centre design

The Bidder needs to design the DC and DRC to meet the Solution design. The DRC has to be sized at 100% capacity (Compute and storage) of the DC.. The RPO has to be 30 min and RTO has to be not more than 120 minutes.

2.2.7 Interfaces

The interfaces required for the Solution need to be sized, designed, developed, tested, installed, implemented and maintained by the Bidder, during the contract period, fully meeting the functional, technical, integration and interfacing requirements. The Solution should enable all currently specified interfaces as well as allow for introduction of new interfaces/channels as the case may be.

The Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the systems. The Bidder has to provide a one-time cost for each interface in **Appendix 3 – (Bill of materials)**.

2.2.8 Manuals/Documentation

Soft copies of User and Technical manuals are to be provided for all the functionalities/ modules/ hardware/ tools proposed for the Solution separately. In addition, online help with search option has to be made available for all users for all applications. Data dictionary for all databases for all applications should also be submitted. Copies of all legal documents, including copies of arrangements and tie-ups with third parties for periphery applications, if any, Back to Back SLA/AMC/ATS arrangements, Professional service agreements signed by the bidder to provide the necessary uptime or for meeting the SLA signed with the OICL shall be provided as and when the agreements are entered into or renewed.

2.2.9 Hardware

- i The Bidder is required to size for adequate hardware based on the volumes for the proposed solutions as per the sizing requirements and the OICL's business projections stated in this RFP.
- ii The hardware technology proposed for the Solution should be enterprise class, best of the breed, latest, tested and stable release of OEM vendor and based on the latest platform enabling technology. The specifications for Enterprise Class have been stated in the Appendix 1: Functional Specifications and Appendix 2: Technical Specifications
- iii The vertical scalability available in the server proposed for the Solution should be at least minimum 20% over and above the terminal year sizing requirements.



- iv The Bidder needs to size, design, procure, commission and maintain the hardware and related software for all the applications for the period of contract required as per the RFP.
- v The hardware sized for all the applications should be scalable and fully fault tolerant. All the components within the server should be hot swappable or pluggable and should incur no downtime due to component failure.
- vi All the core servers suggested should have dual power supplies, redundant NIC (IPv6 Compliant) and HBA, as applicable. The power input to the power supplies will be from separate UPS. In case of failure of one power supply, the second power supply should be able to take the full load without causing any interruption in services. The servers should be in Gartner's leader Quadrant or at Equivalent position in Forrester or amongst top 3 in the latest IDC report.

2.2.10 Environments

Physically separate adequately sized hardware should be quoted for each of the following environments Production at DC and DRC (100% compute and storage capacity of DC), Test & development, Training servers. The bidder can leverage virtualization.

- i. The **Test & Development** servers sizing should be minimum 20% of the size of the production database server as per the fifth year sizing.
- ii. The **Training** servers should be sized to support training programs for 10% personnel logged in concurrently.

These Test & Development, training Servers environments need to be deployed only at the DC.

2.2.11 MIS & Reporting Server

The Bidder also has to provide for an adequately sized IS & Reporting compute and storage such that the OICL users can generate reports at any point of time without impacting or degrading the application performance.

2.2.12 Hardware utilization

- i The Bidder is expected to size Hardware for the Solution based on the information provided in this RFP for implementing the solution to meet the requirements of the RFP over the tenure of the Contract. At any point in time during the contract period, for these locations, during business hours, the average CPU, Memory, Hard Disk utilization should not exceed 70% (excluding batch load) and storage utilization should not exceed 80% threshold. In case the above requirement is not met, additional hardware and related software would have to be provided by the Bidder at no further cost, within two weeks of crossing the threshold(s).
- ii The Bidder at all times has to ensure that the sizing done confirms to the service level requirements of the OICL. In the event, these requirements of the OICL are not met at any point during the contract period, the Bidder would need to deploy additional resources to meet the performance levels, failing which penalty would be levied as per this RFP **Section 8 – Service Level Agreement**.
- iii The Bidder also has to perform pro-active monitoring of the solution to ensure that before any breach happens they have sufficient time in procuring and installing the additional components. At no point in time should the OICL be made to suffer on account of the Bidder's failure to monitor or delay to procure the additional resources.
- iv All servers are required to have a minimum of dual 1000 Mbps Ethernet network interface cards (NIC) installed on the board itself or on different slots. Each NIC will be cabled from a different module on the switch using gigabit speed cabling.
- v The Bidder is responsible to arrive at the sizing independently. The OICL is not responsible for any assumption made by the Bidder with respect to the sizing. In the event the sizing quoted by



the Bidder does not meet the performance / service levels of the OICL the Bidder will at their cost carry out the necessary corrections. The OICL will not pay any additional amount during the period of the contract.

2.2.13 Data Centre (DC) and Disaster Recovery Centre (DRC) setup

- i All OICL servers and other equipment will be hosted from the DC and DRC The deployment of the solutions should be in line with the deployment matrix stated in Section 2.
- ii The Bidder will be responsible for setting up the servers and relevant IT Infrastructure and solutions at the DC and DRC respectively.
- iii The DRC should be deployed at a 100% capacity (Compute and Storage) of the DC Production environment for the hardware servers, processing and security.
- iv The Bidder is expected to liaise and work with the co-hosting service provider for this purpose.
- v The Bidder would have to supply and install all their IT infrastructure equipments to the locations identified by the OICL
- vi Bidder will need to provide the LAN and SAN cabling. Bidder also needs provide the WAN connectivity across OICL locations including the security and network equipment to the locations identified by the OICL. The Bidder will need to create detailed blueprints and requirements for local LAN and WAN requirements.

2.2.14 Logical Zoning of DC and DRC

1. The logical architecture of DC and DRC at a minimum should be divided into different sub-networks. These networks must be separated from other networks through switches and firewalls. The logical separation of these sub-networks must be done using VLANs and sub-netting.
2. The major classification of sub-network must be at least:
 - I. Private Network.
 - II. Demilitarized Zone – 1 (DMZ 1);
 - III. Demilitarized Zone – 2 (DMZ 2);
 - IV. Management Network

Bidder is required to provide all the necessary equipment, hardware, software, services, etc in order to design the solution architecture as per the RFP. Bidder is required to provide their Logical Zoning design at the DC and DRC.

Private Network:

This network should consist of the following separate logical networks to enhance the security:

- I. Applications (CIS, DMS, Portal, Mobile Apps etc.)

Demilitarized zone – 1 (DMZ-1):

This sub network shall comprise of application and front end servers etc.

Demilitarized zone – 2 (DMZ-2):

This sub-network shall comprise of test & development servers, training, etc. which will be used by the OICL personnel & Facilities management personnel only.

Management Network:

This sub-network must be deployed to manage the entire network including the OICL office network. This network must have workstations to manage the security devices.

2.2.15 Network and Security Equipment

The Bidder is required to design, size, supply and maintain all network and security equipment for OICL's DC, DRC and office locations. The Bidder needs to factor and consider that all network and security equipment's required for the period of contract.



All the network & security devices should be IPv6 compliant from day 1.

Network and Security Devices at DC and DRC

i. Core Routers

Bidder is required to supply, install, commission and maintain the Core Routers at DC and DRC for the period of contract. The Router should be sized to cater to the load office data traffic including Video Conference traffic. The core router should comply with **Appendix 2 –Technical Requirement**.

ii. Core Switches

Bidder is required to design, supply, install, commission and maintain Core Switches at DC and DRC for the period of contract. The core switches should comply with **Appendix 2–Technical Requirement**

iii. Top of Rack Ethernet Switch (ToR Ethernet Switch)

Bidder is required to supply, install, commission and maintain Top of the Rack Switch for each rack at DC and DRC for the period of contract. The TOR switches should comply with **Appendix 2 –Technical Requirement**.

iv. Core Firewall at DC and DRC

There are two sets of Firewalls; one pair is being used for intranet segment (Core Firewall) and other pair is used for Internet segment. The Bidder is required to design, size, implement the Firewalls at DC, DRC and maintain the same for the period of contract. Bidder is required to size the Firewalls to support the traffic - for all the in scope activities;

The Firewalls need to be maintained for the period of contract. The Firewalls should comply with **Appendix 2 –Technical Requirement**.

The internet segment firewall should be form different OEM as that of the core firewall OEM.

v. Host Intrusion Prevention System (HIPS)

Bidder is required to design, size, implement and maintain the Host based Intrusion Prevention System. The Host based Intrusion Prevention system should comply with **Appendix 2 –Technical Requirement**.

vi. Antivirus

The Bidder is expected to design, size, implement and maintain the antivirus solution for server hardware at DC and DRC and PCs for all the users for the period of contract. The Antivirus solution should comply with **Appendix 2 –Technical Requirement**.

vii. Security Solution for Web (Internet and Intranet)

The Bidder is required to design, size, implement the necessary software and hardware as a part of the Security solution for Web based System at DC and DRC, and maintain the same for the period of contract. Security should secure web gateway for acceptable use policy enforcement, data security, malware protection and data security. The Security solution for Web should comply with **Appendix 2 –Technical Requirement**.

viii. Internet and Switches Router

The Bidder is required to design, size, supply, implement and maintain the internet routers and switches at DC & DR. The internet router/switch should comply with **Appendix 2 –Technical Requirement**.

ix. Router and Switches at Branch/OICL Office

The bidder is required to design, size, implement, and maintain the routers and switches at OICL branch location. LAN cabling and networking at branch location is also in bidder's scope. The branch router and switch should comply **Appendix 2 –Technical Requirement**.



x. IP Schema (Internet Protocol Schema)

Bidder is required to design, deploy and maintain IP Schema for the period of contract for DC, DRC and other in scope locations and also liaise with the service providers to obtain the necessary equipment, links and all necessary permissions. The Bidder is also expected to design and implement the IP addressing scheme for OICL and liaise with the service providers to obtain the necessary equipment, links and all necessary permissions.

xi. Network and Server Racks at DC, DR and Branches

Bidder is required to factor necessary Network and Server Racks for DC, DRC and Network Racks at the Branch locations which needs to be networked. The racks at DC and DRC should be perforated from front and back side for the proper airflow and should also have two power strips at DC and DRC and single power for branch racks. Bidder is required to provide wall mounted racks at branches for housing network equipment

xii. Internet access for Office location

The OICL expects the Bidder to offer internet access to office using proxy servers at the DC and DRC to selected restricted sites to meet OICL's business requirement. Thus the Bidder is required to design, size, implement and commission and manage the solution. The Bidder is also required to factor the bandwidth required for the branch/offices; while sizing the internet bandwidth at DC and DRC. The solution for proxy should comply with **Appendix 2 –Technical Requirement**.

xiii. Active Directory/LDAP and Domain Name System

The Bidder is expected to implement the hardware for Active Directory/LDAP & Domain Name Servers to cater to the load of 25 users, and scale to support 50 users for period of contact. Authentication of all Window based Servers, PCs & Laptops should be tightly integrated with Active directory/LDAP and end to end will be the Bidder's responsibility. All the security policies should be pushed from the central location to all the PCs and ensure that each every PC on the network is updated with the latest security policy; Bidder is required to maintain the same for the period of contract.

2.2.16 Other Requirement for the Proposed Business Solutions

- 1 Bidder should only procure any hardware component based on requirement and/or at milestone during the project tenure.
- 2 The Bidder should specify the hardware requirement taking into consideration of efficiency level, response time, data processing requirement, number of users, and all other parameters to ensure that the efficiency of software system is not affected because of hardware.
- 3 Bidder to provide details for DC and DR site – Network and security requirements, switches, routers, bandwidth requirements etc. The Bidder will certify that the hardware specified is adequate for meeting performance standards set by OICL, and it takes full responsibility of upgrading hardware without any extra cost to OICL, if at the time of implementation or any time subsequently during the contract period it is found that the hardware specified requires upgrade.
- 4 The Bidder must ensure no hardware equipment or software, for which 'End-of-Sale' has been declared, is offered as part of this RFP. None of the hardware or software should have an 'End-of-Support' mandated by the respective OEM within seven years from date of initial successful commissioning of hardware.
- 5 The Bidder should also provide OICL with the number of racks required for the servers / equipment and associated infrastructure, as well as power requirements (average, peak and rated power) and any other requirements for the servers / equipment (Network and security requirements, switches, routers etc) and associated infrastructure for both DC (data centre) & DR (Disaster Recovery)
- 6 Bidder needs to provide network hardware viz. router, switches etc. for configuring, handling and maintaining the above links.
- 7 The hardware provided at the location should be new and Service Provider shall provide software Updates/ Patches/ Versions during all the Stages for all software components including operating



systems (that of Network Equipment), firmware, management software, security software, or any other software, which would be part of the supplies.

- 8 In case of failure of hardware at the location during the period of the contract, the service provider to replace the same with equivalent or higher version hardware and make the site up and minimize violation of SLA.
- 9 If the Bidder delivers/ installs hardware(s) other than the make/ model of the hardware contracted after the outcome of this RFP, OICL shall not make any payments for the same for the period the Bidder has not installed/ configured the contracted hardware.
- 10 For non-delivery of contracted make/ model hardware, penalty as applicable shall be deducted.
- 11 The Bidder should be able to terminate all the network links to the servers on the ports provided. The servers should be accessible from both OICL end and internet. No additional equipment would be made available for termination of links.
- 12 The Server Load balancing (SLB) , if required, for bidder's solution should have Next Gen features like Virtualization, Application Performance Monitoring, Web Performance Optimization with minimum throughput and should have present in Gartner's Leader quadrant for ADC in the latest report
- 13 The Bidder shall upgrade servers/ storage at no extra cost to the OICL, in case the offered configuration does not meet the requirements during the Contract Period.
- 14 All the proposed software/application licenses should be in the name of OICL and should have OEM support or subscription based OEM support.
- 15 The Bidder should provide VPN based access to OICL users to remotely access the applications.

