

**Tender No.: NIC/EASI-EOI/1/2018**

**Invitation for  
EXPRESSION OF INTEREST (EOI) and  
PRE-QUALIFICATION BID (PQB) TENDER**

**for**

***Maintenance of Centralised Web based Core  
Insurance Solution (eBao Core Insurance Software  
from eBao Tech)***

**for**

**National Insurance Company Limited**



**NATIONAL INSURANCE COMPANY LIMITED**  
**Registered and Head Office: 3, Middleton Street, Kolkata – 700 071**  
**Phone No: 2283-1747, 2280-0668, 2281-0317 Fax No: 2283-7972**

**Website: [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)**

**CONTENTS**

		<b>Page No.</b>
	<b>Copy of the advertisement</b>	<b>3</b>
<b>1. Section I</b>	<b>- Invitation for EOI &amp; PQB</b>	<b>4</b>
<b>2. Section II</b>	<b>- Instructions to Bidders</b>	<b>7</b>
<b>3. Section III</b>	<b>- General Terms &amp; Conditions</b>	<b>10</b>
<b>4. Section IV</b>	<b>- Project overview and Scope of work</b>	<b>14</b>
<b>5. Section V</b>	<b>- Annexure I, II, III, Bid Letter Format</b>	<b>28</b>

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**Notice inviting Expression of Interest and Prequalification Criteria**

**Tender No: NIC/EASI-RFI/1/2018**  
**for**  
**FOR MAINTENANCE OF CENTRALISED WEB-BASED CORE INSURANCE SOLUTION (eBao Core Insurance Software from eBao Tech ) FOR NIC**

1. National Insurance Company Limited, a large PSU Insurance Company with headquarters at Kolkata, invites Expression of Interest from leading System Integration Firms with global experience and expertise for Expression of Interest (EOI) and Prequalification of Vendors for maintenance of - eBao - Centralised Web-based Core Insurance Solution for EASI.
2. National Insurance Company is a non life insurer in India with a turnover of about Rs.15000 Crore, serviced by about 2000 offices spread across the country with about 15000 employees servicing more than two crore policy holders in a year. The Company handles direct non life insurance, both in the retail and corporate segments, re-insurance and investment of funds. The Company has undertaken IT initiatives to address its core business requirements and all its offices are interconnected through a Wide Area Network. For details of existing IT Infrastructure **please refer to Section V of this document**. NIC has following IT infrastructure at its Head office and various braches.
  - a) Hardware / Peripherals: Annexure I.
  - b) Application Software and Integration Touchpoints: Annexure II.
3. **The scope of work would include, but would not be limited to the following activities:**
  - A. The company invites Expression of Interest (EOI) and Pre-Qualification bids for maintenance of centralised web-based core insurance solution (eBao Core Insurance Software from eBao Tech). It is a fully web-based integrated solution that caters to all non-life insurance transactions with modules for all stages from application processing through underwriting, collections, claims, reinsurance, accounts, reporting, payments, distribution channel management and financial and regulatory compliance. The list of other applications to be integrated with the core insurance solution by the selected bidders, are given hereunder (Detailed Scope of Work is as per Section IV).
    - a. Oracle Financials
    - b. Siebel - CRM
    - c. SAS- Master Data Management
    - d. Peoplesoft - HRMS
    - e. EMC - Documentum
    - f. Oracle IDM
    - g. Oracle BPEL Suite
    - h. Oracle Portal
    - i. ODI and OBIEE (Oracle DWBi)
    - j. Other legacy applications and portals.
  - B. The Enterprise Architecture Solution for Insurance (EASI) Solution is currently delivering facility for anywhere services irrespective of devices. The Architecture Diagram of EASI and High Level network connectivity diagram of PDC, DR and NR are attached as per Annexure III.

**Deputy General Manager (ITD)**

**Note:** National Insurance Company Ltd. shall not in any way be responsible for non-receipt/non-delivery of the RFI & PQT from any bidder due to any reasons whatsoever.

# ***SECTION - I***

## **Invitation for Bids**

**National Insurance Company Limited**

1. **Minimum Eligibility Criteria:**

Sr No	Criteria	Supporting Required
1	The Bidder should be company registered in India	Certificate of Incorporation
2	The Bidder should have a minimum turnover of Rs. 1000 crores per annum during last three financial years in India	Audited Financial statements for the financial years 2014-15, 2015-16, 2016-17 Or CA Certificate
3	The bidder should have been making profit (after tax) during last four financial years, i.e., 2016-17, 2015-16, 2014-15, 2013-14 from IT/ITES business in India.	Audited Financial statements for the financial years 2014-15, 2015-16, 2016-17 Or CA Certificate
4	The Bidder should not have been Blacklisted by any Government or PSU or any Statutory Regulatory Bodies in any Country of Operation for corrupt or fraudulent practices or non-performance in the last 3 years.	Self-Declaration letter by Bidder's authorized signatory
5	The Bidder should be having presence in all four metros of the country and should submit the GST Registration no or certification for the State where their respective registered office and/ or billing offices are situated.	Copies of valid certificates for GST, Copy of PAN attested by authorized signatory of the company.
6	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this EOI- ISO 14001:2015, ISO 27001:2013/BS 7799 , SEI CMMi Level 5	Copy of certifications
7	The Bidder should have the experience of executing large (project value more than 100 cr) IT system integration projects that include IT infrastructure procurement, deployment and maintenance in the last 5 years in India	Relevant Credential Letters from client. OR Purchase Order OR Self-attested letter from the Bidder, duly signed by Company Secretary
8	Bidder should have experience as SI (System Integrator) in end-to-end solution, design and grounds up development completed/in execution on a JEE Platform for at least one BFSI or PSU or Government client in the last 5 years with total contract value exceeding INR 100 crores	Relevant Credential Letters from client. OR Purchase Order OR Self-attested letter from the Bidder, duly signed by Company Secretary
9	Bidder should have Experience of Development / Implementation / Enhancement/ Supporting eBao core Insurance Solution, as also integrating the said core insurance solution with peripheral applications listed in Clause 1.1.4 under Section IV (Scope of work), for a non-life Insurance Company	Relevant Credential Letters from client. OR Purchase Order OR Self-attested letter from the Bidder, duly signed by Company Secretary

## 2. APPLICATION FORM FOR PRE QUALIFICATION TENDER (PQT) to be filled in by the bidder –

Sr No	Criteria	Bidders Response
1	Name of the Bidder	
2	Registered Address of the bidder	
3	Whether the Bidder is a Company registered in India	
4	Annual turnover from IT/ITES business in India.	For 2014-2015
		For 2015-2016
		For 2016-2017
5	Annual profit (after tax) from IT/ITES business in India.	For 2014-2015
		For 2015-2016
		For 2016-2017
6	Whether the Bidder has been Blacklisted by any Government or PSU or any Statutory Regulatory Bodies in any Country of Operation for corrupt or fraudulent practices or non-performance in the last 3 years.	Yes /No
7	Whether the Bidder has presence in all four metros of the country	Yes /No
8	Whether the Bidder has valid certifications as on the date of issue of this EOI for:	ISO 14001:2015
		ISO 27001:2013/ BS 7799
		SEI CMMi Level 5

7	Whether the Bidder has the experience of executing large (project value more than 100 cr) IT system integration projects that include IT infrastructure procurement, deployment and maintenance in the last 5 years in India	Yes /No
8	Whetehr the bidder has experience as SI (System Integrator) in end-to-end solution, design and grounds up development completed/in execution <b>on</b> a JEE Platform for at least one BFSI or PSU or Government client in the last 5 years with total contract value exceeding INR 100 crores	Yes /No
9	Whether the bidder has Experience of Development / Implementation / Enhancement/ Supporting eBao core Insurance Solution, as also integrating the said core insurance solution with peripheral applications listed in Clause 1.1.4 under Section IV (Scope of work), for a non-life Insurance Company.	Yes /No