The Bidder's proposed solution must comply with the requirements stated in the **Appendix 1: Functional Specifications and Appendix 2: Technical Specifications**

2.2.17 Other requirements for the OICL Qatar Office

- 1 The Bidder is required to design, size, supply, implement, maintain and manage the IT Infrastructure (i.e. Printers, Scanners, projector, Desktop, UPS etc.) and associated software/Licenses/OS/Antivirus for OICL Qatar Office. Bidder is required to supply any additional hardware/software required to support the business during the project tenure. Hence, the Bidder would be required to size to IT infrastructure for the office in order to support the growth projections during the contract period.
- 2 Bidder should only procure any hardware component based on requirement and/or at milestone during the project tenure.
- 3 Bidder is responsible for performing the activity of connecting each work station equipment's to the Internet
- 4 The Bidder is required to perform the structured cabling activity for both LAN and telephones Lines
- 5 The bidder will be responsible for repair of all damage to the building due to the negligence of its workers.
- 6 The bidder must undertake to provide Post Warranty Maintenance Support for supplied hardware items with operating system and arrange for spare parts for a remaining period of the contract after expiry of warranty period.
- 7 During the contract period the bidder will abide by all fire and safety regulations.
- 8 The hardware item(s) will have to be supplied along with essential software like device drivers etc. to make the former fully functional with the underlying operating system. Further, the hardware item(s) will have to be supplied with all the manuals/guides in electronic form and/or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals/guides should be in English/Local Language of Qatar only.
- 9 Bidder will ensure availability of spare parts for the supplied systems for entire contract period from the time of acceptance of the hardware. If any of the hardware components and its sub-components are not available or difficult to procure or the procurement is likely to be delayed for



replacement, the replacement must be carried out with peripheral/component of equivalent capacity or higher capacity at no additional charges to OICL

2.2.18 Backup Solution

OICL expects the Bidder to position a backup solution /appliance which will meet the Compliance requirements stated in **Appendix 2 - Technical Specifications** duly meeting the eligibility criteria as specified in **Section 1.6 – Eligibility Criteria**. This solution is required to take the necessary backup for the applications proposed as part of this RFP.

The objective of the solution is to ensure faster backups in the mentioned timeframe and to improve the restorability of data

The solution/appliance must meet the below criteria for backup:

- 1 All backups for sizing purposes must be considered to be Full backups.
- 2 The proposed solution should be sized to accommodate the data growth as per the projections and should be designed to accommodate at least five years of data from Day 1.
- 3 For backup of data such as UAT, Training, Development and production environments, the Bidder may propose a tape library (LTO6) at the DC and DR for conducting seamless backup and recovery operations. This solution should support tapes from LTO4 or higher technology
- 4 The Bidder is expected to size the daily backup sizes based on OICL's Business Projections.
- 5 The Bidder is required to design & size the Backup Solution at the DC and DRC. Bidder is also required to supply, install, configure and provide onsite comprehensive warranty & AMC/ATS services for the same over the tenure of the contract.

The Bidder is required to design, size, supply, install, test, implement and maintain the complete backup solution. The Bidder shall provide the complete quote for the backup solution in the detailed bill of material in Appendix 3 – (Bill of materials) as may be applicable.

The offered solution must cover all the requirements mentioned in the RFP.

2.3 End to end Maintenance of in scope applications and IT infrastructure

This section describes, but does not limit, the services required by OICL for the Solution proposed as part of this RFP at the Data Centre, Disaster Recovery Site, offices, etc. The Bidder is expected to provide and quote costs for helpdesk agents as well. OICL as its discretion may choose to deploy its L1 agents by giving prior notice to the Bidder. The Bidder needs to consider and envisage all services that would be required in the maintenance of the facilities. FM for all purposes means all Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support), Onsite people deployment and support services for all applications and interfaces provided, quoted and developed by the Bidder and all other costs necessary and incidental for the maintenance and support of the infrastructure and equipment.

Bidder has to ensure that only experienced personnel who have past experience in relevant and necessary areas for undertaking the Project activities are deployed to the OICL. For performing key activities identified and as defined by the OICL, the Bidder has to ensure that the respective OEM resources are available onsite in the OICL for undertaking and supporting the activities. Bidder shall include ensuring that the key project personnel are not replaced during the period of the contract without obtaining the prior permission of the OICL. In case the key personnel have to be replaced under unavoidable circumstances, the Bidder shall provide a written notice of one month in advance to the OICL and shall make available an equal or more qualified replacement at no extra cost to the OICL. Further, the Bidder has to plan for adequate resources for activities, define roles and responsibilities and also ensure there shall be minimum overlap of responsibilities. The OICL has a right to interview and reject resources deployed by the Bidder.

The Bidder is expected to develop a methodology for conducting the Facility Management for OICL based on the requirements. The personnel being deployed by the Bidder for activities of Facility Management at OICL should be employees of the Bidder's firm. For activities relating to end user IT



peripherals the Bidder can propose third party Bidders as subcontractor. In both cases the Bidder is completely responsible and should duly meet the SLA requirements of OICL as stated in the RFP. The Bidder is expected to provide details in Appendix 3 – (Bill of materials).

- 1 The Facilities Management services would at least include:
 - i. Hardware Management (Servers, Storage, Routers, Switches, Laptop, Desktop, printers, Scanners, UPS, end user IT peripherals etc.)
 - ii. System Administration
 - iii. Helpdesk Management
 - iv. Software Distribution
 - v. Software License Management
 - vi. Software maintenance
 - vii. Updates/Upgrades/New releases/New versions/Patch Management
 - viii. LAN and Server Administration
 - ix. DC and DRC Management
 - x. Data space management
 - xi. Data Backup and Recovery for Databases
 - xii. Database Administration activities for Database
 - xiii. Operations Management
 - xiv. Warranty
 - xv. Application management including day–end, day–begin, month–end, year–end, periodic and daily backups.
 - xvi. Connectivity Management
- 2 The Bidder shall provide a detailed methodology for providing each of the above service at each of the locations, respectively. All the costs associated to the complete delivery of the Facilities management including AMC, ATS, warranties as per the RFP requirement to be included in Appendix 3– (Bill of materials)
- 3 The bidder should provide the people deployment plan in the format provided in Appendix 5 – Resource Deployment plan.
- 4 The Bidder will be solely responsible for providing and maintaining all services as mentioned above for all third party support applications quoted by the Bidder as a part of their proposal.

2.3.1 Restore to Service: Provide standard maintenance services including

Diagnostics and troubleshooting; System, component and any equipment supplied by the bidder would be in scope for carrying out the Facilities Management activities.

- I. Configuration changes, tracking, and documentation
- II. Upgrade Enhancement

The maintenance for the services would be for the entire business infrastructure of OICL including, but not limited to, the applications, databases, and servers, and other infrastructure provided by the Bidder. The Bidders have to note that all infrastructure, hardware, software, products, services, proposed by the Bidder as part of the RFP would be in scope for the Facilities Management.

Third Party Support the Bidder needs to also liaise with the 3rd party Bidders and ensure prompt servicing. The services should include:

- I. Interface with the applicable 'Third Party Bidder' on behalf of OICL. This may involve working with the 'Third Party Bidder' to issue defect correction information, a restriction, or a bypass
- II. Defect correction information, a restriction, or a bypass shall be issued by the responsible party involved. The Bidder is required to take the lead to ensure the completion of the required activities.



- III. Bidder shall facilitate resolution of End User Software problems including, for warranted or supported Software, contacting the 'Third Party Bidder' for resolution assistance or, if available, to obtain the "fix" from the 'Third Party'; and
- IV. For Software fixes, Bidder should arrange with the 'Third Party Bidder' to have the fix sent directly to the End User

Hardware, Software – Changes, Relocations & Maintenance: A request for hardware or software change / relocation / upgrade is defined as a service delivery order; to perform client requested hardware or software installation, de-installation, re- installation and maintenance. Each service delivery order can request to change / relocate / upgrade multiple hardware / software application / users.

2.3.2 Hardware Management (Servers, Storage, end user IT peripherals etc.)

As a part of FM, the Bidder shall provide services relating to maintenance and support to server hardware and other infrastructure supplied by the bidder and handover over to bidder for the entire contract period.

The Bidder shall provide the services to ensure appropriate platform hardware (e.g., processor, memory, network interface card, etc. and system software (e.g., operating system, database, middleware, etc.) are available to the specified server type.

The Bidder shall provide services, which include requirement analysis, assisting OICL in hardware and system software platform acquisition, testing, verification, and installation, problem identification, root cause analysis and problem resolution. The Bidder accepts that these services allow access to business critical software. The Bidder agrees that services provided include implementation and maintenance of the server, storage and other infrastructure as well as installation of the licensed software and other software used by the solutions quoted by the Bidder.

The Bidder shall provide for maintenance of Hardware, including preventive Hardware support, as well as repair and / or replacement activity after a problem has occurred, Firmware upgrade, Warranty service management, including coordination and Bidder management.

The Bidder shall provide a Single-Point-Of-Contact to End Users for the resolution of Hardware/applications/software/FM related problems or to request an upgrade or consultation.

If the Hardware supplied by the Bidder is to be replaced permanently, the Bidder shall replace the equipment of same Make/ Model/configuration or of higher configuration. However, OICL may accept different make/model/ configuration at its discretion if the original make/model/ configurations are not available in the market due to obsolescence or due to technological, stoppage of the production of the same make/model/ configuration by the MANUFACTURER or cessation / winding up of the Company. The price benefit if any gained in the process by the Bidder, is agreed by the Bidder to be passed on to OICL.

Bidder shall provide Hardware maintenance services including preventive maintenance (e.g., running standard diagnostics, machine cleaning, checking cables and ports), corrective maintenance to remedy a problem, and scheduled maintenance required to maintain the Hardware in accordance with manufacturers' specifications and warranties.

Bidder shall co-ordinate warranty repair or replacement service for the Hardware and process warranty claims, as applicable.

The Bidder agrees that if the equipment's are required to be taken outside OICL premises the cost of transportation and other related costs will be borne by the Bidder.



Bidder shall request the dispatch of the appropriate Bidder maintenance provider for Hardware maintained under a third party agreement.

Bidder shall co-ordinate and schedule maintenance activities with the End User and appropriate support functions of OICL

Bidder shall provide recovery procedures to designated personnel of OICL.

Bidder shall maintain accurate documentation on the current location and status of Hardware in the process of being repaired.

Bidder shall provide maintenance data, as requested by OICL. Bidder shall provide an interface to problem management process. Bidder shall provide support and assistance, as required, to isolate complex operational and software problems. Bidder is required to develop the ITIL Process.

Bidder shall keep the asset list updated and provide the information required for OICL to update the asset management system of OICL.

Bidder shall track and report observed Mean Time between Failures (MTBF) for Hardware and Software.

Bidder shall take backup, remove, protect, restore programs, data and remove storage media in a machine prior to presenting the machine for service.

The Bidder shall provide all maintenance services in accordance with the Service Levels

The activities that are expected to be provided by the bidder have been listed below:

a. Server Management at DC and DR

- i. UNIX/ Linux/ Windows/ Server Management:
 - I.Support of the server operating system, system management software and operating system utilities, minor upgrades (such as a release upgrade)
 - II. Manage the operating system configuration,
 - III. Provide server maintenance service
 - IV. Manage system ID's and domain structure and manage OS security
 - V. Define and Manage print queues
 - VI. Administer file system directory distribution and replication
 - VII. Provide health check and trend reports
- ii. Server Operations – Incident Management:
 - I.Managing the incident through service restoration
 - II. Validating severity classification of the problem
 - III. Determining the scope of the problem
 - IV. Facilitating the Service Recovery Team meeting
 - V. Escalating the issue as required
 - VI. Conducting Root Cause Analysis
 - VII. Preparing restoration plans
- iii. Server Operations – Unix/Windows/Linux System Operations:
 - I. Monitor hardware and software during in-scope service hours
 - II. Administer and/or execute Service Management processes and procedures
- iv. Perform basic problem determination on systems and components managed by Bidder which include:
 - I. Hardware problems
 - II. System software problems



- III. Evaluate planned changes to the server environment and advise requirements to support such changes
- IV. Monitor status of system processes
- V. Monitor and respond to system alerts, events and resolve issues
- VI. Monitor and respond to hardware alerts, events and resolve issues
- VII. Monitor and maintain system error logs
- VIII. Performing batch setup activities (ad hoc requests)
- IX. Monitoring and responding to application alerts and resolve issues
- X. Monitoring and responding to application file system space issues and resolve issues
- v. Server Planning:
 - I. Configuration Management
 - II. Performance Management
 - III. Capacity Management
- b. Storage Infrastructure Installation and Maintenance at DC, and DRC**
- i. File Management:
 - I. Manage non-root application file systems
 - II. Modifying file system sizes
- ii. Storage Environment Management:
 - I. SAN Switch Management
 - II. Manage SAN device configurations
 - III. Configure the disk storage arrays
- iii. Backup/Restore:
 - I. Execute backup and recovery procedures
 - II. Retrieve archived tapes and restore required files and data sets
 - III. Performing mock system failure and then data restoration drills on periodic basis
- iv. RDBMS/OS/Server Management categorized under Incident, Problem and Performance Management Services:
 - I Incident Management
 - a)Monitoring service availability
 - b)Monitoring resource usage i.e., CPU, memory, disk space usage etc.
 - c)Troubleshooting system alerts with knowledge base
 - d)Antivirus definition update
 - e)Patch Management & Implementation
 - f) Adherence to backup schedule
 - g)Troubleshooting backup failures o Account administration
 - h)Service pack & patch updates
 - i) OS Hardening
 - j) Firmware update
 - II Problem Management
 - a)Closure of new incidents
 - b)Liaise with Vendors for escalation
 - c)Updating knowledge base
 - d)Preparing root cause analysis
 - e)Preparation of Preventive Maintenance calendar
 - f) Configuring backup jobs
 - g)Log analysis and monitoring
 - h)Log file rotation
 - i) Testing of patches and service packs
 - j) Preparation of checklist
 - k)Testing backup tapes for data reliability
 - l) Restoration Drill



- III Performance Management
 - a) Periodic call analysis
 - b) Device rights control
 - c) Preparation of capacity report
 - d) Audit of log file archives
 - e) Audit of administrator accounts
 - f) Performance Tuning
 - g) Defining Backup Policy
- c. *System Administration:*

Provide for system administration services. Examples of these services are:

 - i. Client account maintenance - Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc.
 - ii. File/system/application access management - Maintaining file and directory permissions on OS and application access management like creating user accounts at application level, assigning application access, setting application passwords, user lockout, etc..
 - iii. Security monitoring and investigation - Assess risks on a particular system [OS environment and user needs], monitor network security, monitor denial of service attacks, bad bugs programmed threats, track logins, logouts, command runs.
 - iv. Performance optimization and reporting - Process and Memory Management, monitoring CPU performance, monitoring Memory performance, monitoring Input / Output performance, monitoring Ethernet traffic, etc..
 - v. Error detection and correction.
 - vi. Troubleshooting and client support.
- d. *Software Distribution:*
 - i. The Bidder shall define and submit a standard operating environment for OICL technology infrastructure and ensure that regular updates are carried out. OICL will review the standard operating environment submitted by the bidder. The Bidder will be responsible for implementing software distribution processes and procedures, packaging (standard Company Desktop/Server software build), configuration, customization and distribution
 - ii. The Bidder shall ensure that installed software is available at consistent release levels
 - iii. The Bidder shall perform system planning and design for software distribution centrally. Once this process is defined, Bidder shall perform the set-up for distribution and test the distribution process
 - iv. The Bidder shall develop the strategy for activation, including:
 - I. Which nodes must be activated first
 - II. Start times (e.g., nights and weekends when there is less line activity and less impact on End Users)
 - III. Assignment of attended and unattended nodes
 - IV. Distribution
 - v. Bidder shall take corrective action, as appropriate, for problems resulting from software distribution (additions or upgrades) to correct error conditions and facilitate application stability
 - vi. Bidder shall update the information on the asset management and software license management systems implemented at OICL
 - vii. The Bidder will need to factor in all hardware, bandwidth and other requirements for software distribution at OICL Qatar office as per their distribution methodology. OICL will bear no extra cost for any software distribution



e. *Software License Management:*

The Bidder shall provide the following services:

- i. Perform an inventory of software licenses in place as of a particular date
- ii. Develop and maintain a software license inventory database to include the licenses existing as of the Start Date and for software:
 - I. Procured through the Bidder, or
 - II. Procured by OICL with notification to the Bidder for inclusion in such database
- iii. Maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance
- iv. Provide access to server resources to authorized End Users only
- v. Bidder should be able to track the software running on the system with white list and black list of software

f. *End user IT Peripherals Maintenance*

Computer Hardware and Peripherals and Infrastructure and other Equipment Maintenance for OICL Qatar offices. As mentioned in Appendix 1: Functional Specifications and Appendix 2: Technical Specifications

- i. The bidder shall provide for maintenance of Hardware including Desktop, Scanner, Printers, network devices, etc., and its preventive Hardware support at OICL Qatar Office, as well as repair and / or replacement activity after a problem has occurred, Warranty service management, including coordination, liaisoning and ensure service levels are met.
- ii. During the breakdown of the "Computer Hardware and Peripherals" and "Other Equipment", the Bidder shall forthwith provide standby equipment of the same make / model or of higher configuration in place of the original equipment taken to their premises / service centre, etc. for repair / replacement as per the agreed service level agreement.
- iii. Bidder shall backup, remove, protect, and restore programs, data and removable storage media in a machine prior to presenting the machine for service.

2.3.3 Software Maintenance:

- 1 The Bidder should provide, through a set of standard software packages, software and software related services to hardware infrastructure. The Bidder should have the ability to include OICL-owned custom software as needed, including provision for regular upgrades. The Bidder should ensure that appropriate application software suites are available to the specific functional users
- 2 Bidder to provide services including requirement analysis, assisting OICL in software product acquisition, testing, verification, and installation of Bidder supported software, in accordance with bug fixes, emergency changes and program changes initiated by the users.
- 3 Prior to delivering any software to OICL, the Bidder will be required to test the software and the media on which it is to be delivered with a current version of a leading anti- virus application in efforts to detect, and if so detected, to eliminate, any "viruses" or "worms" designed to damage, disrupt, disable, harm, or otherwise impede in any manner, the orderly operation of the software. The Bidder shall also ensure that the software does not and shall not contain any computer code or any other procedures, routines or mechanisms to: (i) disrupt, disable, harm or impair in any way the software (or other applications installed on the system the software is installed or interacts with) orderly operation based on the elapsing of a period of time, exceeding an authorized number of copies, advancement to a particular date or other numeral (sometimes referred to as "time bombs", "time locks", or "drop dead" devices); (ii) cause the software to damage or corrupt any



of OICLs' or its clients' data, storage media, programs, equipment or communications, or otherwise interfere with OICLs operations, or (iii) permit the Bidder and/or its personnel and/or its licensors and/or any other third party, to access the software (or any other software or OICLs computer systems) to cause such disruption, disablement, harm, impairment, damage or corruption (sometimes referred to as "traps", "access codes" or "trap door" devices). As part of the Solution the bidder is required to provide all applications, hardware, tools, etc. to meet the requirements as stated in the RFP

- 4 Software Maintenance and Support Services during Warranty, ATS and AMC
- 5 The Software Maintenance and Support Services contemplated herein shall be provided for all Licensed Software implemented by the Bidder. The Bidder shall render both on-site and off-site maintenance and support services to OICL Qatar. The Bidder shall provide remote trouble shooting / customer support mechanism or through Web based methodology. Bidder may be required to visit on-site, as necessary.
- 6 The Maintenance and Support Services will cover:
 - a. All product upgrades (including version upgrades, new versions), modifications, enhancements that have to be provided to OICL free of charge.
 - b. Enhancements would include changes in the software due to
 - i. Statutory and Regulatory changes
 - ii. Changes in industry and other Insurance practices in Qatar
 - iii. For any other requirement.

If the cumulative effort required for the above mentioned changes is less than 14 man days per change request, it shall be borne by the bidder at no additional cost to OICL.

However, if the effort required is more than 14 man days as mutually agreed between successful bidder and OICL, anything over and above 14 man days of effort it shall be considered chargeable.

- c. It will also include all the functionalities mentioned in Appendix 1 – Functional Requirements.
- d. Upgrades would include product releases made by the Bidder to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by OICL.
- e. No customization and subsequent implementation charges will be payable by OICL for enhancements, modifications and upgrades
- f. The Bidder agrees that any future upgrades (including version upgrades, new versions), modifications or enhancements shall be migrated to the new / enhanced version Post due diligence by the bidder and approval from OICL. The Bidder shall implement the new/enhanced version during the contract duration.
- g. The Bidder shall have the responsibility to ensure that the designate OEM undertakes to perform all obligations with respect to the project and all other software contemplated in the Solution, upon the same terms and conditions as agreed to by the Bidder in the event that (i) OEM is unable to perform its obligations, (ii) OEM refuses to perform its obligations, (iii) expiry of the agreement and (iv) termination of agreement, with respect to the project for any reason whatsoever. The Bidder acknowledges that the rights mentioned herein are without prejudice to the rights and the remedies (under law or equity) that OICL may have against the Bidder.
- h. The Bidder shall apply regular patches to the licensed software including the operating system, databases and other applications as released by the Original Equipment Manufacturers ("OEM's"), for which OICL will bear no additional costs. The Bidder agrees that the business of OICL will not be affected adversely as a result of any new releases, enhancements, patches, etc.



- i. The Bidder agrees at all times to meet the service levels as specified in this RFP document.
- j. The Bidder shall maintain the entire IT infrastructure for all the components implemented under this RFP and subsequent agreement as well.
- k. User support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the above.
- l. Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software and supply of information and advice on such deficiencies.
- m. Installing/commissioning the software at the designated locations/changed designated location at no additional cost or fees or expenses to OICL. Installing/commissioning the upgrades / new versions/ new releases of software at the designated locations/changed designated location at no additional cost or fees or expenses to OICL. The requirements that are finalized with OICL post the gap assessment phase and included in the business requirements document, will need to be provided by OICL at no additional cost to OICL.
- n. Providing remedial support in case the software media is virus-inflicted at no additional cost or fees or expenses to OICL.
- o. Unscheduled, on call, corrective and remedial maintenance and support services;
- p. Providing “enhancements”;
- q. Providing changes to the licensed software, which are of software fine-tuning in nature
- r. Program Errors Correction;
- s. The Bidder shall use its best efforts in remedying any program error. All Program Errors shall be reported in accordance with the procedure prescribed in respect thereof and shall be accompanied by sufficient information including the input data that generated the program error so as to enable the Bidder to reproduce and verify the reported program error. On receipt of request together with all such information and data the Bidder shall use all-out efforts, consistent with the severity of the program error, to remedy such program error which is within the purview of the system logic, that it has been able to reproduce and verify. Such remedies may include providing instructions to cure the program error or delivering updates at no additional cost. The Bidder warrants that any or all program errors that are reported will be remedied.

2.3.4 Updates/Upgrades/New releases/New versions:

The Bidder needs to implement and deploy the release Updates/ Upgrades/New releases/New versions of OEM and notify OICL about the same.

2.3.5 Enhancements

- 1 All requests for Enhancements that may be required for any reason by OICL shall be made in accordance with the procedures to be established by OICL in this regard.
- 2 Any service provided by the Bidder, which is within the purview of the Software Maintenance and Support Services contemplated herein shall be at no additional cost or fees or expenses to OICL.
- 3 The Bidder shall rectify any corruption in the application software or media at no extra cost to OICL.
- 4 The Bidder shall ensure SLA Availability for execution of customization and enhancement requirements, version control mechanism and also to develop smooth upgrades and version changes, ongoing training, user group meetings and feedback mechanism.



- 5 The Bidder agrees that licensed software support will include specifically the helpdesk, update, upgrade, technical guidance on usage of features and functionality, problem solving and troubleshooting including troubleshooting and operational errors/bug fixation, rectification of bugs, enabling features of the licensed software already provided exclusive of new software licenses, providing additional user controlled reports, enabling parameterized features, future product information, migration path details and consultancy. The Bidder agrees that the support will be rendered in person or through telephone, fax, and email as required to meet the SLA as mentioned in this RFP or subsequent addendum/corrigendum.

2.3.6 Software support

- 1 The Bidder shall provide complete technical support for software problems (all licensed software provided by the Bidder as a part of this RFP or maintained by the Bidder as a part of this RFP) and or questions, defect and non-defect related to OICL office automation products, systems and licensed applications.
- 2 The Bidder shall provide technical support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, management reporting and trend analysis and interfacing with other suppliers (as required) on behalf of OICL.
- 3 Bidder shall provide a single-point-of-contact (via Helpdesk, E-mail address) for Software support and respond to the initial request from OICL within agreed service levels.
- 4 Bidder shall log any reported incident, identify it as defect or non-defect related, and tracks it till resolution. For all incidents, the Bidder will ask OICL to assign a severity rank and handle it according to Service Levels
- 5 For a defect related problem, depending on the Software, Bidder shall either:
 - i. Issue defect correction information, a restriction, or a bypass (provided the problem can be reproduced in that Software's specified operating environment), or
 - ii. During resolution of a reported problem, Bidder shall provide OICL with periodic status updates and also provide OICL with a (monthly/weekly) report detailing the disposition of each reported problem, and other contents as desired by OICL.
 - iii. The Bidder shall provide reasonable effort using available resources to assist the End Users at OICL with Non-Standard Software support for problem determination and resolution.
- 6 In the event of any dispute and or the commencement of arbitration proceedings the bidder shall continue all facilities management services.

2.3.7 Application Management

The Bidder should be able to provide Application Management services to manage software applications of OICL.

The Bidder should be able to synchronize Application Management with IT infrastructure management. Deliverables for Application support should include but not limited to:

- i. 24*7 Performance Monitoring & Management of application.
- ii. Installation & configuration of application



- iii. Application Patch management and version control.
- iv. DC/DR setup creation and DC/DR management (DC/DR synchronization, DR drill, etc.)
- v. Capacity Management.
- vi. Deployment of objects in Application server.
- vii. Upgradation & migration
- viii. Trouble shooting Application server product related issues
- ix. Troubleshooting Patch Management.
- x. Configure and manage all Application related Server services like Application Server, Web server, database Server, etc. .
- xi. Un-installation
- xii. Bidder management (Logging a call with product Bidder and follow-up.)
- xiii. Version migration, testing and implementation
- xiv. File Level Backup for Application Server
- xv. Backup & restoration management of application related servers like Application, web, Database, etc.
- xvi. Portal/content management.
- xvii. User management
- xviii. Support to known errors and problems
- xix. Monitor web / Application server availability
- xx. Perform quarterly DC – DR drills
- xxi. Monitor alert notifications, checking for impending problems, triggering appropriate actions.

Bidder is expected to provide relevant reports for the previous month in the 1st week of every month and same may be jointly reviewed by Bidder and OICL. The reports should be benchmarked against the Service Levels defined in Service Level Agreement, and penalty should be calculated based on the level of deviation from Service levels defined. The Bidder is required to submit the list of reports to track performance on service levels for all managed services under scope of this RFP.

2.3.8 Patch Management

- i Rollout planning.
- ii Obtain Sign-off for Patch release implementation.
- iii Communication, preparation and training to the team for Patch implementation.
- iv Storage of controlled software in both centralized and distributed systems.
- v Patch Release, distribution and installation
- vi Compliance & Adherence to Security Control Points as communicated by OICL.
- vii Log history of patches applied is required to be maintained.
- viii Firmware updates

2.3.9 LAN and Server Administration:

- 1 The Bidder shall provide for LAN and Server Administration services including administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support for print, file, directory and e-mail servers across OICL Qatar office.
- 2 Bidder shall perform user ID and group management services for access to server resources (for example, user ID add/delete/change, passwords, server space allocations, user and system profiles).



- 3 Bidder shall provide support as required to assist with hardware and software problem isolation and resolution in the LAN environment.
- 4 Bidder shall perform file space management services (for example, storage management, protection, and defragmentation).

2.3.10 Data Centre (“DC”) and Disaster Recovery Centre (“DRC”) Management:

The Bidder shall provide for management of DC and DRS at OICL. It includes data space management (housekeeping of Server Disks), and data backup and recovery for shared databases. The Bidder shall provide all the necessary services including DBA activities at DC and DRC Management.

2.3.11 Data Space Management:

The Bidder shall:

- 1 Work with OICL in defining data space management requirements of OICL, which includes identifying:
 - i. Fragmented data on a disk, and
 - ii. Inefficiently utilized disk space
- 2 Monitor disks at OICL for fragmented data and periodically run a defragmentation process (that rewrites all the files on a disk, consolidating all the free space into large contiguous space), as appropriate;
- 3 Periodically monitor disk space utilization at OICL and take action to improve such utilization by (for example) deleting data that is no longer needed;
- 4 Install, configure, test and manage any tools that may be required for data space management, such as those for compressing/stacking data or re-blocking data;
- 5 Before taking any data management actions, notify the affected End Users at OICL.