# ***SECTION - II***

## **Instructions to Bidders**

**National Insurance Company Limited**

**Selection Process**

- 1 Intending Bidders who satisfy the Minimum Eligibility criteria laid down above may submit their Expression of Interest in writing with proof of compliance, in person to IT Department, at NIC's Head Office at 3, Middleton Street, Kolkata in a sealed cover superscribed "**PROPOSAL FOR MAINTENANCE OF - EBAO - CENTRALISED WEB-BASED CORE INSURANCE SOLUTION (eBao Core Insurance Software)**" on or before **1 PM on 21st February 2018**. The bids will be opened at 3-30 PM on the same day. Should the above date be declared a holiday, then the bids shall be submitted on the following day at the same time and venue mentioned herein.
- 1.1 The Tender Number and Name of this Tender is **NIC/EASI-RFI/1/2018**, and "**PROPOSAL FOR MAINTENANCE OF - EBAO - CENTRALISED WEB-BASED CORE INSURANCE SOLUTION (eBao Core Insurance Software)**" respectively.
- 1.1.1 Invitation to Expression of Interest is for Selection of probable bidders for software solution for **CENTRALISED WEB BASED CORE INSURANCE SOLUTION** and support in implementing as per details given in the Scope of work elaborated in **Section – IV**.
- 1.1.2 The EOI will be evaluated on the basis of the documents and annexures submitted. Qualifying bidders will be selected for proceeding to the next stages.
- 1.1.3 The selected bidders will have to submit tender in two parts during the consequent RFP, viz., Technical and Commercial bids. The Bidders who meet the Minimum Eligibility Criteria prescribed in this Expression of Interest vide clause 1 to 9 of Section I above alone will be eligible to participate in this tender and submit their Technical and Commercial Bids. The Technical Bids will be opened on the time and date specified hereunder.
- 1.1.4 The Bidders who have submitted their bids including information required for the said selection will be required to make a presentation to the High Level Evaluation Committee and NIC's Advisor, if any, to explain the written proposal submitted in this tender and to clarify doubts, if any, dates of which shall be informed to the selected bidders later. Failure to comply with this requirement may result in disqualification of the Bidder and cancellation of the bid submitted by him. The decision of the Company in this regard will be final and binding on the Bidder.
- 1.1.5 The Commercial bids will be invited only from those selected bidder who comply with the bidding norms of the Expression of Interest and are found eligible as per the norms laid in the clause nos 1 to 9 in Section I above. Those bidders will be required to thereafter submit separate technical compliance for the detailed Scope of Work which will be handed over only to the selected bidders. Such responses will be opened at a date and time to be specified later.
- 1.1.6 Bidders are advised to study the Tender Documents carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the Tender Documents with full understanding of its implications.
- 1.1.7 NIC reserves the right to accept / reject any deviation in the Technical and Commercial bids of any Bidder without assigning any reason whatsoever. The decision of the Company in selecting the vendor shall be final and conclusive.
- 1.1.8 Sealed Offers prepared in accordance with the procedures as enumerated herein below should be submitted to the National Insurance Company Ltd., H.O., 3, Middleton Street, Kolkata 700 071.
- ❖ This Tender Document is not transferable.
  - ❖ Schedule of Invitation to Tender:
    - a) Name & Address of NIC:
 

National Insurance Company Ltd.  
H.O., 3, Middleton Street, Kolkata – 700 071  
Phone No:2283-1747, 2280-0668, 2281-0317  
Fax No: 2283-7972  
E-mail: sophia.singh@nic.co.in
    - b) Place for Submitting Tender and Opening of Bids:
 

IT Department, 4<sup>th</sup> Floor.  
National Insurance Company Ltd., H.O.  
3, Middleton Street  
Kolkata - 700 071
    - c) **Last Date & Time for Submission of Tender is on or before**

**Date :** 27<sup>th</sup> February , 2018 (\*\*)  
**Time:** 13:00 Hrs
    - d) **Date & Time of Opening of RFI:**

**Date :** 27<sup>th</sup> February 2018 (\*\*)



**Time:** 15:30 Hrs

**(\*\*)** In case this is a holiday for NIC, HO, or any bandh in the city of submission, the last date of submission of Bids will be the next working day and the Technical Bids will be opened on the same day. The time and venue will remain unaltered.

f) Date till which the Tender is valid: **Six Months** from the date of submission of the bids.

Note: ***The National Insurance Company Ltd. shall not be in any way responsible for non-receipt/non-delivery of the tender documents due to any reasons whatsoever. NIC reserves the right to accept or reject any bid without assigning any reasons.***

**2. Procedure for Submission of Bids:**

- 2.1 All the covers thus prepared should also indicate clearly the name and address of the Bidder. Contents of each of the innermost envelopes in the Bid must be bound properly.
- 2.2 The Bidder shall bear all costs associated with the preparation and submission of its bid, and NIC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
- 2.3 NIC reserves the right to extend the last date/time for submission of bids or modify / relax the conditions stipulated in this Tender Document.

# ***SECTION - III***

## **General Terms & Conditions**

**National Insurance Company Limited**

### 3 Definitions:

In this Tender document the following terms shall be interpreted as indicated below:

- 3.1.1 'NIC' means National Insurance Company Limited.
- 3.1.2 The 'Bidder' means the firm or the company who is interested to bid for this EOI, and shall be deemed to include the Bidder's successors, representatives (approved by NIC), heirs, executors, administrators and permitted assigns, as the case may be unless excluded by the terms of the Work Order.
- 3.1.3 'Contract' means a contract entered into between the NIC and the Bidder detailing the terms and conditions of the proposed BPR exercise.
- 3.1.4 'Contract Period' means period of three years commencing from receipt of the Work Order after selection of bidder through subsequent RFP.
- 3.1.5 The 'Order' means the Work Order issued in favour of the Bidder.
- 3.1.6 'Acceptance of Tender' means the letter/fax/email or any memorandum from NIC, communicating to the Bidder the acceptance of the tender.
- 3.1.7 The term 'Tenderer' as used in the tender document shall mean one who has signed the tender and he / she should clearly indicate the capacity in which he / she has signed the tender and the company or firm shall be bound by his / her signature.
- 3.1.8 EASI : "**EASI**" means **Enterprise Architecture Solution for Insurance, of which eBao is the core insurance part**

### 3.2 Application:

The General Terms and Conditions of the tender as laid down in this section shall apply over and above the provisions of the contract to the extent not specifically mentioned in the Contract.

### 3.3 Evaluation:

The Bidders are required to make a presentation to the High Level Evaluation Committee of NIC and demonstrate the effectiveness of the proposed solution offered in the tender based on which the evaluation of the EOI bids will be done which may be classified as under:

- (a) Evaluation of the bid documents submitted by the Bidders.
- (b) Evaluation of the effectiveness of the proposed solution as demonstrated in the presentation to be made by the Bidders.
- (c) Past experience of the Sole/ Lead bidder and/or their partners with respect to maintenance of Core Insurance Solution.

Failure to comply with the above requirement may result in disqualification of the Bidder and cancellation of the bid submitted by him. The decision of the Company in this respect shall be final and binding on the Bidder.

**RFP will be issued to successful qualifiers of EOI.**

### 3.5 Confirmation in Writing:

The Bidder must submit properly signed "**Bid Letter**" as per format given in Section V.

### 3.6 Other Conditions:

- 3.6.1 A bid determined not substantially responsive will be rejected by the NIC and cannot be made subsequently responsive.
- 3.6.2 No consideration will be given to a bid received after the date and time stipulated by NIC and normally no extension of time will be permitted for submission of Bids. However, NIC reserves the right to extend the last date and time for submission of the bids at its own discretion.
- 3.6.3 Canvassing in any form in connection with Bids is strictly prohibited and Bids submitted by bidders who resort to canvassing are liable to be rejected.
- 3.6.4 NIC reserves the right to call for any clarification from any/all Bidder during the evaluation of the bids. However, no other correspondence on bids will be entertained.
- 3.6.6 Overwriting without proper authentication is not permitted in filling up the bids and may entail rejection of the bids.

**NATIONAL INSURANCE CO. LTD. DOES NOT BIND ITSELF TO ACCEPT ANY BID AND RESERVES THE RIGHT TO ACCEPT/REJECT ANY BID WITHOUT ASSIGNING ANY REASONS THEREOF.**

**3.8 Copyright Violation and Patent Rights:**

The Bidder shall undertake to indemnify NIC in respect of all claims arising out of violation of any Patents or Copyrights, for all Software, if any, supplied by the Bidder.

The Bidder shall indemnify NIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of any goods and/or services, software package or any other part thereof supplied by them.

**3.10 Change of Work Order:**

NIC may at any time, by written order to the Bidder, make changes within the general scope of the Work Order in any one or more of the following:

- a) Scope of work
- b) Services to be provided and
- c) Work Schedule

Any increase/decrease in the price on account of above change shall be mutually discussed and equitable adjustment shall be made in the price schedule.

**3.15 Governing Language:**

The bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the NIC, shall be written in the English language, provided that any printed literature furnished by the Bidder may be in any another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

**3.16 Applicable law:**

The contract shall be interpreted in accordance with the Indian laws.

**3.17 Notices:**

Any notice by one party to the other pursuant to the Contract shall be sent by telegram/telex/cable/fax/letter/e mail and confirmed in writing to the address specified for that purpose in the Contract.

As the NIC's Registered Head Office is situated within the Jurisdiction of the High Court at Kolkata all disputes and differences are subject to the Jurisdiction of The Kolkata High Court.

**3.18 Selection of Bidder:**

Bidder will be selected by following the steps given as under:

- a) Short-listing of eligible Bidders meeting the Prequalification requirements based on evaluation of the proposals submitted by them taken together with the presentations made to the High Level Evaluation Committee of NIC.
- b) Technical Bids evaluation of PQB Qualified bidders.
- c) Commercial Bids evaluation of Technically qualified bidders.

**3.19 Assignment:**

The Bidder shall not assign in whole or in part, the obligations to perform under the contract, except with NIC's prior written consent.

**3.20 Sub-Contract:**

The Bidder shall obtain consent of the NIC in writing of all Sub-Contracts (if any) to be awarded under the Contract. Such permission even if granted by NIC, shall not relieve the Bidder from any liability or obligation under the Contract.

**3.21 Force-Majeure:**

1. Notwithstanding the provisions contained herein the Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force De Majeure.
2. For the purpose of this clause "Force De Majeure" means an event beyond the control of 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 the NIC in its contractual capacity, wars or revolution, fires, floods, epidemic, quarantine restrictions and freight embargoes.

# ***SECTION - IV***

## **Project overview and Scope of work**

**National Insurance Company Limited**

## Section IV: Project Objective and Scope of Work

### 1.1 Project Objective

1.1.1 National Insurance Company (NIC) is looking for a support and maintenance model which helps them achieve the following objectives:

- Robust and responsive support
- Rapid development and deployment and following secure SDLC.
- Improved business responsiveness and grievance redressal
- Superior operational efficiency and customer service
- Reduce IT operating costs
- Increase Solution Availability
- High Security Framework and relevant regulatory compliances including compliance to NIC's ISMS Policies
- International Benchmarks

1.1.2 NIC is a multiline Insurer with a product portfolio of about 200+ products targeting commercial, retail, rural and micro insurance market segments. NIC's distribution network consists of over 50,000 different intermediaries comprising of direct sales, individual and corporate Agents, Micro Agents, Brokers, Bancassurance, Strategic partnership with automobile dealers. NIC also partnered with Garages and Third Party Administrators for servicing Claims generated from their esteemed customers. Their annual new and renewal policy transaction volume is about 20 million and processed claims are about 05 Millions. NIC has achieved an average business growth of about 20% for past three years.

1.1.3 End-to-end IT services engagement to NIC for core insurance covers the entire IT lifecycle –

- Maintenance of Core Insurance (eBao Software) and integration with Enterprise solution consisting of 9 Commercial applications (COTS)
- Requirements Study and Analysis
- Configuration, Customization, Integration, Change Management, Production Support
- Training of Customer's trainers
- Rollout of core solution in additional Branch Offices, Regional Offices & Business Centres
- Handhold support at rollout office
- Help desk services (L2 support as per details below)
- Application support and maintenance (L3 as per details below)
- Performance testing adhering to secure SDLC
- Legacy data migration from intermediate state into target system
- Onsite Business Analyst(s) for core insurance in NIC Head Quarter
- Coordinating with any other SI who may be maintaining other applications (either intrinsic to EASI or otherwise) and arranging all necessary integration / interface to ensure the full business uptime under EASI

1.1.4 EASI Solution implemented for National Insurance Company Limited covers centralized enterprise solution of best-of-breed COTS solution configured and customized as per customer requirements and integrated with eBao as listed below –

#### **Application Stack other than eBao**

- Oracle Financials
- Siebel - CRM
- SAS- Master Data Management
- Peoplesoft - HRMS
- Documentum - EMC
- Oracle IDM
- Oracle BPEL Suite
- Oracle Portal
- ODI and OBIEE
- Any other Legacy application

#### **Other Infrastructure Stack**

- Data Center – Disaster Recovery Center – Near Recovery Centre Installation/Maintenance
- Maintenance of various servers / Switches / Storage devices for above mentioned applications
- Facility Management Services
- Performance testing activities

1.1.5 EASI Core Insurance Solution comprises of following interconnected application stacks.

Application	Products / Partners
<b>Core Insurance Application</b>	eBao Tech General System 3.2 / eBao Tech General Claims 3.x
<b>Support Applications</b>	
<b>Sales, Service &amp; Marketing CRM</b>	Seibel CRM 8.1.x
<b>Human Resource Management System</b>	PeopleSoft HRMS 9.0
<b>Financials</b>	Oracle Financials 12.1
<b>BI &amp; Reporting</b>	Oracle OBIEE 10g, Oracle Data Integrator 10g
<b>Document Management System</b>	Documentum 6.5
<b>IDM</b>	Oracle Identity and Access Management Suite
<b>Master Data Management</b>	Dataflux from SAS – 8.1
<b>Database</b>	Oracle 10G/11G, Oracle RAC 10G
<b>Application Server</b>	Weblogic 10G
<b>Middleware</b>	Oracle SOA Suite(Aqualogic ESB) 11g
<b>Portal</b>	Oracle Portal 11g

1.1.7 Core Insurance Solution implemented for National Insurance Company Limited as part of EASI application stack comprises of following functionalities

- 200+ insurance products configured / customized / maintained which caters to following Line of business
  - Motor
  - Health (Individual and Group)
  - Fire
  - Engineering
  - Personal Accident (Individual and Group)
  - Rural
  - Liability
  - Marine Cargo
  - Marine Hull
  - Other miscellaneous
  - Credit

1.1.8 Core Insurance system is a COTS application licensed from Ebaotech which is divided in two distinct functionalities – General System and Claims System.

- System provides features for Quotation, Policy Underwriting, Endorsement, Renewal, Sales Channel / Party Management, Claims Intimation, processing and Settlement, Commission, Data upload from various third party for UW accounting and Claims processing, Archiving/Retrieval, Reinsurance, Integration with various portal interfaces in synchronous / Asynchronous mode.
- Asynchronous integration of data between Ebao (Core Insurance solution) with Oracle Financials related to receipts, policy, claims and other payables data like Commission etc
- Asynchronous integration with Seibel CRM for integration of data related to Quotes, Policy, Endorsement, Sales Channel, Claims outstanding, Claims Paid which is accessed by Call center agents and also provides customer 360 degree view
- Real time integration between Ebao and SAS Master Data Management suite for creation of Customer and other external stakeholder parties associated with UW and Claims process flow (e.g Agents, Dealers, Brokers, Surveyors, Advocates, Bancassurance etc.)
- Synchronizing employees from Oracle PeopleSoft application w.r.t office mapping, role mapping by interfacing with Oracle Identify Management Suite
- Maintains various automatic underwriting rules defined for various products
- Maintain integration with middleware
- Maintains role and access through IDM
- Maintains integration touch points with other downstream application for synchronizing data between Core Insurance application w.r.t. parties, quotes, policy, claims, invoices, receipts
- Acts as a source system for data warehouse application which generates the operational and analytical reports accessed by various user group across the organization
- Core Insurance application is also integrated with document repository for all system generated documents. The Documentum application is configured to upload all such documents in a failsafe repository in frequent interval.
- System requires to be scaled up to enable in excess of 1 lac policies and 30000 claims on daily basis.
- Various nightly batch processes are configured to ensure normal business operations are performed without disruptions



1.1.9 Activities performed to maintain and enhance integrated suite of EASI application

- **Level 2 support** – Analyzes / troubleshoot / resolves such problem tickets within SLA
- **Level 3** – Deep level – identify system issues, performs code fix and system tuning for stabilization
- **Level 4** – Supporting client – Team at NIC end who manages incidents related to Data Governance
- **Change Requests** – Performs enhancement raised due to business and regulatory needs
- **Migration of external data to EASI** – Various third party data and legacy data migration into EASI
- **Reporting to Statutory and Other Authorities** - Extraction/consolidation of data from EASI as per NIC requirements

**1.2 Scope of Work**

1.2.1 The scope of work is to provide production support services for eBao and integration with peripheral applications (Whether intrinsic to EASI or otherwise). The scope will include maintenance of Core Insurance solution for the company, defect/incident management, integration management (as detailed in 2.2 below), application maintenance & application performance monitoring, report generation, updates and upgrades wherever required, SIT and environment management including Pre-prod, release and deployment management, software license management

1.2.2 NIC is also looking for services to manage changes in Core Insurance applications by way of business change requests and/or application upgrades. Bidder is required to provide a proposal to support secured development and testing of these change requests following secured SDLC.