2.3.12 Perform Database Administration activities for Database:

The Bidder agrees that all databases of OICL will be administered as per applicable standards and requirements. The service covers all the databases run on OICL servers at DC and DRC facilities designated by OICL including but not limited to:

- i Start-up and shutdown of databases;
- ii Daily/Weekly/Monthly backup of databases;
- iii Database recovery when required;
- iv Weekly database recovery checks;
- v Required logs maintenance as per leading industry standards
- vi Disaster recovery as per leading industry standards
- vii Documentation upkeep and records maintenance;
- viii User account management;
- ix Database problem resolution;
- x Performance tuning
- xi DC and DRC replication, DR drill, DR switchover and fall back



2.3.13 Operations Management:

i. Assets Purchase:

OICL will own all assets. OICL will enter into an Agreement/Contract with the selected Bidder. The Bidder in turn shall liaise with the OEMs to procure the proposed material. This arrangement does not absolve the Bidder of any responsibilities in terms of quality of goods delivered, timeliness of delivery or any other terms mentioned elsewhere in this RFP.

ii. Asset & Resource Tracking:

The Bidder must identify, track, and report all IT assets of OICL, including hardware, software, licenses and data communication component. The Bidder must assign an asset register entry.

iii. Asset Reporting:

The Bidder shall provide periodic reports to support asset tracking, analysis and strategic planning. The Bidder shall allow authorized OICL personnel to have electronic access and query capability to the asset databases on an ongoing basis and Asset tracking and inventory data must be provided to OICL, upon request, in a Standard (ASCII, word, excel, etc.) format.

iv. Security:

- 1 The Bidder shall ensure that the entire proposed IT infrastructure of OICL to be provided as part of this RFP shall comply with the Security Policy of OICL, which shall be in conformity with the regulatory and statutory guidelines.
- 2 The Bidder shall review and implement the Information Systems Security Policies ("ISSP") that address the security policies of OICL as they exist at the time of Agreement initiation and adopt any updated, revised or expanded policies that OICL implements during the entire contract period. The activities that the Bidder shall address include but are not limited to:
 - a user ID creation / deletion,
 - b password setting / resetting,
 - c creation of limited access shared space on servers,
 - d secured installation of assets, secured backup tape storage,
 - e Intimate OICL for Destruction of data on failed hardware components (for example, data on a server hard drive that fails) and confidential data protection methodologies.
- 3 The Bidder shall secure network resources against unauthorized access from internal or external sources.
- 4 The Bidder shall assist OICL in planning for security and related authorization, registration, and audit capabilities. This includes authentication capability (access rights and passwords), virus detection and eradication, logon administration and synchronization across servers and applications and support for required security classifications.
- 5 The Bidder shall review the security policies and procedures of OICL for effectiveness and recommend improvements identify the protection requirements for operating system and application resources
- 6 The Bidder shall implement the access control program, which will satisfy the security standards and practices of OICL
- 7 The Bidder shall control the security/administration of user ID's for network applications and tools
- 8 The Bidder shall provide access to system resources to the authorized End Users at OICL
- 9 The Bidder shall establish, change, deactivate, and remove logon IDs and associated access authorizations



- 10 The Bidder shall reset logon ID passwords and disclose passwords to authorized personnel only
- 11 The Bidder shall implement OICL's Password Policy, with concurrence from OICL, to reset passwords
- 12 The Bidder shall use the system access granted to the Bidder by OICL only to the extent necessary to perform the Services
- 13 The Bidder shall periodically review access authorizations and remove those for which approval no longer exists
- 14 The Bidder shall manage system access to the Server platform
- 15 The Bidder shall synchronize security information across multiple servers to provide consistent security control
- 16 The Bidder shall provide and maintain virus avoidance, detection, and elimination software for Servers
- 17 The Bidder shall conduct periodic virus scans for Servers to monitor for virus propagation and perform virus detection and eradication
- 18 The Bidder shall restrict physical access to Servers and infrastructure devices and other secured areas to authorized personnel only
- 19 The Bidder shall implement controls and alerts which protect printed output and portable storage media (for example, tapes and disk packs) from unauthorized access
- 20 The solution should have alerts for access control and defined security violations
- 21 The Bidder shall notify OICL of any security violations requiring action from OICL.
- 22 Security Incident Reporting: The Bidder shall promptly report to OICL any significant computer or network security incidents occurring on any systems.
 - i. If an incident is confirmed, the Bidder shall provide all necessary assistance and access to the affected systems so that a detailed investigation can be conducted and solutions applied are documented.
 - ii. Further, the Bidder shall track the number of security incident occurrences resulting in a user's loss of data integrity, denial of service, loss of confidentiality or that renders the user(s) unproductive for a period of time.
 - iii. Security logs and audit information shall be handled according to OICL's information systems security policies and procedures. Serious incidents or incidents that could possibly involve law enforcement will also be reported.
 - iv. For less significant incidents, the Bidder shall identify, track, and report the number of incident occurrences on the Bidder supported system.
 - v. Incidents to be logged include, but are not limited to, scan, probe, isolated viruses, and unsuccessful penetration. Furthermore, the Bidder will be responsible to provide necessary



support to OICL during its application and adherence for the ISO 27001 or equivalent certifications.

2.3.14 Warranty:

- 1 The Bidder will be the single point of contact and responsible for Facilities Management, AMC, ATS, guarantee & warrantee for all components, hardware, software, etc. While bidding for providing facilities management services, the products and solutions proposed by the Bidder by way of this RFP should come with warranty as provided by the respective OEM vendors. The AMC/ATS support should be similar to the warranty support. Thereafter, the Bidder should provide AMC/ATS for these products and solutions as the case may be, for the remainder of the contract period through OEM. The Bidders have to note that:
- 2 All hardware infrastructure need to be covered under three year on-site warranty post which Bidders need to quote for applicable AMC
- 3 All software need to be covered under one year warranty post which the Bidders need to quote for applicable ATS
- 4 The Bidder need to have back to back arrangements with the respective OEM/s for all AMC/ATS for the entire contract period, details of such arrangements should be provided to the OICL annually or on a mutually agreed period
- 5 During the tenure of the Contract the OICL at its discretion may choose to take over from the Bidder part or whole of the services being rendered by the Bidder. In such situation, the Bidder shall share all the necessary knowledge to the OICL or its appointed Vendor.
- 6 The products & services offered must include comprehensive on-site warranty as provided by the OEM Bidder from the date of installation and acceptance of the solution by OICL including all software, hardware, parts, media, patches, updates and licenses.
- 7 Bidder is required to provide staggered or phased delivery and deployment of hardware, associated software and applications. Thus, the warranty and subsequent AMC/ATS of the components will begin as per the phased delivery.
- 8 Warranty must comply with the agreed Technical Standards, Security Requirements, Operating Procedures and Recovery Procedures, no parts or/and accessories of the systems should be excluded from such warranty
- 9 Warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. during the manufacturing period.
- 10 Maintenance of the systems and repair /replace at the installed site, at no charge to OICL
- 11 An inventory database must be maintained to include the registered hardware warranties and software licenses existing as of the Start Date and the warranties and licenses for hardware and software including license renewal dates that are either procured through the Bidder or procured by OICL with notification to the Bidder for inclusion in such data base
- 12 Performing warranty and license registration, if any, with the appropriate manufacturer, for hardware and software that are either procured through the Bidder or procured by OICL with notification to the Bidder for inclusion in such database
- 13 Monitor warranties to check adherence to preventive and repair maintenance terms and conditions



- 14 Reports related to hardware leases and warranties and software licenses must be provided to OICL
- 15 The warranty on hardware would begin post successful acceptance by OICL. No parts, accessories of the systems like print heads etc. should be excluded from such warranty. Hardware support is inclusive of consumables like Changing of Printer cartridges. However the printer cartridges will be bought by OICL.
- 16 During the warranty period Bidder shall maintain the systems and repair / replace at the installed site, at no charge to OICL, all defective components that are brought to the Bidder's notice.

2.3.15 Backup facilities

- 1 The Bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, quarterly and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.
- 2 For implementing different versions of Application Software, if adjustments / change in the configuration are to be made in base memory the same should be carried out by the Bidder as a part of warranty.
- 3 If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done at no additional cost during the period of contract. The Bidder shall provide or develop the following
 - a. Technical Standards;
 - b. Security Requirements;
 - c. Operating Procedures;
 - d. Recovery Procedures;
 - e. Perform an inventory of warranties and licenses in place as of the Start Date.
- 4 The Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures
- 5 The Bidder shall develop and maintain an inventory database to include the registered hardware warranties and software licenses as of the Start Date, and the warranties and licenses for hardware and software:
 - a. Procured through the Bidder, or
 - b. Procured by OICL with notification to the Bidder for inclusion in such data base
- 6 The Bidder shall perform warranty and license registration, if any, with the appropriate manufacturer, for hardware and software:
 - c. Procured through the Bidder, or
 - d. Procured by OICL with notification to the Bidder for inclusion in such data base
- 7 Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions
- 8 Bidder shall provide OICL with access to assets control information
- 9 Bidder shall provide to OICL, as reasonably requested, reports that aid OICL in performing asset management and financial management functions of OICL as these relate to hardware leases and warranties and software licenses
- 10 Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance; and
- 11 Bidder shall provide technical information as reasonably requested by OICL for preparation and implementation of budgets and cost benefit analysis.
- 12 As far as possible, the equipment should be repaired at site. Where the equipment is taken for repairs outside OICL, a substitute should be provided and data, if any, should be transferred to the substitute machine besides creating back-up in one of the system's at OICL's office and the data in



the machine should be got deleted and hard disk should be degaussed.

2.3.16 Mean time between failures (MTBF)

- 1 If during warranty period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Bidder at no cost to OICL.
- 2 For any delay in making available the replacement and repaired equipments for inspection, delivery of equipments or for commissioning of the systems or for acceptance tests / checks on per site basis, OICL reserves the right to charge a penalty and the Bidder agrees that the rate of penalty would be as per SLA.

2.3.17 Obligations of the Bidder:

In the course of rendering the aforesaid Software Maintenance & Support services, Bidder shall be responsible for the following:

- 1 The Bidder shall render both on-site and off-site maintenance and support services to OICL. The Bidder shall provide troubleshooting / customer support mechanism.
- 2 Bidder shall assign personnel of appropriate qualifications and experience to perform the services in order to fulfill its obligations.
- 3 Bidder shall designate one of its personnel as the Project Manager, to interact with the Designated Customer Support Contact from OICL for the purposes of getting approvals, progress report, discussing and resolving issues, arranging meetings, etc.
- 4 Bidder shall exercise requisite control and supervision over its personnel in the course of rendering the services and make best efforts to ensure that the services are rendered in a continuous and uninterrupted manner.
- 5 Though Bidder has the right to withdraw its personnel, Bidder will replace the persons with equal or higher qualification and experience and skills at no extra cost to OICL.
- 6 In the event that any person engaged/deputed/deployed for rendering services, is, either;
 - a. No longer available by reason of resignation or termination or the like; or,
 - b. Unable to render satisfactory services; or,
 - c. Not acceptable to OICL by reason of any misconduct or non-performance on the part of such person, then
- 7 Bidder will use all reasonable endeavors to replace such individual(s) promptly by other equal or higher skilled, qualified, and experienced person(s) at no extra cost to OICL. Bidder will in the discharge of its obligations use all reasonable endeavors to minimize changes in personnel.
- 8 Bidder will respect the confidentiality of all information given to it by OICL and will not divulge such information to any third party or other units without the written consent of OICL.
- 9 Bidder shall impart to the authorized employees of OICL, additional technical and/or user training in respect of any corrected licensed software provided, if required by OICL.
- 10 The Bidder shall promptly install/implement the corrected licensed software and/or maintenance releases provided at the Designated Location(s) of OICL at no additional cost or fees or expenses.
- 11 The Bidder shall undertake regular preventive maintenance of the licensed software.
- 12 All bug fixations / modifications / enhancements relating to the licensed software shall be done by the Bidder in a time bound manner as per the SLA. The Bidder shall adopt a common, smooth, timely and effective and satisfactory bug/enhancement handling mechanism. The Bidder agrees that the errors resulting from the licensed software shall not be attributed to alleged misuse, improper use, alteration or damage by users. The Bidder shall compensate OICL such financial loss suffered by OICL if the Bidder fails to fix bugs, provide the modifications / enhancements / customization as required by OICL as per the terms and conditions of this RFP and to meet the services level agreements as will be entered into by the Bidder with OICL.



2.3.18 Additional Support

- 1 The bidder shall carry out DR drill activity once in a quarter; that is 4 times in an year during the Contract Period. The bidder shall evolve an appropriate methodology to conduct drills which are closer to a real disaster scenario so that the maturity level of technical team conducting exercise are equipped to address requirements in the event of a real disaster.
- 2 All errors, bugs Enhancements/ Modifications required during and after testing will be resolved as per SLA's by the bidder. However workaround solution shall be provided on the same day, in respect of errors and bugs affecting the functioning of the OICL.
- 3 The bidder shall be responsible for implementing the IT security policies drafted and provided by OICL from time to time. Any deviations to the policies provided by OICL shall be informed to OICL and approval shall be sought from OICL. The bidder has to make best efforts to provide a workaround for the deviation.
- 4 Manage problem escalation procedures and document the same in the helpdesk procedure manual and share the same with OICL on quarterly basis.
- 5 Provide a quarterly report summarizing the MAC activity for the previous quarter.
- 6 The bidder shall periodically review access authorizations and remove those for which approval no longer exists.

2.3.19 Third Party Support:

For infrastructure and applications, which is not a part of this RFP, the Bidder needs to only liaise with the other vendors and ensure prompt servicing. The services should include:

- 1 Interface with the applicable 'Third Party Bidder' on behalf of OICL. This may involve working with the 'Third Party Bidder' to issue defect correction information, a restriction, or a bypass.
- 2 Bidder shall facilitate resolution of End User software problems including, for warranted or supported software, contacting the 'Third Party Bidder' for resolution assistance or, if available, to obtain the "fix" from the 'Third Party'; and
- 3 For software fixes arrange with the 'Third Party Bidder' to have the fix sent directly to the End User.

2.3.20 Helpdesk Management

OICL requires the Bidder to establish and maintain one integrated Help Desk to service, track and route requests for service and to assist users in answering questions and resolving problems related to the Core Application and other application covering all functionalities, hardware, network, DC, DRC equipment, Colocation Services, Network Connectivity etc at OICL Qatar offices.

This helpdesk shall be the Single Point of Contact (SPOC) for all users of OICL's business and IT services staff. The helpdesk will be the first level of support.

The helpdesk should act as a single point of contact for all users whether for service requests, incidents or problems. It should encompass Helpdesk, Asset Management and Bidder Management.

For all OICL, the Bidder shall provide the following services

- i. Establishing a help desk as a Single Point of Contact for all services;
- ii. Providing telephonic and / or electronic mechanisms for problem reporting requests for service, and status updates;
- iii. Tracking of problems from initial call to restore to service.
- iv. Notifying users of problem status and resolution;



- v. Monitoring systems to proactively determine, diagnose, and resolve problems. This includes notifying customers and relevant stakeholder of known problems and alerts;

The Bidder shall provide efficient and prompt solutions to operational problems of end users concerning the application systems and IT infrastructure. Bidder shall implement effective helpdesk management procedures to leverage the knowledge gained in providing faster and better solutions, create knowledge bases and prevent recurrence of problems.