1.2.3 Below is the summary of scope of work to be executed and supported by the successful bidder:

1. Project Planning and Governance
2. Production Support (L2, L3 support)
3. Business analysis and requirement gathering
4. Application configuration and development, including environment management
5. Testing including supporting UAT
6. Release and deployment management
7. Change request management for enhancements and software upgrades
8. Performance Optimization
9. Software License Management
10. Training and Knowledge management including regular seminars and workshops
11. Onsite Business Analysts for core insurance application

**1.3 Out of Scope**

1.3.1 The following will be out of the scope of work of the bidder:

Support for the following applications;

- |       |   |
|-------|---|
| i)    | Pheripheral applications to Core Insurance (eBao)                 |
| ii)   | RI legacy application   |
| iii)  | Investment legacy application                                     |
| iv)   | Corporate Website   |
| v)    | Call center solution  |
| vi)   | In-house applications   |
| vii)  | Mail solution maintenance   |
| viii) | Network Operations Centre(NOC) & Security Operations Centre (SOC) |
| ix)   | Software license procurement and purchase of ATS                  |
| x)    | Hosting of DC,DR and NR   |

However, **providing necessary information / data and setting up and maintaining integration calls to other applications, including the out of scope applications listed above, will be within the scope of this contract.**

## 2 Current EASI Setup:

### 2.1 Locations

Sr. No.	Type	Location
1	Data Centre Site	Hosted at Tata Communications, Ultadanga, Kolkata
2	Disaster Recovery Site	Hosted at Tata Communications Data Centre, Bengaluru
3	Near Recovery Site	Head Office, 3 Middleton Street, Kolkata
4	Business Centers, Branches, Divisions, Regional Offices and Head Office	About 2000 in number taken together as on the date of publishing this RFP.

### 2.2 Applications

The details of the applications currently in use at NIC are as per Annexure-II:

- 2.2.1 NIC has eBao's General Insurance suite as the core policy administration application which supports policy issuance, policy servicing, reinsurance and claims management. Both retail and group insurance business is supported by the application.
- 2.2.2 NIC has a highly integrated setup with each application within stack communicating with the other through the middleware layer. Data exchange between applications in majority of the cases happen real-time, hence ensuring uptimes of all applications is extremely critical for the daily working of NIC's business functions.
- 2.2.3 Business processes which cut across applications are enabled by the business process management (BPM) solution and movement of work items across applications is real time. Business users are at all times aware of the work items pending for their action.
- 2.2.4 The MDM maintains the masters for all entities and is a touch point for business critical applications to fetch master data like customer, agent, banks, vendors etc.
- 2.2.5 User application access rights are managed through the IDM. SSO enables single login capabilities.
- 2.2.6 Applications like Siebel-CRM, Oracle Financials, Document Management System (DMS) etc have customized functionalities and processes to cater to the specific needs of NIC. High level details of some of these customizations are mentioned in the table below.
- 2.2.7 The users of the business applications include NIC Employees, NIC customers, agents, brokers, TPAs, surveyors, investigators, vendors, banks, vehicle manufacturers (OEMs), MISP (Motor Insurance Service Providers), POS (Point Of Sale), IMF(Insurance Marketing Firm) etc.
- 2.2.8 Applications/services have been provisioned to cater to the needs of the various stakeholders including IRDA, IIB, GICouncil, Government, statutory and other Authorities etc.
- 2.2.9 The applications mentioned in 1.1.4 above are a part of the scope to be integrated by the successful bidder.
- 2.2.10 NIC reserves the right to discontinue the integration by the successful bidder on any of the above mentioned applications during the tenure of the contract. NIC will provide the successful bidder with the requisite lead time to ramp down the team. The lead time for the same will be mutually agreed with the bidder.

### 3 Detailed Scope of Work

NIC intends to go for end-to-end application maintenance and support for a period of 3 years. The successful bidder (here-in-after referred to as 'Vendor') is expected to deliver on the following areas during the course of the engagement.

#### 3.1 Application Maintenance and Support Services

The vendor will be responsible for the day to day maintenance of the core insurance application adhering to secure SDLC for the entire period of contract. Application support will cover the following:-

##### 3.1.1 Production Support and Enhancements

3.1.1.1 Production Support would include application enhancements, bug fixes, data fixes, patch application, batch job monitoring, maintenance and error resolutions, that are incidental to proper and complete working of the application. The vendor will remove the bugs that are already identified/ will be identified during the contract period. The list of current identified bugs shall be shared at the time of start of contract with the successful vendor.

3.1.1.2 Enhancements would include changes in the software due to Statutory and Regulatory changes and/or changes required due to changes in industry, NIC's business needs including requirement to close gaps as found through Vulnerability Assessments and Penetration Tests and changes due to other Insurance practices in India.

##### 3.1.2 Production Support:

3.1.2.1 NIC will have one integrated help desk for all the initiatives. The helpdesk will be the central collection point for all reported incidents and service requests. This helpdesk will be managed by the Infrastructure and Facility Management service provider.

3.1.2.2 The vendor will attend to all incidents reported through the helpdesk and ensure timely resolution.

3.1.2.3 The vendor will be required to provide workarounds and permanent fixes to incidents reported to ensure smooth continuity of business transactions.

3.1.2.4 The vendor will be required to debug and fix the existing as well new operational problems and perform error handling.

3.1.2.5 The vendor is expected to provide L2 and L3 support for incident and problem resolution for applications under this scope

3.1.2.5.1 **L1 Support (Out of Scope):** This is the first level of support. Issues are raised by employees/Help Desk and they are either resolved through knowledge base or routed to appropriate L2 resource.

3.1.2.5.2 **L2 Support:** This is the second level of support for issues that cannot be resolved at L1 or Helpdesk.

3.1.2.5.3 **L3 Support:** This is the third/final level support for issues not resolvable by L2 support.

3.1.2.6 L3 support may be for configuration or code level changes that may be required to resolve incidents and or defects/problems. This support is required for all components that are listed as a part of the scope.

3.1.2.7 All incidents that occur as part of ongoing operations must be addressed and resolved within the time frame as per the SLAs described in the consequential RFP.

3.1.2.8 Changes to the application will go through all phases of SDLC by the vendor including Release Management and Deployment process. The test results must be documented and provided for approval before a decision is made to put the new release into UAT & finally to Production. All relevant system documentation should be updated and provided at the conclusion of any system change.

3.1.2.9 Perform system administration tasks such as managing the user access, creating and managing users etc.

3.1.2.10 Performance tuning of the application to ensure adherence to SLAs indicated in the RFP.

3.1.2.11 The vendor will perform data validation/ correction to enable smooth operations. The vendor will be responsible for data integrity. The vendor will also identify the type & nature of data error and reports will be handed over to NIC for correction and resubmission.

3.1.2.12 The vendor will provide 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.

3.1.2.13 Actively interact, co-ordinate and co-operate with other NIC vendors providing facility management services and support for applications including the ones which are not a part of the scope of this EOI.

- 3.1.2.14 Vendor will have to ensure that when system related problems impacting business are encountered, they are jointly addressed under the supervision of NIC’s project management team. Vendor will be required to ensure that personnel with relevant expertise are made available at all required times for addressing such issues. Vendor will be required to share all the relevant reports with NIC as and when requested by NIC.
- 3.1.2.15 Indicative set of services to be provided by the vendor as a part of L2 and L3 support:

L2 Support	L3 Support
<p>Liaise with the L1 support personnel for the call information and resolution.</p> <p>Modifications to existing scripts and reports due to errors. Rectify any corruption in the software. Perform minor enhancements and service request changes as required to the application.</p> <p>Performing and troubleshooting End of Day, End of Month, End of Quarter and End of Year activity defined in Service Level Agreement.</p> <p>Resolve calls within stipulated timeframe as defined in Service Level Agreement.</p> <p>Monitor and analyse the application logs.</p> <p>Prepare a root cause analysis document with the resolutions provided for major issue.</p> <p>Support the DR Drills as and when required.</p> <p>Coordinate with the L3 teams for resolution.</p> <p>Provide necessary information as may be required by the team to resolve the issues.</p> <p>Decide on preventive maintenance schedule with NIC.</p>	<p>Liaise with the L2 support personnel for the call information and resolution.</p> <p>Prepare a root cause analysis document for issues referred to L3 support and provide the fixes to NIC along with the resolution.</p> <p>Liaise with the Testing partner to provide, UAT &amp; Regression testing support.</p> <p>Liaise with the OEM support personnel for issue resolution and track the same to closure.</p> <p>Provide necessary quality reports to NIC.</p>

- 3.1.2.16 The vendor will ensure that proficient and professional personnel are deployed to handle the L2 and L3 support and resolutions are provided on a proactive basis.

**3.1.3 Volume of Production Tickets**

Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Total
638	795	752	938	1812	3177	8112

**3.1.4 Application Enhancements**

- 3.1.4.1 The vendor will undertake all development related activities to deliver all changes/enhancements, projects/module and application upgrades as per business requirement. (within agreed timeline)
- 3.1.4.2 NIC would take up these enhancements as a part of Change Management Process. The effort estimates provided by the vendor should include effort for business analysis, design, development, unit testing, SIT and integration testing & UAT support and updated User Manual, Warranty support before hand over to maintenance team .
- 3.1.4.4 Fix defects raised on account of UAT & Regression testing done by NIC or its designated testing vendors. Fix defects raised by Other applications vendors.
- 3.1.4.5 The vendor resources will need to understand the business requirement, prepare design and requirement documents, undertake configuration and coding, prepare build, test and deploy the build and provide support in UAT and production environment for the change as undertaken. Provide support to the production support team (handholding support) for a minimum of 7 days post release of the new change.
- 3.1.4.6 The vendor will also be responsible for integration of the system with other NIC systems.
- 3.1.4.7 For change requests/ application upgrades/ critical business requirements NIC will provide the vendor with the requisite lead time to ramp up the team to manage these changes. The lead time and criticality of requirement will be mutually agreed with the vendor. But it shall be

noted that for business critical requirements or regulatory changes, lead times may be shortened to meet business and compliance related objectives.

- 3.1.4.8 All application enhancements will undergo an acceptance and sign-off framework. The vendor will ensure that enhancements are delivered in good condition, implemented, tested and accepted along with the associated certification, documentation and training provided to NIC employees. All enhancement related deliverables will be subject to review by NIC prior to final approval, acceptance, and payment.

### 3.1.5 Release and Deployment Management

- 3.1.5.1 The vendor will be responsible for Release and Deployment Management activities including services required to appropriately manage changes to the applications and any of the constituent components being developed.

- 3.1.5.2 Release and Deployment Management will include services required to appropriately manage and document changes to the underlying application development environment components. These include the following:

- i. The maintenance, tracking, and auditing of modifications to an application's components over time to be maintained in DC.
- ii. The automated promotion of software changes across different phases of the lifecycle (e.g. development, testing and production), including management of the approval process, production cut-over, and software migration control

### 3.1.6 Maintenance of environments:

- 3.1.6.1 The vendor will be responsible for maintaining the Core Insurance applications across the all environments such as Development, Test (UAT and Regression/ pre-production), Production and Disaster Recovery (DR)

- 3.1.6.2 The vendor will deploy the build and provide support across all environments.

- 3.1.6.3 Vendor will ensure that the application code base is in sync across all the environments. Codebase needs to be shared with NIC in a central location.

### 3.1.7 Performance Monitoring and Optimization

- 3.1.7.1 The vendor will be responsible for taking prompt actions for alerts or issues raised by the Infrastructure teams based on enterprise monitoring.

- 3.1.7.2 The vendor will be responsible to monitor the performance of Core Insurance applications and take appropriate action and proactive measures to ensure availability and superior response time.

- 3.1.7.3 The vendor shall ensure that the applications are capable of meeting NIC's current and future transaction volumes.

- 3.1.7.4 The vendor will be responsible for making recommendations to NIC on Capacity Management to ensure the business volumes are handled efficiently. The vendor has to provide all necessary supporting documents to validate the recommendations.

- 3.1.7.5 Optimization: The vendor will review the existing code and modify so as to increase the efficiency of the application. A detailed report of proposed changes and risks involved along with the implications will be handed over to NIC and approval will be sought before making necessary changes.

### 3.1.8 Annual Technical Support

- 3.1.8.1 The support for Core Insurance applications will include;
- a. Maintain data regarding entitlement for software upgrades, enhancements, refreshes and maintenance.
  - b. Carry out any requisite adjustments / changes in the configuration for implementing different versions of application software.
  - c. The vendor would ensure deployment of Patches / Bug fixes for the software and hardware as and when released by OEM or required because of regulatory compliance or replacement due to obsolescence.
  - d. Patches/Bug fixes shall be implemented by the vendor ensuring customization done in the applications are applied.
  - e. The vendor shall have manufacturer's technical support for software problems and/or questions, technical guidance, defect and non-defect related issues
  - f. Provide a single-point-of-contact for software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.

**3.1.9 Software License Management**

- 3.1.9.1 The vendor should ensure that the licenses procured by NIC are managed in compliance with software usage terms of the OEM.
- a. Develop and maintain a software license inventory data base
  - b. Maintain data regarding entitlement for software upgrades, enhancements, refreshes and maintenance
  - c. Provide a license reconciliation report stating that the agreements related to usage of software licenses are adhered to by NIC
  - d. Vendor may bring in additional tools and processes to strengthen the License & Inventory Management.

**3.1.10 Application Security**

- 3.1.10.1 Vendor must ensure the security of the applications and data throughout the contract period. The outcome of this task must include, but not limited to, the following:
- a. Granting or restricting access to Core Insurance application and data
  - b. Managing user creation, assignment of new User ID (User Identification) / password/, role assignments, periodic role verification and activity monitoring,
  - c. Regularly audit access permissions to ensure they are correct.
  - d. Approach to maintaining compliance with law, relevant regulatory compliances, standards, best practices and NIC’s enterprise security requirements. (NIC’s ISMS Policies)
  - e. Fix defects raised on account of application security testing done by NIC or its designated security testing vendors as a part of Security Risk Assessment program, Vulnerability Assessments and Penetration Tests of NIC.

**3.2 Other Support Services**

3.2.1 Listed below are the activities that the successful vendor will have to perform to meet the requirements as mentioned adhering to secure SDLC as a part of the bidders contractual obligations.