The role based responsibilities of the helpdesk should include at a minimum:

- i. The Bidder is required to provide Support for all the application, hardware, software etc. procured, through the bidder.
- ii. Bidder to ensure that adequate support (onsite or offsite)is provided 24*7*365 for the all applications, software, hardware etc. being implemented, managed and being procured through the Bidder to meet the SLAs and obligations as mentioned in the RFP and subsequent addendum as and when required at no additional cost to OICL.
- iii. The Bidder to provide desk-side support for all the bidder provided IT Hardware , IT Peripherals, products and software as and when required at no additional cost to OICL.
- iv. Onsite helpdesk (as and when required) to be available 9am to 7 pm on all OICL working days. Offsite support to be available 24*7*365.
- v. Application Support Personnel is required to provide continuous onsite support for all the applications, software etc. that are part of this RFP for initial 6 month post the final Go Live of all the applications.
- vi. Post 6 months after the go-live the Bidder needs to provide the Application, software & all in scope products/software support through offsite mode, however bidder needs to provide onsite support if he is not able to sort the issue through offsite mode.
- vii. The Bidder needs to ensure that the agents deployed for support are conversant with the local languages.
- viii. Performing and troubleshooting End of Day, End of Month, and End of Quarter and End of Year activity.
- ix. Resolve the call within stipulated timeframe as defined in Service Level Agreement
- x. personnel provided by the bidder should have adequate exposure and background on the solutions for problem handling and resolution as per section SLA
- xi. Prepare a root cause analysis document with the resolutions provided for major issues such as:
 - a. Problems which have resulted in complete service disruptions or downtime
 - b. Delayed response times
 - c. Data / table corruptions
 - d. System Performance issues (high utilization levels)
- xii. To decide on preventive maintenance schedule with OICL.
- xiii. All other activities as would be required by the Bidder to manage and maintain the solutions.
- xiv. Application database and middleware support
- xv. Modifications to existing scripts, reports, MRT due to errors / technical faults.
- xvi. Present to OICL management on the critical issues reported, resolved, solution provided and the suggested recommendations or leading practices as and when asked by OICL or on a quarterly basis whichever is earlier.
- xvii. Perform performance tuning of the applications mentioned in the Scope of Work of this document including database tuning. OICL expects the Bidder to provide advice and points to be considered to the bidder for performing any hardware/OS tuning required as part of the performance tuning.



- xviii. Rectify any corruption in the software.
- xix. Ensure patch releases are ported to the production environment within the business disruption or business losses.
- xx. Perform application replication across the Data Centre and Disaster Recovery site
- xxi. The Bidder is expected to act upon the tickets/issues routed. The bidder has to proficient and professional personnel are put to handle the support and resolutions are provided on a proactive basis
- xxii. Perform Version Migration

2.3.21 Server Administration and Monitoring

Bidder shall provide the “Server Administration and Monitoring” service to keep servers stable, operating efficiently and reliably. The scope shall be applicable to all the existing servers as well as any other servers acquired and hosted by the Trust during the course of the contract:

- i Monitoring the following in the server

Service	Task
Monitoring 24x7	Monitoring the following in the server I. Availability related parameters II. Server reachability III. Disk space threshold IV. Scheduled job monitoring V. CPU Threshold VI. Memory Threshold VII. Performance related parameters – memory, CPU, Network, Disk etc. VIII. Critical services IX. Antivirus updates X. Ports
Daily Health checks	Business readiness check for critical processes
Scheduled Job Management	Configuration, scheduling and maintenance of automated scripts, tasks etc. as per requirement
Patch Management	Bidder will verify relevance of new OS security patches, service packs and hot fixes etc. to OICL environment and apply the same with prior approval from OICL.
User Management	New user creation, Set password policies, password resets, User quota management.
Disk Management	Fix disk space problems by backing up (if required) and deleting files, Perform defragmentation on file systems
Performance Management	Analyze and fix problems due to: I. Excess swap memory II. Physical memory III. CPU utilization IV. Disk space
Problem Management	<ul style="list-style-type: none"> • Monitor, record, classify and resolve operating system problems • Carry out comprehensive problem analysis and root cause reports • Start/stop services/process and restart servers to provide workarounds
File System Management	Creating new volumes, Giving access to files, Sharing level permissions to users (Read/Write/Modify)
Capacity Planning	Bidder will recommend the extra resources required to increase the performance or run new application/ programs on existing server.
Antivirus Management	<ul style="list-style-type: none"> I. Providing Antivirus protection to the servers (configured in managed client mode). II. Regular updates of virus definition



Service	Task
Auditing & log monitoring	Audit and log analysis for: I. System security- password strength, users permissions II. Virus auto protection III. Windows service packs IV. Unauthorized application/ services.
OS Management/ Hardening	OS Administration including troubleshooting, hardening, patch/ upgrades deployment for the existing or any other OS flavor acquired and deployed by OICL during the contract period.
Server Backup	Regular backup of servers as per the extant backup policies of OICL.
SSL Certificate deployment	Generation of Certificate Signing Request (CSR) from Servers, deployment of SSL certificates on Web Servers, co-ordinate with SSL Certificate Bidder for issuing and deployment of SSL certificates.

ii Database Administration (DBA Services)

Bidder shall be required to provided following services and perform associated tasks as indicated herein, for all the Database instances (of current version as well as of future versions) of OICL running at DC and DRC:

Service	Task
Daily Health checks & 24x7 Monitoring	<ol style="list-style-type: none"> I. Check for errors in alert log file II. Check and ensure Listener services are up and running. III. Check for online status of all the datafiles IV. Check for online status of Table spaces and their usage. Should not exceed 90% except for datafiles having Autoextend ON. V. Check diskspace availability in all the file systems. Free available space should be more than 10%. VI. Check for shipment and application of archive logs at DR Site (to be monitored once the DR Site is setup). VII. Check for the recovery of databases at DR Site to ensure prescribed RPO and RTO (to be monitored once the DR Site is setup). VIII. Check if the scheduled backups are happening properly. IX. Database audit specific log files X. Database availability related service parameters XI. Performance related parameters (CPU, Memory, Swap) XII. Database backup job status XIII. Database locking & blocking XIV. Dump Area Used XV. Archive Area Used XVI. Monitor scheduled automated scripts and process, including database replication at DR.
Database Roles and User account management	Create, configure and manage database roles and user account, as per OICL requirements.
Database patch management	Bidder will verify relevance of new patches/ service packs/ hot fixes to OICL environment and apply the same with prior approval from OICL.



Service	Task
Database maintenance	<p>Bidder will perform the following:</p> <ol style="list-style-type: none"> I. Database s/w installation/ re-installation on any of the servers hosted at Bidder's DC and DR Site with any of the OS flavors being used currently or in future viz. Windows/ Linux/ HP Unix/ IBM AIX. II. Creation/ re-creation of Database(s) with current or future version on any of the servers hosted at Bidder's DC and DR Site. III. Identify & report invalid objects. IV. Perform „Re-org“ of database objects V. Identify chained/ migrated rows VI. Identify top 5 resource intensive SQL statements VII. Identify deprecated parameters and provide alternatives VIII. Creation of DB objects
Database Tuning Management	<p>Bidder will do performance fine tuning as below:</p> <ol style="list-style-type: none"> I. Tuning database parameters II. Creating indexes III. SQL monitoring through explain plan utility IV. Explaining and monitoring different logs and dump files V. Daily database performance statistics VI. Periodic performance analysis & tuning VII. SQL tuning VIII. Database performance data IX. System trend analysis data X. Collect performance and resource metrics XI. Automated performance decisions of collected metrics
Backup Recovery Management	<p>Bidder will create database backup policies as per the requirement from Customer.</p> <ol style="list-style-type: none"> I. Proven recovery strategies for better recovery of the databases II. Automated scripts for all backups and recoveries III. Database backup scheduling as per backup policy approved/provided by OICL IV. Configure backup using third party software V. Problem analysis and resolution activities in all aspects of the recovery of the database. VI. Recovery of Database / objects.

iii Backup & Restore Management

- I. Backup and restore of data in accordance to defined process / procedure.
- II. x 7 support for file & volume restoration requests
- III. Generation and publishing of backup reports periodically.
- IV. Ensuring failed backups are restarted and completed successfully within the backup cycle.
- V. Real-time monitoring, log maintenance and reporting of backup status on a regular basis.
- VI. Periodic Restoration Testing of the Backup once a quarter.
- VII. Interacting with OICL in maintaining Backup & Restoration Policies / Procedures.

iv Security Services

- I. Operating System hardening on all the hosted servers at DC and DRC.
- II. Vulnerability Assessment and Penetration Testing (VAPT) for all the OICL Qatar servers, network equipment and applications hosted at DC and DRC.
- III. Patch management for all hosted servers at DC and DRC.
- IV. Port scanning.
- V. Antivirus management – deploying and regular updation of virus definition files on all the hosted servers at DC and DRC.
- VI. Anti-SPAM Management for mailing server



VII. Recipient ID filtering, Sender ID filtering, Sender domain /IP filtering. Initially, there are 15 mail users which may increase to approximately 50 users during next 05 years.

v Remote Hands and Eye Service (RHES)

Bidder should provide RHES with following services:

Service	Task
RHES Service Window	24x7
Power Cycling	I. Manual power-on, power-off, reset of OICL Qatar equipment including servers, routers and switches. II. Plug-in and unplug of network for OICL Qatar equipment including servers, routers and switches
Cabling and Connections	I. Plug-in and unplug of cable(s) to/from the port location, including inter-patch rack connections. II. Installation and/or removal of copper/ fiber patch lead between interconnection points. III. Provision of equipment cabling for power or data connectivity IV. Labeling and re-labeling of installed cable(s)
Inspection and Reporting	I. Reporting of visible alarms on the OICL Qatar equipment. II. On-demand inspection of IT equipment, racks and general area for incidences, alarms and indicators.
Equipment Installation and Management	I. Performing equipment diagnostic tests as per customer's requirement. II. On-demand installation of equipment, including unpacking, mounting and cabling in the customer's rack

vi Reporting

Reporting: Service(s)	Activity Frequency	Report
Server Hardening	One time on subscription and subsequently as and when required	
VAPT	Quarterly	√
Patch testing and application	As and when relevant patches are released and on stabilization of the same	
Patch testing and application	Periodic report on the server status, detailing the vulnerabilities closed and those that are left open due to performance impact.	√
Anti-virus	Antivirus for the server updated as and when definitions are provided by the principle.	
Port scanning	Quarterly	√
IPS Log analysis	Monthly	√
Syslog analysis	Monthly	√
Data transfer	Monthly utilization report	√
Data backup	Monthly utilization report	√
Server administration	Quarterly trend of CPU, Memory and File system usage	√
Network Connectivity solution	Quarterly downtime details	√

In addition, Bidder is required to notify of any incident pertaining to any of the subscribed services to enable the OICL to take corrective steps. Any corrective steps to be taken by the Bidder in maintenance of SLAs as defined elsewhere in this document may be carried out on intimation and approval from the OICL



2.4 Data Centre and Disaster Recovery hosting (co-location) for Infrastructure and Applications and Network Connectivity (Including Internet Connectivity) between Data Centre, Disaster Recovery hosting and Qatar Office including the Network requirement

Colocation Services

The Bidder is required to provide co-hosting space for around 2 racks space in minimum Tier III Data Centre in Qatar to host OICL Data Centre (DC) IT Infrastructure and around 2 racks to Host OICL Disaster Recovery (DR) IT Infrastructure. OICL may in future scale up the rack space up to 4 at each site.

The Bidder shall provide a Tier III or higher co-hosted environment with sufficient electrical connections, Air conditioning, Backup Power through UPS and Generator, Network Communication facilities, Surveillance, Access Control System, Fire Suppression System, Water Leak Detection, Physical Security and Soft services, etc.

The complete electrical and structured LAN cabling (copper cable, fiber cable, connectors, intelligent fiber & copper patch panel should be of reputed brands) has to be performed by the Service Provider.

Bidder shall also be responsible for extending all links from their network communication room to the designated rack allocated to OICL.

OICL will at no point bear any additional cost for any Data Centre facility provided by bidder to co-host OICL DC and DR, that bidder may have to repair, upgrade, power, capacity enhancement, support (AMC) etc. to support OICL equipment's unless OICL requests for any additional space/racks or power requirements or brings in additional major equipment's that would impact the infrastructure allocated to OICL by bidder for the period of the contract.

General Requirement:

- 1 Entry and exit at the DC and DRS premise (Building), Server room/ Hall area/rack space area and network communication room should be restricted and monitored. Security for the building should be made available 24*7 at the entry/exit levels.
- 2 At the DC and DRS the doors for the server room/rack space area, communications room, and other critical areas should have at least 1 hour fire rating.
- 3 At the DC and DRS the entire facility should have power supply from the transformer as the primary source and automatic switchover to DG set as a secondary source.
- 4 The proposed co-hosting area should have sufficient network points, electrical connections, air conditioning, backup power through Uninterrupted Power Supply (UPS) and Generator, telecom facilities, Surveillance, access control system, water leak detection, fire suppression system, physical security and soft services etc. as applicable for the DC and as required for the proposed equipment on 24 x 7 basis in order to maintain uptime of all such facilities.
- 5 OICL may in future require additional racks at the DC / DR Site during the contract period. In the event OICL wants additional racks for expansion; the same will be provided to the OICL within the same floor at the current rates agreed. OICL cannot provide any time frame to inform Bidder for taking up additional racks.
- 6 Providing firewall services with pro-active monitoring, IPS log monitoring and analysis, Syslog monitoring and analysis and incident reporting to OICL
- 7 The bidder is required to provide the required no. of racks along with PDU in the DC and DRS. The racks should be from reputed manufacturers and the basic specification is provided below-

Specification for rack to be provided by the bidder

- i Server Rack dimensions (in mm) 600 Width x 1200 Depth
- ii Should have 42 units of rack space for mounting servers.



- iii Both front and rear door should have a handle with locking options.
- iv Power and network cable entry should be such that climatic conditions inside the rack are not affected.
- v All racks should have appropriate measures for grounding of the rack body to avoid electrocution hazards due to eddy currents.
- vi The rack should have sufficient cooling arrangements

Specification for PDU

- i Should be rack mountable without occupying space meant for servers and other IT equipment (Zero U)
- ii 2 no of PDU to be provided per rack
- iii Current rating of each PDU: 32A
- iv Should have a minimum of C13 sockets and a minimum of C19 sockets.
- v The power supply cable should be at least 3 meters in length and must be terminated with an IEC 320 industrial socket.