Sr. No.	Requirement	Bidder Activities
1.	Project Planning	1. Create and update the following at regular intervals <ul style="list-style-type: none"> <li>a. Project Plans</li> <li>b. Work plans</li> <li>c. Staffing Plans</li> </ul> 2. Determine effort estimates for assigned tasks 3. Change Control Mechanism 4. Issue Management 5. Scope Management 6. Inclusion of measurable actions to gauge success 7. Inclusion of specific steps to manage the corrective action plan 8. Steps to identify risks that develop during the project 9. Integrate lessons learned into future project activities 10. Documented perspective of lessons learned 11. Create a Quality Assurance Plan
2.	Quality Assurance	1. Implement administrative and procedural activities to ensure that requirements and project objectives are met in a timely manner 2. The process should involve systematic measurement, monitoring of processes and feedback 3. Create the Quality Assurance Plan for the purposes of describing approach to maintain high-quality standards and ensure internal quality controls of product and processes throughout the life of the project 4. The Vendor should follow one of the following /similar standards to ensure proper quality of the Project - ISO 9001:2008, ISO 2700, SEI CMMi Level 5

3.	Application Architecture Design and Integration	<p>Understand and maintain end to end solution architecture</p> <ol style="list-style-type: none"> <li>1.</li> <li>2. Adhere to application integration principles and secured development as per industry best practices</li> <li>3. Collaborate and co-ordinate with the service management &amp; Information Security team of NIC and adhere to the design principles laid down at NIC</li> </ol>
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Sr. No.	Requirement	Bidder Activities
		<ol style="list-style-type: none"> <li>4. Provision for architecture design features and hardware to ensure that the system can scale as needed for future transaction volumes</li> <li>5. Optimization of ESB and BPEL services and API Management</li> <li>6. Manage partner integrations</li> <li>7. Manage configurations of SOA and BPEL servers for scalability and reliability</li> <li>8. Provide impact analysis, development and maintenance support for all current and future applications' integrations</li> </ol>
4.	Requirement gathering and business analysis	<ol style="list-style-type: none"> <li>1. Business requirement gathering</li> <li>2. In-depth analysis of business, system, and user requirements</li> <li>3. Impact analysis for integration components</li> <li>4. Document business requirements</li> <li>5. Perform detailed assessment of the functional requirements and MIS requirements and prepare Functional Requirement Document</li> <li>6. Maintain requirement traceability</li> <li>7. Assist in creation/validation of test scenarios/test cases and support UAT</li> <li>8. Business analysis support extended to bug resolution brought forth from production</li> <li>9. Analysis and co-ordination with support teams for resolution of production issues</li> </ol>
5.	Testing	<ol style="list-style-type: none"> <li>1. Develop a strategy for testing the applications, processes and creating test environments for all levels of testing . Follow Secure SDLC (penetration testing, code review, and architecture analysis)</li> <li>2. Create tests scripts based on design documentation, functional specification documentation</li> <li>3. Document detailed steps required to conduct the unit test, including expected results</li> <li>4. Develop the criteria for promotion from unit to integration test</li> <li>5. System Integration Testing</li> <li>6. Demonstrate readiness for UAT</li> <li>7. Support User Acceptance Test</li> <li>8. Resolution of all identified issues</li> </ol>

6.	Transition  Management	<ol style="list-style-type: none"> <li>1. Contribute to the planning of the handover process</li> <li>2. Actively participate in knowledge transfer sessions</li> <li>3. Review of program documents</li> <li>4. Escalate matters of shortfall in transition process or documentation</li> <li>5. Ensure handover process and procedures are documented</li> <li>6. Finalize the reporting mechanism in consultation with the NIC</li> </ol> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>i. The transition window will be of 12 weeks from the date of the order.</li> <li>ii. On completion of 12 weeks the vendor will be responsible for completely taking over the IT operations and make necessary operational changes (if need be) to support the target operating model.</li> </ol>
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Sr. No.	Requirement	Bidder Activities
7.	Third Party Support (OEM's)	<ol style="list-style-type: none"> <li>1. Coordinate with 3rd party vendors for support services</li> <li>2. Logging calls, co-ordination and follow-up with vendor</li> <li>3. Escalation of calls to the higher level management on the vendor's side, if need arises</li> <li>4. ATS tracking, renewal and payments for the applications in the scope of this RFP</li> <li>5. Maintain database of the various vendors with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments</li> </ol>
8.	Training and Knowledge Transfer	<ol style="list-style-type: none"> <li>1. Train NIC in areas of implementation, operations, management, error handling, system administration etc. on the applications on a need basis</li> <li>2. Plan trainings for new functionalities or upgrades</li> <li>3. Develop a methodology for reporting, reviewing, and improving knowledge transfer</li> <li>4. Handholding assistance provided by the bidder as part of testing, release and deployment</li> <li>5. Hands-on assistance to the users to resolve any operational doubts as and when needed while the application is in operation</li> </ol>
9.	Project Documentation	<ol style="list-style-type: none"> <li>1. Document all the changes incorporated in the application software and also improve the documentation of existing user /system reference manuals, create/update standard operating procedures for applications/modules wherever it is necessary and possible</li> <li>2. Project documents are to be kept up-to-date during the course</li> </ol>



		<p>of the contract. The bidder shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to NIC on regular basis</p> <p>3. All project documents will be reviewed and signed off by NIC</p>
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**3.3 Resource Planning**

**3.3.1 Project Manager:**

The Successful Bidder shall designate one onsite full time Project Manager who will be the single point contact for day-to-day maintenance and management of the applications. The manager will work closely with the NIC counterpart and maintain an open line of communication regarding all project activities. Project Manager is required to steer the project with respect to project plan, resource management schedules, providing weekly / monthly project report, review of pending / on-going / future tasks.

**3.3.2 Resource Deployment:**

The Successful Bidder is required to take utmost care in identifying the resources to be deployed on the project as the resources should continue on the project for long time and should not leave the project in a short period. Resources deployed should not be removed from the site by the vendor without written approval from NIC. If any resource is to be replaced a request / advance notice should be given to NIC. Only once approved by NIC, resources can be replaced.

If deemed necessary, NIC may interview key resources as proposed to be deployed by the bidder.

**3.4 Project Governance**

3.4.1 NIC will put together a Project Team for review and monitoring the project. The Project Team will consist of subject matter experts, technical experts and/or external consultants.

Activity	Responsible	Remarks
Project Management	NIC	NIC will specify Support requirements to be met, and drive new developments to be undertaken and its associated prioritization
Project Planning and assistance	Bidder	Bidder project manager will coordinate with NIC for effective project planning
Conduct weekly project status meetings	Bidder	Review project status and next steps
Resolve production defects	Bidder	This will include resolution of all existing issues
Deployment Planning	Bidder	Vendor will supply plan on how changes will be deployed to each environment (Dev to Production).
Secure Code deployments (penetration testing, code review, and architecture analysis) and Release management	Bidder	

(Test, Production, DR)		
Configuration Management	Bidder	Bidder will be responsible for all configuration changes
Testing	Bidder	Unit testing and System Integration testing will be done by the bidder
User Acceptance Test Support	Bidder	Bidder will have to support UAT for all the changes undertaken including showing demo.

Activity	Responsible	Remarks
Transition to maintenance team	Bidder	Bidder will have to ensure right kind of resources undertake the transition to ensure business continuity at all times
Software license procurement	NIC	All additional license procurement will be managed by NIC
Software License Management	Bidder	
Annual Technical Support	Bidder	Cost for ATS will be borne by NIC

**3.4.2 Project Monitoring and control:**

Project monitoring will include preparation and tracking of (indicative list)

- Weekly Status Report
- Status Tracker
- Issue Tracker
- Change Request Tracker
- Risk Log
- Project Status report
- Minutes of Meeting

**3.5 NIC's Responsibility**

1. Required support by way of work desks, desktop machines with required connectivity will be provided by NIC for vendor's onsite resources
2. The vendor team will be provided with a login on the Help Desk application to monitor the tickets and action on them followed by updating the ticket status and remarks
3. NIC will manage the relationship with its other Vendors to get the required support/deliverables to the vendor, as and when required
4. Business requirement document would be prepared by NIC for change requests and enhancements. These would be changes that are not classified as system bug
5. Prioritization of change required in the application
6. Approvals for change request would be provided by NIC

#### **4 Service Level Agreements**

The SLAs will define the level of service under this tender, which shall be specified in detail in RFP document subsequent to this EOI with the selected vendor by NIC, for duration of the contract.