Server Room Area

- i The Server room proposed by the bidder to co-host OICL IT infrastructure should be at least Tier III compliant.
- ii The Bidder shall provide continuous dedicated racks to OICL at DC and DRS on the same floor
- iii The OICL requires a dedicated power meter that can measure the actual power consumption by the OICL equipment. This consumed power will be payable by the OICL at the unit rates provided in the commercials throughout the tenure of the contract. This power usage will be ONLY for the racks that are setup for OICL and not any other environmental devices such as precision air conditioners etc. OICL will pay only for actual power consumed by OICL's IT Infrastructure.
- iv The Server room/ Hall should have precision air conditioning with redundancy.
- v The bidder shall provide adequate power points in the Server hall area allocated to OICL.
- vi The bidder shall provide power connectors / sockets. If OICL requires additional power sockets the same shall be provided by the bidder.
- vii Single phase and three phase power should be made available to support OICL equipment in the server room/hall area.
- viii The Service Provider should ensure that at least 6KVA of power is provided for each rack. The power requirement per rack may vary and the bidder needs to provision the power as per OICL power requirements per rack.
- ix The information provided is an estimated requirement and the OICL reserves the right to change the quantities. These figures are provided for the computation of total cost of ownership. The exact requirements will be provided to the successful bidder and the unit rates provided for these requirements would be considered for those changed requirements. The bidder will be responsible for the extension of links from the bidder's tele-communication room to rack space area irrespective of whether the communication links are taken from the bidder. The bidder shall extend such links from their network communication room to the rack space provided to the OICL to host their DC and DRS infrastructure. Such cost should be included in the one-time charges table in the commercial sheet.
- x Bidder in their technical bid shall provide the proposed Server strong room area layout clearly showing the placement of the racks in the server strong room area along with indicative positioning of the BMS equipment's like CCTV cameras, Fire/ smoke detectors, access control system, rodent repellent etc.
- xi The link extension from the DC/DR bidder's communication room till the server strong room area will be done by the bidder without any extra cost.
- xii The link extension from the DC/DR bidder's communication room till the server strong room area will be done by the bidder without any extra cost.

Building Management System



- i The bidder shall provide Access cards, Gate passes to the OICL personnel / OICL designated Vendor(s), System Integrator(s) as and when they would visit the site. Bidder should agree that such access can be provided 24 X 7 and will not have any time restriction
- ii The bidder shall regularly monitor the access to OICL Server room area by means of access control systems, physical security, Biometric access and CCTV and should always make sure that they are functional 24X7 days.
- iii The bidder should provide the details of people accessing OICL server room area by sharing the entries made in the security register, reports, access logs, CCTV video clips etc. on monthly basis.
- iv The bidder shall make sure that the required power, air conditioning, security system and other facilities provided to the OICL is always available (24X7 hours).
- v The bidder shall provide fire detection & suppression system for the server room area. Fire detection and suppression can be common however the areas allocated to the OICL should be well within the coverage of fire detection and suppression.
- vi The building & rack space area should be provided with water leak detection systems. The facility areas proposed for the OICL should be well within the coverage of water leak detection system.
- vii There should be CCTV monitoring for surveillance of building entrance, exits and other critical areas where OICL components are placed. Activities should be recorded and the archival should be kept for at-least 30 days. Thereafter it should be provided to OICL on CD/ kept in storage devices.
- viii Should have an electronic rodent control system with operating ability on varied frequency range. The facility areas – server room area communication room should be well within the coverage of the rodent repellent.
- ix All the Building Management system (BMS) activities should be controlled centrally in a room specifically to be used for BMS activities. The bidder should manage the BMS activities on a 24*7 basis or as the OICL decides.

Power Requirement

- i At least 6KVA of power is provided for each standard rack
- ii The bidder should have adequate power and cooling requirement factored to accommodate the scale of the requirement in full rack configuration utilization.
- iii Each power feed should come from the different phase.
- iv Each power feed should be fed from independent limit breaker.
- v Should ensure N+1 Transformer redundancy, N+1 Generator redundancy, N+1 UPS Redundancy, Parallel redundant operation.
- vi All power feed must be protected from brownout, spike & surge by Uninterrupted Power Supply, with capacity to supply stable power up to 2 hours after power failure.
- vii All power and data cables deployed in both SR and CR should be of FRLS cables.
- viii The data centre should monitor power usage on a per client basis to ensure that it does not reach dangerously high levels. The bidder should bill for the actual amount of power used.
- ix Adequate lighting and emergency lighting should be supplied in the data centre and service areas for operational and safety reasons.

Connectivity Solution

The Bidder is responsible to supply, implement and commission networking systems and devices, equipment racks, wiring facilities and networking equipment as needed. Bidder is required to build adequate redundancy.

- i The bidder is responsible for installation of Links with networking equipment's (like routers, switches, Mux etc.) for point to point connectivity.
- ii The bidder is responsible for Supply, installation & commissioning of networking equipment's (like routers, switches, Mux etc.) and all necessary hardware/ software configuration.
- iii The Bidder should provide last mile (point to point) connectivity between OICL Qatar Office and DC using their infrastructure.



- iv The bandwidth provided by the bidder should meet the network security requirement time to time e.g. would be able to support IPsec, 3 DES Encryption etc.
- v Primary connectivity between DC, DR and OICL Qatar location with minimum 04 Mbps bandwidth (including internet connectivity) (expected to increase to 16 Mbps during the tenure of the contract without upgradation of last mile), However if required bidder may right size if any additional bandwidth is required.
- vi Secondary passive connectivity between DC, DR and OICL Qatar location (including internet connectivity) with minimum 04 Mbps bandwidth (expected to increase to 16 Mbps during the tenure of the contract without upgradation of last mile), with last mile from alternate service provider. However if required bidder may right size if any additional bandwidth is required.
- vii 02 Mbps (1:1) clean internet bandwidth filtered for any vulnerabilities (expected to increase to 16 Mbps during the tenure of the contract without upgradation of last mile).
- viii During the tenure of the contract, all the network & security devices should be IPv6 compliant from day 1. Bidder is required to provide necessary IPs and required support for the same without any additional cost.
- ix Bidder shall be required to terminate all the network links including internet link on the router (to be provided by the Bidder) to be installed in OICL QATAR office
- x The Bidder to provide internet connectivity at each work station at OICL Qatar Office.
- xi Replication Bandwidth between DC & DRC for data replication. The bidder is required to size, supply, commission and maintain the replication bandwidth to meet the RPO requirements.

General Principles

Following are some of the important technical requirements with respect to the all Solutions.

Detailed technical requirements for the solutions are attached in that have to be met by the all Solutions proposed by the Bidder.

1 Data Access and Security

Data security is to be addressed by the Bidder from at least but not limited to the following perspectives:

- a. To restrict access to / sharing of confidential data, and
- b. To ensure that data is not changed or destroyed, either inadvertently or intentionally, by any user / administrator or an external party.

The Bidder shall ensure the following:

- a. Only authorized person can access the solution
- b. Authorized person shall have access only to the data which is relevant to them(Proposed Database access & Monitoring should have user rights across all database into a single repository and enables automated process for reviews user access rights & comprehensive investigation), and
- c. Access to the relevant data is further restricted to either read or update depending on the responsibility.

2 Audit Trail

Bidder shall ensure that the Solutions must have extensive audit trail facility as per data archival policy. Any addition, deletion or modification to an existing record, whether master or transaction, must bear the date and time stamp, the name of the log-in user who made the change. It should also be possible to maintain details of the original record and subsequent changes to the same. Standard audit trail reports should also be available. Proper access should be planned for audit trail reports.

3 Auditor Access

The Solutions should be capable of enabling the financial audit (both internal and statutory) through the system.

During the contract period OICL may conduct IT system audit or hire an external third party audit agency to conduct the same. Bidder has to coordinate and assist OICL/ audit agency during the



process of audit. The bidder needs to resolve all the Non-Conformance points agreed between OICL and Bidder in mutually agreed timelines.

4 Modularity

Bidder shall ensure that the Solutions shall be modular in nature, i.e. it is possible for OICL to implement modules/ add-ons, which are not implemented as part of this project, at a later date, without any technical difficulties. Integration between such modules with the modules already implemented should be seamless

5 Statutory Requirements

The solutions, hardware, software etc. should meet all statutory requirements of QATAR. The Solution should be capable to generate all the report required by OICL, statutory & regulatory body of Qatar.

6 Alerts/ Notifications

The Solutions should be capable of generating alerts/ notifications in various processes. These alerts/ notifications could be time based or event based.

7 Multilingual

Based on the requirements mentioned in this RFP, the bidder should be provide multilingual functionality in the respective application. The following languages to be atleast included under the multilingual requirements by OICL i.e. Arabic, English etc.

8 Other Information

The baseline security configuration of Operating System, Database, Web server, DMS Server and all other applications/Hardware to be done by the bidder, according to the industry best practices.

The OICL may at its discretion perform audit review which may include, but are not limited to, a review of: access and authorization procedures, physical security controls, input/output controls, DB controls, backup and recovery procedures, network security controls and program change controls.

To the extent that OICL deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford the OICL representatives access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the OICL access to various monitoring and performance measurement systems (both manual and automated). The OICL has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval / notice to the Bidder.

9 Considerations for Proposed Hardware & Software to support the in-scope System

- 1 The version of the Business Application must be the latest version.
- 2 The Bidder can propose the latest version of industry leading RDBMS software like MS SQL Server, Oracle RDBMS, IBM DB2 or equivalent.
- 3 The Bidder should provide the data sheets for all the hardware proposed.
- 4 Proposed hardware should not go End Of Life & Support throughout the tenure of the Contract
- 5 All Servers shall be configured with two numbers of sufficient capacity of Internal Disk Drives with Mirroring
- 6 The proposed servers should have 64 bit quad core or higher processors based on either RISC or EPIC or x86/CISC architecture. The proposed server processor should be the latest generation such as Intel Xeon E7, IBM Power 8, Itanium 95XX, Oracle MSeries, SPARC TSeries or equivalent. The offered OS should be Enterprise version of 64 bit OS such as Solaris/Windows /Linux/AIX/HP UX or equivalent and should be the latest version.
- 7 All servers offered should be of same OEM
- 8 The application servers should be horizontally scalable, whereas the database servers should be vertically scalable ('in box' upgradable) with respect to the number of CPUs configured and Memory Configured so as to meet the OICL scalability requirements. The scalability factor to be considered is at least 20%.



- 9 The CPU type offered should be of the same generation/family/architecture across all servers and should be of latest generation
- 10 The Memory Chipset should be of Double Data Rate 4 (DDR4) or higher memory.
- 11 The Bidder is expected to provide SAN based storage facility for hosting the system in scope for Production, DR and Non Production Environment. All data would be stored on a single infrastructure i.e. new SAN. OICL wants to keep 6 years of data before archiving or purging the data. The new SAN storage capacity is required for 6 years for the data at the DC and DRS each.
- 12 If the solution suggested by the bidders necessitates additional capacity, then the bidder would need to provide accordingly to meet the RFP and Service Level Agreement (SLA) requirements.
- 13 The Bidder should design the hardware taking note of parameters for CPU utilization, memory utilization, disk Input/output capacity, and Storage capacity etc. as defined in the RFP so as to meet the business requirements of the OICL as well as Service Level Agreement requirements defined in this RFP. The proposed SAN (Storage Area Network) and storage management solution should support combinations of mostly used RAID levels (e.g. RAID 0,1,5,6 etc.). The complete production data should be on a combination of RAID 5.
- 14 The tape library offered should be of modular design to allow configuration, and addition of capacity to increase performance. Offered Tape Drives in the Tape Library should be LTO5 or above.
- 15 The Storage proposed should be modular storage with enterprise class features.
- 16 The Storage System should support industry standard applications / databases, including but not limited to MS SQL Server, Oracle, MySQL, DB2, Web and Application Servers, MS Exchange, Lotus Notes etc.
- 17 The storage system should support heterogeneous multi-host connectivity. The system should facilitate connectivity to various flavours of Operating Systems (OS), including but not limited to, HP-UX, IBM AIX, SUN Solaris, Linux, Microsoft Windows, etc.
- 18 The hard disk proposed for production storage in the array should be FC (Fibre Channel) or SAS (serial attachment scsi) drives only.
- 19 The offered storage system should be from OEM positioned as "Leaders" in latest Gartner's "Magic Quadrant"/similar position in latest reports of other globally recognized bodies for storage and disk arrays. A report on same should be submitted as part of proposal document.
- 20 The proposed Tape Library should be offered with redundant power supplies and cooling fans.
- 21 Offered tape library/ tape drives in the library should have a minimum of two redundant connections to SAN switches.
- 22 The Management console/interface of the proposed tape library shall provide the following functionalities:
 - i. Manage Tape Drives and Cartridges
 - ii. Configure network parameters
 - iii. Should have GUI Front panel
- 23 All the components (hardware, software etc.) in the DC site should be replicated in the DR (except Test and Development environment). The proposed solution should have full capability to support database to database replication and storage to storage replication between DC and DR with a Recovery Point Objective (RPO) of 30 minutes and Recovery Time Objective (RTO) of 120 Minutes. The replication between DC and DR should be possible in both directions.
- 24 System should have standard input, communication, processing and output validations and controls. System hardening should be done by selected bidder. Access controls at DB, OS, and Application levels should be ensured at all times during the implementation and completion of the project.



3 Terms & Conditions

3.1 General

3.1.1 Definitions

OICL/ PURCHASER: Shall mean The Oriental Insurance Company Limited Solution: Shall mean Procurement, Installation, Implementation, Maintenance & Support of Core Insurance solution , other supporting application, hardware and other software products .

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.

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.

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.

OICL reserves the right to extend the dates for submission of responses to this document.

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 OICLs decision in the matter will be final.

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.

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.

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.

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 five year 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 before **01:00 PM on 18-01-2017**. 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 on **19-01-2017**.

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 Installation and Implementation

The Bidder shall be responsible for supply, installation and commissioning of the proposed hardware with technical specification as mentioned in **Appendix 2**.

At the direction of OICL, the acceptance test of the proposed hardware shall be conducted by the successful Bidder in the presence of OICL's authorized representative(s) and/or any other team or agency nominated by OICL. All expenses for acceptance test shall be borne by the Bidder. The acceptance tests should include verification of documentation for equipment start-up procedures; shutdown procedures; configuration. Draft Acceptance test procedure should be submitted by Bidder prior to installation. The final acceptance test procedures will be discussed and mutually agreed after the implementation.



3.1.9 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.