# ***SECTION - V***

## **Annexures**

**National Insurance Company Limited**

## ANNEXURE – I

EASI DC , DR Hardware Details			
Sr. No	Location	Hardware Description –PDC	Qty
1a	DC	Core Switch type V	2
1b	DC	Server Farm Switch IV	2
1c	DC	L2 Switch Type III	10
1d	DC	WAN Accelerator (Appliance & Mgmt HW)	1
2a	DC	Router Type 1	2
2b	DC	Router Type 2	2
2c	DC	Router Type 3	1
2d	DC	Router Type 4	2
3a	DC	Firewall Type 1	2
3b	DC	Firewall Type 2	2
3C	DC	Server for firewall	1
4a	DC	IPS Type 1	1
4b	DC	IPS Type 2	2
5a	DC	Link Load Balancer	2
5b	DC	Web Server Load Balancer	2
6a	DC	Blade centre Chassis	4
6b	DC	Dev - Application Tier - Unix Blade (2 Cores)	16
6c	DC	Test - Application Tier - Unix Blade (2 Cores)	14
6d	DC	Dev - Database Tier - Unix Blade (2 Cores)	4
6e	DC	Dev - Web Tier - Unix Blade (2 Cores)	3
6f	DC	Test - Web Tier - Unix Blade (2 Cores)	3
6g	DC	Dev - Intel Blade (Quad Core)	4
6h	DC	Test - Intel Blade (Quad Core)	4
6i	DC	PRD-Application Tier - Unix Blade (2 Cores)	32
6j	DC	PRD -Web Tier - Unix Blade ( 2 Cores)	4
6k	DC	Database Tier (47 cores )	2
6l	DC	Bladecentre Chasis	4
6m	DC	Intel Blades (Quad Core)	15
6n	DC	Tape Library	1
7a	DC	SAN Storage	1
7b	DC	SAN Storage	1
7c	DC	SAN Switch	1
7d	DC	Disk/Virtual Tape Library	1

Sr. No	Location	Hardware Description -DR	Qty
1a	DR	Core Switch type V	2
1b	DR	Server Farm Switch IV	2
1c	DR	L2 Switch Type III	10
2a	DR	Router Type 1	2
2b	DR	Router Type 2	2
2c	DR	Router Type 3	1
2d	DR	Router Type 4	2
3a	DR	Firewall Type 1	2
3b	DR	Firewall Type 2	2
3C	DR	Server for firewall	1
4a	DR	IPS Type 1	1
4b	DR	IPS Type 2	2
5a	DR	Link Load Balancer	2
5b	DR	Web Server Load Balancer	2
6a	DR	Application Tier - Unix Blade (2 Cores)	32
6b	DR	Web Tier - Unix Blade ( 2 Cores)	4
6c	DR	Database Tier (47 cores )	2
6d	DR	Bladecentre Chassis	4
6e	DR	Intel Blades (Quad Core)	15
7a	DR	SAN Storage	1
7b	DR	SAN Switch	1

Sr	Location	NEAR SITE	Qty
1	NR	EMC- SAN Storage	1
2	NR	EMC - SAN Switch	1
3	NR	EMC - FCIP Routers	1

<b>DC , DR PHASE II SERVERS WARRANTY, AMC DETAILS</b>
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SR	Location	Hardware Description	Qty
1	DC	IBM - JS-12 Server	14
2	DC	IBM - JS-12 Server	4
3	DC	IBM - P595 (2 Cores)	2
4	DC	IBM - JS-12 Server	4
5	DC	IBM - JS-12 Server	2

SR	Location	Hardware Description	Qty
1	DR	IBM - JS-12 Server	14
2	DR	IBM - JS-12 Server	4
3	DR	IBM - P595 (2 Cores)	2
4	DR	IBM - JS-12 Server	4
5	DR	IBM - JS-12 Server	2

## Annexure –II

## 1) Application Landscape:

SR	Application	OEM	Product	Version	Module	Description	No of Concurrent Users	Integration Touch points
1	eBao	eBao Tech	eBao	3.3	GS & GCS	Policy Issuance & Claims handling	1500	CRM, SOA, OF, IDM, MDM, Documentum, DWBI, Portal
2	HRMS	Oracle	Oracle peoplesoft	8.49.21	HRMS	HRMS to OF for ESS payments	400	SOA, IDM, OF, Portal
3	SOA	Oracle	Oracle SOA	10g	N/A	Work item creation integration calls	700	MDM, EBOA, CRM, IDM, OF, HRMS, Documentum, Portal
4	MDM	SAS	DataFlux	8.1.1	N/A	For party creation, party de-duplication	75	SOA, eBao, OF, CRM
5	IDM	Oracle	Oracle IDM	10g	OAM & OID	For access management, user provisioning and role management	3000	eBao, Portal, SOA, CRM, HRMS, OF, Documentum
6	Portal	Oracle	Oracle Portal	11g	Web Center, Portal OID & Portlets	Corporate portal, Agent portal, Dealer portal.	3000	eBao, SOA, IDM
7	OF	Oracle	Oracle Financials	10g	Financials	Receivables, Payables, Taxation, General Ledger	>800	eBao, SOA, IDM, HRMS, DWBI, Portal
8	CRM	Oracle	Siebel	8.1.1.2	N/A	Quote and Policy status update, Prospect Tracking, Customer 360 degree view	800	eBao, IDM, MDM, Portal
9	DWBI	Oracle	OBIEE & ODI	10g	OBIEE & ODI	Business Reporting	700	eBao, OF
10	Documentum	OpenText	Documentum	6.5	N/A	Documentum Repository	1500	eBao. SOA

## 2) EASI Integration Touchpoints:

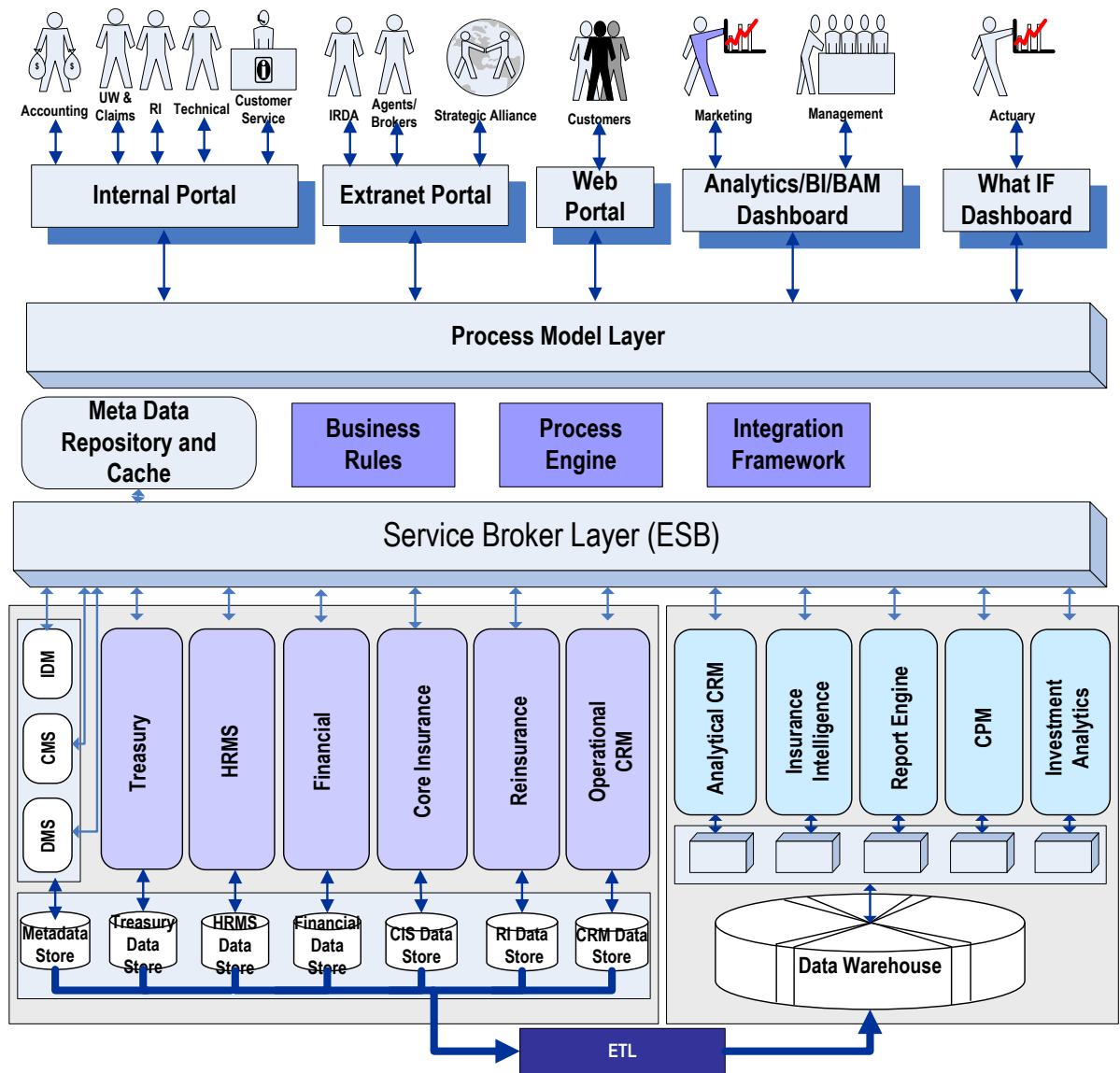
SR	Source Applications	Source Module	Target Application	Target Module	Integration Type	Description
1	eBao	GS	SOA, CRM, OF, MDM, Documentum	SOA, CRM, OF, MDM, Documentum	SYN	Policy Issuance, party creation, policy status update, payment details, Document details
2	eBao	GCS	SOA, CRM, OF, MDM, Documentum	SOA, CRM, OF, MDM, Documentum	SYN	Claims status update, payment details, party creation, document details
3	HRMS	Peoplesoft	Oracle Financials	OF	SYN	we have intergration from HRMS to OF for ESS payments.