3.1.10 Payment Terms

The payment will be made as per the tentative milestones identified below as percentage of cost of the product:

S. N.	Items	Milestone	Percentage
1	Hardware	Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)	70%
		Successful installation and acceptance of the hardware by the OICL (after due inspection)	30%
2	Applications License	Delivery of respective applications & its related components as per the actual supply (after due inspection)	70%
		Successful completion of customization and successful go Live of the system for respective applications	30%
3	Database systems, OS & Other peripheral software	Delivery of respective DB, OS & other peripheral software its related components as per the actual supply (after due inspection)	70%
		Successful completion of customization and successful acceptance of the respective DB, OS & other peripheral software by the OICL (after due inspection)	30%
4	Implementation Cost	Successful UAT Signoff	50%
		Successful Go Live	50%
5	AMC/ATS	The AMC/ATS shall commence on completion of the warranty period. The AMC & ATS will be treated as a part of the total cost of the project.	Yearly in Advance
6	FM Manpower		Quarterly in arrears
7	Co-Hosting Charges	Payment for Co-hosting of the DC & DR will be divided into 4 equal installments for the year and paid quarterly in arrears post the successful commissioning of the co-hosting site and acceptance of all the relevant requirements The quantity of electric units mentioned is indicative and will be considered for bid evaluation purposes only. Moreover, the OICL will pay on the basis of their actual consumption and the unit rate will be considered accordingly. The factor considered for conversion from KV to KW is (0.9).	Quarterly in arrears
8	Networking and bandwidth Charges for DC & DR and OICL Qatar Office	The payment for Bandwidth Connectivity starts when the respective links get commissioned and the Sign-Off in this regard is provided by OICL Qatar	Quarterly in arrears



The payment for the cost will be made on Equated Quarterly Installments after adjusting for penalty for each month of that Quarter, if any.

3.1.11 Mode of Payment

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

3.1.12 Currency of Payments

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

3.2 Other RFP Requirements

- The Head Office of OICL is floating this RFP. However, the Bidder getting the contracts shall implement, install and commission the application , hardware, software and other services procured through this RFP, at OICL Qatar offices.
- The Bidder's representative and local office will be the contact point for OICL. The status update of the project should be reported on a weekly basis.
- Bidder should ensure that the hardware delivered to OICL including all components and attachments are brand new. For Software Licenses, the Bidder should ensure that the same is licensed and legally obtained with valid documentation made available to OICL.
- If an OEM is bidding directly then OEM cannot come through other Bidders.
- Quoting multiple options for any line item mentioned in BoM is not allowed.



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 five years.

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. 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 hardware and software 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 favorable 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 equipment 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 Technological Advancements

The hardware and software proposed as part of this contract

- a. Should not reach end of support during the period of contract
- b. Should not have been announced End of Life /Sales

In the event if the proposed hardware and software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software at no cost to OICL.

4.14 Liquidated Damages

If the Bidder fails to meet the Project Timelines as per Section 1.7, 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.



4.15 Guarantees

Bidder should guarantee that all the software provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.

4.16 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.

4.17 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.

4.18 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:

- i. 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.
- ii. 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.

4.19 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:

- i. To have any portion completed and delivered at the contracted terms and prices; and/ or
- ii. 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.

4.20 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.

4.21 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.

4.22 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)

4.23 Prices

The prices quoted (as mentioned in **Appendix 3 - Bill of Materials** submitted by the Bidder) for the solution and services shall be firm throughout the period of contract and shall not be subject to any escalation.

No adjustment of the contract price shall be made on account of variation of costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment, payable by the Purchaser to the bidder for completion of the contractual obligations by the bidder under the Contract, subject to the terms of payment specified in the Contract.



The prices, once offered, must remain firm and must not be subject to escalation for any reason within the period of validity. OICL shall neither pay any other cost nor consider any other cost for L-1 bidder. The cost will not depend on any variation in USD/£/€/Qatari Rial /or any other currency exchange rate. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, increase in custom duty or excise tax. OICL will not pay any out of pocket expense

4.24 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, Octroi / 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.

4.25 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.

4.26 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 Supplier are made in full.

4.27 Rights reserved by OICL

- i. Company reserves the right to accept or reject any or all Bids without assigning any reasons.
- ii. 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.
- iii. 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.

4.28 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.

4.29 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.



4.30 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.

4.31 Repeat Order

OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity within six months of placing the original order.

5 Instruction to Bidders

5.1 Procedure for submission of Bids

Bidders are required to submit Bids online through TCIL e-procurement portal - <https://www.tcil-india-electronictender.com>. 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

5.1.2 Broad Outline of Activities from Bidder's Perspective

1. Bidders must have a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System[®] (ETS)
3. Create Marketing Authorities (MAs), Users and assign roles on ETS. It is mandatory to create at least one MA.
4. View Notice Inviting Tender (NIT) on ETS
5. For this tender -- Assign Tender Search Code (TSC) to an MA
6. Clarification to Tender Documents on ETS
 - Query to OICL
 - View response to queries posted by OICL
7. Bid-Submission on ETS
8. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant Bid-Part (i.e. Pre-Qualification)
9. Post-TOE Clarification on ETS
 - Respond to OICL Post-TOE queries
10. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant part (i.e. Technical Bid; only for Pre-Qualification Responsive Bidders)
11. Post-TOE Clarification on ETS
 - Respond to OICL Post-TOE queries
12. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant part (i.e. Financial Bid; only for Technical Responsive Bidders)



For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration

To use the ElectronicTender® portal <https://www.tcil-india-electronictender.com>, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated

Important Note:

To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Centre' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

TCIL/ ETS Helpdesk	
Telephone/ Mobile	Customer Support: +91-11-26241790 (Multiple Telephone lines) Emergency Mobile Numbers: +91-9868393775 (Please contact in case of emergency during non-working hours)
E-mail ID	ets_support@tcil-india.com

Buyer Organization Name Contact	
Buyer Organization Name Contact Person	J. P. Vajpei / G. S. Rana / Shobhit Agarwal
Telephone/ Mobile	9560230101 / 9810713532 / 9250193021 [between 10:00 hrs. to 18:00 hrs. on working days]
E-mail ID	jpvajpei@orientalinsurance.co.in / gsrana@orientalinsurance.co.in / shobhitagarwal@orientalinsurance.co.in

5.1.3 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
3. Pass Phrase for all bid parts i.e. Eligibility, Technical & Commercials.

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

5.1.4 Special Note on Security and Transparency of Bids

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in ElectronicTender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the ElectronicEncrypter® functionality, the contents of both the 'Electronic Forms®' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is mandatory that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

CAUTION: All bidders must fill ElectronicForms® for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the ElectronicForms® and the corresponding Main-Bid. For transparency, the information submitted by a bidder in the ElectronicForms® is made available to other bidders during the Online Public TOE. If it is found during the Online Public TOE that a bidder has not filled in the complete information in the ElectronicForms®, the TOE officer may make available for downloading the corresponding Main-Bid of that bidder at the risk of the bidder. If variation is noted between the information contained in the ElectronicForms® and the 'Main-Bid', the contents of the ElectronicForms® shall prevail. Alternatively, the Buyer organization reserves the right to consider the higher of the two pieces of information (e.g. the higher price) for the purpose of short-listing, and the lower of the two pieces of information (e.g. the lower price) for the purpose of payment in case that bidder is an awardee in that tender.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer.

Additionally, the bidder shall make sure that the Pass-Phrase to decrypt the relevant Bid-Part is submitted into the 'Time Locked Electronic Key Box (EKB)' after the corresponding deadline of Bid Submission, and before the commencement of the Online TOE. The process of submission of this Pass-Phrase in the 'Time Locked Electronic Key Box' is done in a secure manner by first encrypting this Pass-Phrase with the designated keys provided by the OICL.

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.



5.1.5 Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/ two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to Buyer Organization Name office for the Public Online TOE.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)', including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders' representatives, has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted by the bidder himself during the TOE itself or as per alternative methods prescribed in the Tender Documents, salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

5.1.6 SEVEN CRITICAL DO'S AND DON'TS FOR BIDDERS

Specifically for Supplier organizations, the following '**SEVEN KEY INSTRUCTIONS for BIDDERS**' must be assiduously adhered to:

- 1 Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS.
- 2 Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz. 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of -- Marketing Authority (MA) [i.e. a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.
- 3 Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
- 4 For responding to any particular tender, the tender (i.e. its Tender Search Code or TSC) has to be assigned to an MA. Further, an 'Official Copy of Tender Documents' should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.



- 5 Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)
- 6 It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)
- 7 ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission' is 'Complete'.

NOTE:

While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.

5.1.7 Minimum Requirements at Bidder's End

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity.
- Microsoft Internet Explorer 7.0 or above
- Digital Certificate(s)

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. 50,00,000/- (Rupees Fifty Lakhs 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:
 1. Bidder backs out of bidding process after submitting the bids;
 2. Bidder backs out after qualifying;
 3. 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
2. Application Form for Eligibility Bid as per **Annexure 1**
3. Similar projects Undertaken in the previous five financial years as per Annexure 2.
4. EMD of Rs. 50, 00, 000/- (Rupees Fifty Lakhs Only) in the form of BG favoring 'The Oriental Insurance Company Limited' as per **Annexure-5**.
5. OEM Authorization Form as per **Annexure 7** and declaration about back-to-back support from OEM.
6. 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.
7. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
8. Letter from OEM confirming availability of support from within India and various direct support options available with OEM.
9. 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 products and 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 Appendix 1: Functional Specifications and Appendix 2: Technical Specifications.
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 3– Bill of Materials in the RFP.
5. Part coded Technical Bill of Material.
6. Product Datasheet.

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 3 – Bill of Materials. 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.

7 Evaluation Criteria

The competitive bids shall be submitted in two stages:

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

7.1 Eligibility Evaluation

Eligibility cum 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.

7.2 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 Functional requirements
2. Compliance to Technical requirements
3. Bidder's capability and experience
4. Site-visits and Product Walk through
5. Technical Presentation on Capability & Service Model by the bidder

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

S.No	Evaluation	Max. Scores
1	Compliance to Functional requirements	300
2	Compliance to Technical requirements	200
3	Bidder's capability and experience	300
4	Site-visits and Product Walk through	100
5	Technical Presentation on Capability & Service Model by the bidder	100
	Total	1000

The bidders scoring less than 70 percent 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 Functional requirements

Reponses received in Appendix 1 – Functional Checklist 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 shall indicate the availability of each requirement as a standard product (S) or customization I.

The functional requirements which are mentioned as customized or not feasible shall be provided to OICL before UAT at no extra cost to the OICL.

Marks will be awarded as per the table below:

Bidder's Response	Marks
Standard Product (S)	10
Customisation (I)	6
Not Feasible (N)	0

Where,

- Standard Product (S) The system that shall be delivered currently supports this function either in native form or through existing parameterization without further enhancement or the use of either programming or user tools, i.e. included in the base package, to be delivered in the version of the solution being proposed to OICL.
- Customisation (I): The function is not available in the product and it would require customization by the bidder and the bidder shall provide these features at no additional cost before the beginning of the User Acceptance Test.
- Not Feasible (N): The function is not available in the product and cannot be provided even after customization

Functional Specification	Marks
Core Solution	
Prospecting	6
Quotation Management	15
Policy Management	25
Open Cover/ Master policy/ Policies with declaration	7
Policy Administration/ Endorsements	18
Reinsurance Outward/ Coinsurance Outward	12
Reinsurance Inward/ Co insurance Inward	6
Claims	33
Accounting	38
Collections	10
Renewals	9
Enquiry	5
Product & Rules Set Ups (including rate set up)	8



Functional Specification	Marks
Client Data Bank	6
Agency Management & Commission Handling	8
MIS/ Reporting	6
Country Specific Requirements	8
Portal	0
Registration of New Customer	6
Prospect User Login (Guest login)	4
Applicable to customer, agent and broker portals	13
Complaints/Grievances	9
Administrative features (Portal) - Administrator	6
DMS	10
AML & CFT	6
Mobile Apps	
Product Portfolio	5
Policy Tabs	2
Quick Quotes	3
Buy/ Sell Online	4
Renewal	2
Business Tracker	4
Communication Centre / Alerts	1
Claims	5
Total	300

The total marks obtained against the total number of functional specifications will be proportionately modified to a maximum of 300 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. Compliance to Technical requirements

Responses received in Appendix 2 – Technical Checklist would be used for evaluating the Bidder on the functionality being proposed by the Bidder. The Technical Score for each area in Appendix 2 would be worked out as follows:

All the requirements are mandatory. Bidder shall indicate the availability of each requirement as a standard product (S) or customization I.

The functional requirements which are mentioned as customized or not feasible shall be provided to OICL before UAT at no extra cost to the OICL.

Marks will be awarded as per the table below:

Bidder's Response	Marks
Standard Product (S)	10
Customisation (I)	6
Not Feasible (N)	0

Where,

- Standard Product (S): The system that shall be delivered currently supports this function either in native form or through existing parameterization without further enhancement or the use of either programming or user tools, i.e. included in the base package, to be delivered in the version of the solution being proposed to the OICL.
- Customisation (I): The function is not available in the product and it would require customization by the bidder and the bidder shall provide these features at no additional cost before the beginning of the User Acceptance Test.



- Not Feasible (N): The function is not available in the product and cannot be provided even after customization

Technical Specification	Marks
External Firewall	25
Internal Firewall	25
Web Gateway	13
Antivirus	21
HIPS	15
Storage	9
SAN switch	5
Tape Library	3
Co- Location	19
Networking	10
Backup Software	5
Core Router	3
Core Switch	3
Internet Router	3
Internet Switch	4
Desktop -Office	6
Printer-Black & White - Office	5
Printer -Color- Office	4
MFP- Office	7
Scanner- Office	3
Projector- Office	3
UPS- Office	9
Total	200

The total marks obtained against the total number of functional specifications will be proportionately modified to a maximum of 200 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

3. Bidder's Capability and Experience

Category	Maximum Marks	No. of Credential	Marks
Experience of Core Insurance Solution(CIS) Implementation/ Under implementation in QATAR	150	2 or More	150
		1	100
Experience of providing/have provided Data Centre hosting and related services	75	More than 5	75
		More than 2 & less than equal to 5	60
		Less than equal to 2	40
Experience of providing / have provided Bandwidth connectivity	75	More than 5	75
		More than 2 & less than equal to 5	60
		Less than equal to 2	40

4. Site Visits and Product Walk through

Category	Marks
The Bidder is required to conduct a detailed product walk through of the proposed solution including all applications	40



The bidder is required to conduct Site Visits for the Bidder will have to arrange one live site visit for the OICL Team or their represented officials for the submitted credentials for the CIS solution	30
Site Visit to proposed DC and DR for OICL Team or their represented officials	30

5. Technical Presentation on Capability & Service

Category	Marks
Understanding of OICL QATAR business Operating environment and scope	10
Demonstration of organization capability for the proposed initiative	10
Service Model demonstration	10
Demonstration of value proposition offered in the bid which shall enable the success of the project	10
Detailed Solution Capability and Implementation approach	50
Innovative use cases for the OICL	10

7.3 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 5 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.

Commercial Bid Evaluation Considerations

Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

- i. If there is a discrepancy between words and figures, the amount in words shall prevail
- ii. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
- iii. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of OICL, there is an obvious error such as a misplacement of a decimal point, in which case the line item total will prevail
- iv. Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the schedule of prices, the amount obtained on totaling the line items in the Bill of Materials will prevail.
- v. The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail
- vi. If there is a discrepancy in the total, the correct total shall be arrived at by OICL
- vii. In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
- viii. At the sole discretion and determination of OICL, OICL may add any other relevant criteria for evaluating the proposals received in response to this RFP.
- ix. All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the bidder.
- x. The OICL shall not incur any liability to the affected bidder on account of such rejection.



- xi. The selected bidder shall provide revised TCO and the revised break-up of the cost items post reverse auction.
- xii. The commercials will be calculated till two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else it shall be scaled down to arrive at two decimal points.
- xiii. OICL will make similar treatment for 4th or subsequent decimal point to finally arrive at two decimal points only.

8 Service Level Agreement

During the term of the contract, the bidder will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

Functional Availability					
#	SLA Parameter	Target Performance	Penalty		
			Availability	Penalty as % of the Monthly Payment for Facilities Management to the Bidder for the Applications	
				During peak hours	During non-peak hours, Sundays and National holidays
1	Availability of applications (ALL)	99.50	<99.5 & >=99% < 99% & >= 98% < 98% & >= 97%	0.5% 1% 2%	0.15% 0.25% 0.50%
Description: Availability of each of the application measured on monthly basis for a 24x7x365 time period. Availability will be defined as the sum total of availability of all applications under the Bidder's Scope of work.			For each additional drop of 1% in performance below 97% both for Peak and non-peak hours, 5% of the Monthly payment to the Bidder will be levied as penalty		
Helpdesk					
#	SLA Parameter	Target Performance	Penalty		
			Availability	Penalty as % of the Monthly Payment for Facilities Management to the Bidder for the Applications	
				During peak hours	During non-peak hours, Sundays and National holidays
2	Problem Response time	>=95% within 30 minutes	<95% & >=93% < 93% & >= 91% < 91% & >= 89%	0.5% 1% 2%	0.15% 0.25% 0.50%
Description: Average Time taken to acknowledge and respond once an incident is logged through one of the agreed channels. This is calculated for all incidents reported within the reporting quarter (24x7x365)			For each additional drop of 1% in performance below 89% both for Peak and non-peak hours, 5% of the Monthly payment to the Bidder will be levied as penalty.		
			Availability	Penalty as % of the Monthly Payment for Facilities Management to the Bidder for the Applications	
				During peak hours	During non-peak hours, Sundays and National holidays
3	MTTR – Time to resolve	>=95% of • Severity 1 within 4 hours of problem reporting	<95% & >=93% < 93% & >= 91% < 91% & >= 89%	0.5% 1% 2%	0.15% 0.25% 0.50%



		<ul style="list-style-type: none"> • Severity 2 within 8 hours of problem reporting • Severity 3 within 24 hours of problem reporting • Severity 4 within 48 hours of problem reporting or as mutually agreed between bidder and OICL. <p>Note: In case bidder requests for any time extension in resolving the incident, the bidder needs to take prior approval from OICL. OICL holds the right to accept or reject the request and accordingly penalties will be levied.</p>			
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Description: Time taken to resolve the reported problem Severity is defined as:
Severity 1 • Such class of errors will include problems, which prevent users from making operational use of solution. • Security Incidents • No work-around or manual process available • Financial impact on OICL
Severity 2 • Such Class of errors will include problems having adverse impact on OICLs use of any critical functions of solution • Has a viable workaround
Severity 3 • Such Class of errors will include problems, which result in minimal impact to the use and live operation of solution. • No impact on processing of normal business activities
Severity 4 • A low impact on the efficiency of users but has a simple workaround. • Enhancement requests

For each additional drop of 1% in performance below 89% both for Peak and non-peak hours, 5% of the Monthly payment to the Bidder will be levied as penalty.

IT Infrastructure

#	SLA Parameter	Target Performance	Penalty		
			Availability	Penalty as % of the Monthly Payment for Facilities Management to the Bidder for the Applications	
				During peak hours	During non-peak hours, Sundays and National holidays
4	All IT infrastructure provided by bidder	99.5%	<99.5% & >=95% < 95% & >= 90% < 90% & >= 85%	0.5% 1% 2%	0.15% 0.25% 0.50%
Description: Availability of all IT Infrastructure provided				For each additional drop of 5% in performance below 85% both for Peak and non-peak hours, 5% of the Monthly payment for Facilities Management to the Bidder will be levied as penalty.	
			Availability	Penalty as % of the Monthly Payment for Monthly payment for network connectivity (annual link charges)	
				During peak	During non-peak hours,



				hours	Sundays and National holidays
5	links uptime / Bandwidth Availability (OICL Office)	>=99.50%	99%<=&< 99.5 % 98.5%<=& <99%	1% 2%	0.25% 0.50%
				For each additional drop of 0.5% in performance below 98.5% both for Peak and non-peak hours 5% of the Monthly payment for network connectivity (annual link charges) to the Bidder will be levied as additional penalty.	

Project Timeline

#	SLA Parameter	Target Performance	Description	Penalty
4	Delay in overall project duration attributable to the bidder	<1 month	Measured as the difference between the agreed project timelines and the actual date of Project completion	If the Bidder fails to achieve the completion of project within project timelines defined in RFP or agreed timelines for implementation, the payment to the bidder will be liable for deduction @1% of the Total cost of Purchase order from any subsequent invoice without taxes for delay of each month or part thereof.
5	Delay in any of the project milestone attributable to the bidder	< 15 days	Measured as the difference between the agreed planned date for the milestone and the actual date of its completion	If the Bidder fails to achieve the completion of any milestone within defined duration, the payment to the bidder will be liable for deduction @1% of the payment for that milestone for delay of 15 days or part thereof from the milestone payment invoice

- i. Any penalty due during the Warranty period will be adjusted against any future payment. For purpose of calculating penalty, uptime is calculated as under:

$$\text{Uptime (\%)} = \frac{\text{Total hours during quarter} - \text{Total downtime hours during quarter}}{\text{Total hours during the quarter}} \times 100$$

During Peak Hour (8:00 AM to 8:00 PM)

Total hours during the quarter = No. of days in a quarter x 12

During Non-Peak Hour (8:00 PM to 8:00 AM)

Total hours during the quarter = No. of days in a quarter x 1

9 Disclaimer

This RFP is being issued by OICL for inviting bids for Procurement, Installation, Implementation, Maintenance & Support of Core insurance and other support applications. 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.



10 Annexure

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10.1 Annexure 1: Application form for Eligibility Bid

To

The Deputy General 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/QATAR-CIS/2017/02 Dated 11-01 2017

Company Details

1	Registered Name, Date and Address of The Bidder.	
2	Location of Corporate Headquarters.	
3	Sales Tax/ VAT Registration No. and Date of Registration	
4	Service Tax Registration No. and Date of Registration	
5	Address for Communication	
6	Contact Person 1 (Name, Designation, Phone, Email ID)	
7	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. 50,00,000/- BG/Demand Draft towards EMD

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



10.2 Annexure 2: Details of Similar Projects Undertaken in last 5 Years

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						



10.3 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 hardware, 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 hardware, associated software, and 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 hardware, associated software, and 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.

Total Value: _____

Delivery Schedule: _____

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 its
constituted Attorney**

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

Signature _____
Name _____
Designation _____

Signature _____
Name _____
Designation _____



The Oriental Insurance Company Limited
RFP for Procurement, Installation, Implementation, Maintenance
& Support of IT Solution on Turnkey basis for OICL QATAR

Address	_____	Address	_____
Company	_____	Company	_____
Date	_____	Date	_____

**Company Seal
Witness I**

**Company Seal
Witness II**

Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Address	_____	Address	_____
Company	_____	Company	_____
Date	_____	Date	_____



10.4 Annexure 4: Query Format

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



10.5 Annexure 5: Pro forma for Bid Security

To: (Name of Purchaser)

Whereas _____ (hereinafter called 'the Bidder') has submitted its bid dated _____ for the _____. (hereinafter 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



10.6 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.....
.....
.....



10.7 Annexure 7: OEM’s Authorization Form

To

The Deputy General 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/QATAR-CIS/2017/02 Dated 11-01-2017**

Sir,

We _____, (name and address of the ‘manufacturer / developers’) who are established and reputed manufacturer of _____ having factories at _____ (addresses of locations) do hereby authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with OICL against the above mentioned tender for the proposed hardware manufactured by us.

We hereby extend our guarantee and warranty as per terms and conditions of the RFP (Ref: Tender No **OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11-01-2017**) and the contract for the hardware and services offered for supply against this RFP by the above-mentioned Vendor, and will extend full support for a period of 5 years.

Yours faithfully,

For and on behalf of M/s _____ (*Name of the manufacturer*)

Signature _____

Name _____

Designation _____

Address _____

Date _____

Company Seal

Note: This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by Authorized Signatory



10.8 Annexure 8: Statement of No Deviation

To

The Deputy General 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/QATAR-CIS/2017/02 Dated 11-01-2017**

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

Signature

Name

Designation

Address

Company

Date

Bidder

Signature

Name

Designation

Address

Company

Date



10.9 Annexure 9: Non-Blacklisting Declaration form

To

The Deputy General 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/QATAR-CIS/2017/02 Dated 11-01-2017**

Dear Sir /Madam,

With reference to your above referred tender regarding Procurement, Installation, Implementation, Maintenance & Support of Core insurance and other support applications at OICL Qatar , we hereby confirm that we are not debarred / black listed by any Government or PSU enterprise in India and in Qatar as on date of the submission of RFP.

Authorized Signatory

Name:

(Stamp)

Date:

Place:



10.10 Annexure 10: List of Products

The List of Products is illustrative not exhaustive that are required in the CIS systems are as under:

S.No.	Product Name
1	Business interruption
2	MOTOR THIRD PARTY LIABILITY
3	MOTOR COMPREHENSIVE
4	MOTOR HIGH VALUE COMPREHENSIVE
5	MARINE CARGO
6	MARINE MUTLI-SHIPMENT CARGO
7	MARINE HULL
8	FIRE
9	CONSEQUENTIAL LOSS INSURANCE
10	PROPERTY ALL RISK
11	BUSINESS INTERRUPTION
12	SABOTAGE AND TERRISOM
13	CONTRACTOR'S ALL RISK
14	ERECTION ALL RISK
15	MACHINERY BREAKDOWN
16	CONTRACTORS PLANT & EQUIPMENT
17	ELECTRONICS EQUIPEMENT
18	ALL RISKS
19	PERSONAL ACCIDENT
20	FIDELITY GUARANTEE
21	BURGLARY
22	PROFESSIONAL INDEMNITY
23	HOUSE HOLDERS INSURANCE
24	PLATE GLASS
25	MONEY INSURANCE
26	BANKERS BLANKET BOND INSURANCE
27	MEDICAL MALPRACTICE
28	GENERAL ACCIDENT
29	WORKMEN'S COMPENSATION
30	EMPLOYERS LIABILITY
31	PUBLIC LIABILITY
32	D & O Liability
33	ENERGY
34	Travel Insurance



10.11 Annexure 11: Source Code and Intellectual Property Rights

(On Bidder's letter head)

To
The Deputy General 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

Date DD-MM-YYYY

Dear Sir,

RFP No. OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11-01-2017

This has reference to your above RFP for OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11-01-2017
at The Oriental Insurance Company Limited.

Further to our proposal dated _____, in response to the Request for Proposal **OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11-01-2017** hereinafter referred to as "RFP" issued by The Oriental Insurance Company Limited ("OICL") we hereby certify that the source codes, intellectual property rights and all documents of all the bespoke application/modules under this project shall be the exclusive property of OICL

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:



10.12 Annexure 12: Sub contracting Details

To

The Deputy General Manager

Date: XXXXX

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

Dear Sir,

RFP No. OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11-01-2017

Sr. No.	Product/Service	Name and Address of the Subcontracting member	Details of Product/Service Offered	Existing customers using product/service (Any two)
1.				
2.				
3.				
4.				
5.				
6.				
7.	Any other			
8.	etc.			

Further to our proposal dated _____, in response to the Request for Proposal **OICL/HO/ITD/QATAR-CIS/2017/02 Dated 11-01-2017** hereinafter referred to as "RFP" issued by The Oriental Insurance Company Limited ("OICL") for Procurement, Installation, Implementation, Maintenance & Support of IT Solution on Turnkey basis for OICL QATAR.

We hereby confirm that we have the necessary authority from the other Sub-Contracting members to bid for the RFP that includes Products/Services offered by the Sub- Contracting members as above.

We shall be the single point of contact and solely responsible for the supply, installation, implementation, integration, support and maintenance for the entire project that includes the products/services offered by the other Sub-Contracting members.

We hereby confirm that we will be solely responsible for ensuring adherence to the Service Levels, terms & condition and Service Quality for each of the deliverables executed by us and our sub-contractor(s)

Place:

Date:

Seal and signature of the bidder

Yours faithfully

Authorised Signatory

Name

Designation

Phone No.

Fax

E_mail



11 Appendix

11.1 Appendix 1: Functional Specifications

The format for Functional Requirements is attached separately as a file “Appendix 1- Functional Requirements” with the hard copy of the RFP document.



11.2 Appendix 2: Technical Specifications

The format for Technical Requirements is attached separately as a file “Appendix 2- Technical Requirements” with the hard copy of the RFP document.



11.3 Appendix 3: Bill of Material

The format for Bill of Material is attached separately as a file "Appendix 3- Bill of Material" with the hard copy of the RFP document.



11.4 Appendix 4: Business Volumes

S.No.	Item	Growth Pattern
1	Policy	10,000 Per year with 10% year on year Growth
2	Claims	50% of the total Policy per Year
3	Policy Document	5 Document per policy (each min 250 Kb)
4	Claim Documents	40 Document per policy (each min 250 Kb)
6	No. of Endorsement	~ 4 per policy
7	Endorsement Document	4-5 Document per policy (each min 250 Kb)
8	No. of Vouchers	~2 Vouchers per Claim and ~150 Vouchers per Month for other payments
9	Miscellaneous Document	20 Document per day (each min 250 Kb)
10	No. of user	15 OICL user in first which can increase upto 50 user by Fifth year end
11	Concurrent User	50 -100 Concurrent User with 5% year on year growth



11.5 Appendix 5: Resource Deployment Plan

The format for Resource Deployment Plan is attached separately as a file “Appendix 5 - Resource Deployment Plan” with the hard copy of the RFP document.