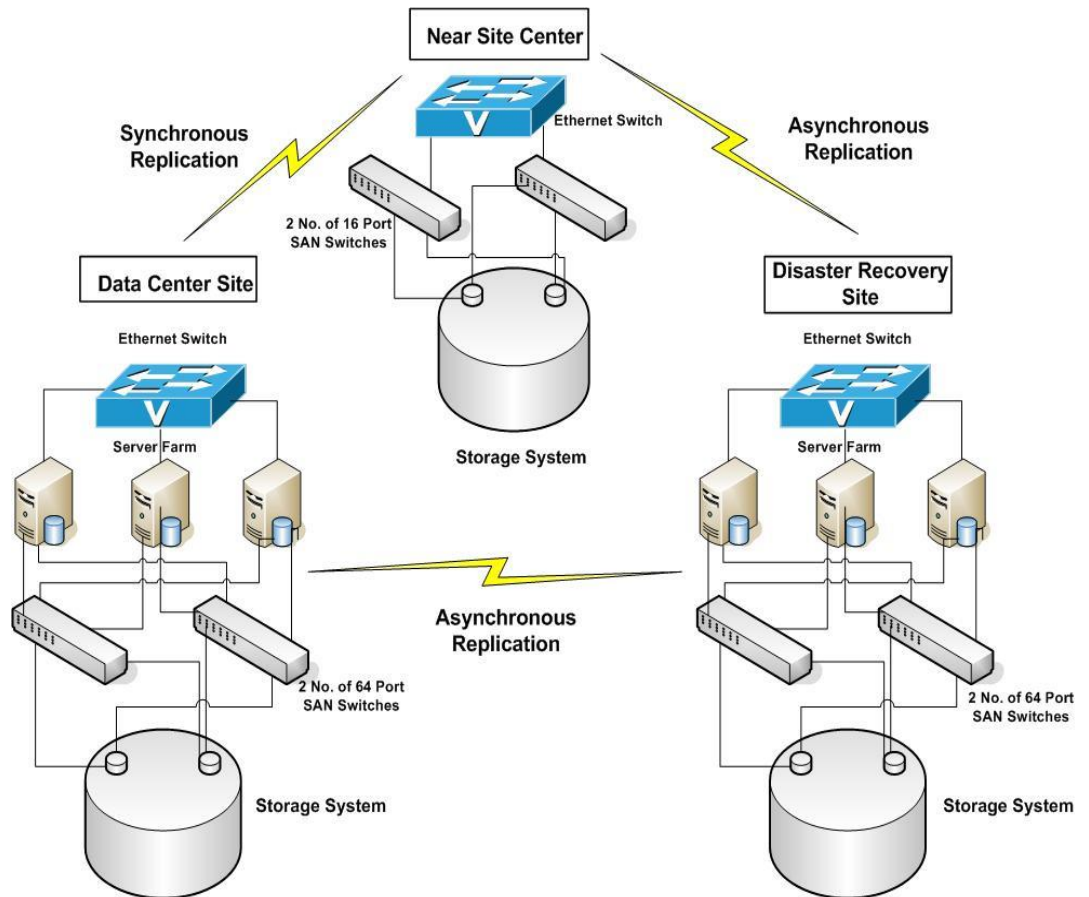
<b>4</b>	SOA	N/A	MDM, EBAO, CRM, IDM, OF, HRMS, Documentum, Portal	MDM, EBAO, CRM, IDM, OF, HRMS, Documentum, Portal	SYN & Async	SOA to MDM for customer creation, Portal call CRM to get customer details through SOA, SOA to EBAO for work item, SOA to HRMS for employee creation, SOA to OF for collections, EBOA & Portal to access documentum call is made through SOA, SOA to IDM for authentication.
<b>5</b>	MDM	party creation, party updation, party search	SOA	Customer creation, Customer updation, Customer search	SYN	MDM to SOA for party creation.
<b>6</b>	OF	AR, AP, GL, Taxation	eBao, SOA,, IDM, HRMS, DWBI, Portal	eBao, SOA,, IDM, HRMS, DWBI, Portal	SYN	Receivables, Payables, Taxation, General Ledger
<b>7</b>	CRM	Quote, Policy status update, Prospect Tracking, Customer Update	eBao, IDM, MDM, Portal	eBao, IDM, MDM, Portal	SYN	Quote and Policy status update, Prospect Tracking, customer 360 degree view.
<b>8</b>	DWBI	Business Reporting	eBao, OF	eBao, OF	SYN	For Business Reporting
<b>9</b>	IDM	access management, user provisionig, role management	eBao, Portal, SOA, CRM, HRMS, OF, Documentum	eBao, Portal, SOA, CRM, HRMS, OF, Documentum	SYN	For access management, user provisionig and role management
<b>10</b>	Portal	Corporate portal, Agent portal, Dealer portal.	eBao, SOA, IDM	eBao, SOA, IDM	SYN	Landing page for Corporate portal, Agent portal, Dealer portal.
<b>11</b>	Documentum	Documentum Repository	eBao. SOA	eBao. SOA	SYN	Used for Documentum Repository.

Annexure III

1) EASI Architecture Diagram



**2) High Level Network Connectivity between PDC ,DR & NR:**



**Bid Letter :**

Sr No	Criteria	
1	Name of the Bidder	
2	Registered Address of the bidder	
3	Whether the Bidder is a Company registered in India	
4	Annual turnover from IT/ITES business in India.	For 2014-2015
		For 2015-2016
		For 2016-2017
5	Annual profit (after tax) from IT/ITES business in India.	For 2014-2015
		For 2015-2016
		For 2016-2017
6	Whether the Bidder has been Blacklisted by any Government or PSU or any Statutory Regulatory Bodies in any Country of Operation for corrupt or fraudulent practices or non-performance in the last 3 years.	Yes /No
7	Whether the Bidder has presence in all four metros of the country	Yes /No
8	Whether the Bidder has valid certifications as on the date of issue of this RFP for:	ISO 14001:2013
		ISO 27001:2013
		SEI CMMi Level 5
		BS 7799
7	Whether the Bidder has the experience of executing large (project value more than 100 cr) IT system integration projects that include IT infrastructure procurement, deployment and maintenance in the last 5 years in India	Yes /No
8	Whether the bidder has experience as SI (System Integrator) in end-to-end solution, design and grounds up development completed/in execution on a JEE Platform for at least one BFSI or PSU or Government client in the last 5 years with total contract value exceeding INR 100 crores	Yes /No
9	Whether the bidder has Experience of Development / Implementation / Enhancement/ Supporting eBao core Insurance Solution, as also integrating the said core insurance solution with peripheral applications listed in 3.1 (Scope of work) above, for a non-life Insurance Company	Yes /No

Date:

(Sign and Stamp of  
Authorised Signatory)

Place:

**End of Document**