युनाइटेड इंडिया इंश्यूरेन्स कं. लिमिटेड
UNITED INDIA INSURANCE CO. LTD.

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated appliance based converged infrastructure solution at DC and DR

United India Insurance Company Ltd. invites bids for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR.** The details of scope are mentioned in this document. Any change in the below mentioned timelines will be communicated through corrigendum on the website of the company.

Tender No.: 000100/HO IT/RFP/109/2025-2026

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

1. CONTENTS

INVITATION OF EXPRESSION OF INTEREST

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

UIIC invites online Expression of Interest (EOI) from eligible and experienced bidders for Supply, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**.

1. This EOI document contains the details of Eligibility criteria, Scope of work, Submission requirements, evaluation criteria and terms and conditions etc. can be downloaded from the enivida Portal at (https://uiic.enivida.com/)

2. Further details/clarifications if any can obtained from the O/o Deputy General Manager, Information Technology-Head Office, 24, whites Road, Chennai – 600 014.

3. Last date of submission of EOI online is 16.06.2025 by 15:00 hours.

4. Based on the Evaluation, bid documents will be subsequently issued to the shortlisted bidders on GeM portal.

Note: UIIC reserves the right to cancel this request for EOI and/ or to invite EOI afresh with or without Amendments, without liability or any obligation for such request for EOI and without assigning any reasons t herefor. UIIC reserves the right to amend /add further details in the EOI.

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2. PURPOSE OF THIS DOCUMENT

The purpose of this Expression of Interest (hereafter referred to as "EOI") is to identify and shortlist competent and experienced vendors who have the technical and operational capacity /experience to undertake the "Supply, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**" and who may be invited to participate in a subsequent Request for Proposal (RFP) process.

DEFINITION OF TERMS USED IN THIS DOCUMENT

Company/UIIC/purchaser	United India Insurance Company Limited
EMD	Earnest Money Deposit
BG	Bank Guarantee
Vendor/Bidder	Is a company, which participates in the tender and submits its proposal
Products/equipment	Materials, which the Successful Bidder is required **Supply, Installation, Implementation and Maintenance of Integrated appliance based converged infrastructure solution at DC and DR** as per this tender
Successful Bidder	A company, which, after the complete evaluation process, gets the Letter of Acceptance
Letter of Intent / LOI	A signed letter by the Purchaser stating its intention to award the work mentioning the total Contract Value
Expression of Interest/EOI	To invite potential suppliers or service providers to indicate their interest in participating in a future procurement process.
OEM	Original Equipment Manufacturer
SLA	Service Level Agreement
SP	Service Provider
SI	System Integrator
DC	Data Center
DR	Disaster Recovery
RCA	Root Cause Analysis
AMC	Annual Maintenance Contract
RFP	Request for Proposal
SOW	Scope of Work
T&C	Terms and Conditions
TCO	Total Cost of Ownership
EOS1	End of Sale
EOS2	End of Support
CHN-HO	Head office Chennai
ATS	Annual Technical Support
AMC	Annual Maintenance Contract
NDR	Near Disaster Recovery

3. BID SCHEDULE AND ADDRESS

S#.	Description	

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

1.	Name of the Tender	Expression of Interest(EOI) For : **Supply, Installation, Implementation and Maintenance of Integrated appliance based converged infrastructure solution at DC and DR**
2.	EOI Reference Number	000100/HO IT/RFP/109/2025-2026
3.	EOI Release Date	21.05.2025
4.	Last date for queries through email (rfp.hwrefresh@uiic.co.in)	05.06.2025
5.	Pre-bid meeting	09.06.2025 at (03.00 PM at our Head Office / Online)
6	Bid submission End Date	16.06.2025 3:00 PM
7	Bid Opening Date	16.06.2025 3:30 PM
8	EMD Fee	₹ 3,00,00,000 /-(Rupees Three Crore and Twenty lakhs only)
9.	Address for submitting of Bids	The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this EOI. For further instructions regarding submission of bids online, the bidders shall visit the GeM portal (https://uiic.enivida.com/)
10.	Email ID for communication	rfp.hwrefresh@uiic.co.in
11.	Communication Address	Deputy General Manager, Information Technology-7th floor, Head Office 24, Whites Road, Chennai – 600 014.

4. INTRODUCTION

4.1. ABOUT UIIC

United India Insurance Company Limited (UIIC) is a leading public sector General Insurance Company transacting General Insurance business in India with Head Office at Chennai, with 30 Regional Offices, 6 Large Corporate and Brokers Cells and 1000+ Operating Offices geographically spread throughout India. United India Insurance Company Limited, hereinafter called "UIIC" or "The Company", which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this bid document, hereinafter called Expression of Interest or EOI.

4.2. OBJECTIVE OF THIS EOI:

The purpose of this Expression of Interest (hereafter referred to as "EOI") is to identify and shortlist competent and experienced vendors who have the technical and operational capacity/experience to undertake the "Supply, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**" and who may be invited to participate in a subsequent Request for Proposal (RFP) process. This EOI contains details regarding Eligibility Criteria, Scope of work, project timelines, Submission requirements, Submission Method, terms and conditions as well as other relevant details which bidder needs to factor while responding to this EOI. The System Integrator has to provide, manage and maintain all necessary infrastructure components & services that would be necessary as per the defined requirements of this RFP and subsequent addendums/corrigendum if any. The System Integrator has to ensure that the desired objective of UIIC's infrastructure is fulfilled

4.3. DUE DILIGENCE

The Bidders are expected to examine all instructions, terms and specifications stated in this EOI. The Bid shall be deemed to have been submitted after careful study and examination of this EOI document. The Bid should be precise, complete and in the prescribed format as per the requirement of this EOI document. Failure to furnish all information or submission of a bid not responsive to this EOI will be at the Bidders' risk and may result in rejection of the bid. The decision of UIIC on rejection of bid shall be final.

4.4. ELIGIBILITY CRITERIA FOR BIDDERS/OEMS

Eligibility Criteria for Bidder/OEMs

S. No.	Eligibility Criteria for Bidders	Documentary Proof Required
1.	The Bidder should be a Registered Company in India under the 'Companies Act' and should be in existence in India for more than ten (10) years as on 31.03.2025.	Copy of the Certificate of Incorporation issued by Registrar of Companies.
2.	The bidder should be Original Equipment Manufacturer (OEM) of the proposed Solution or its registered partner in India	In case of registered partner, MAF from OEM for all the Solution proposed to be submitted as per Annexure-3A in the respective OEM letter Head. In case the bidder is itself the OEM, undertaking as per Annexure-3B on their company's letter head should be provided.
3.	The bidder should have an average annual financial turnover of at least ₹300 Crore for the last three Financial year's viz. 2021-2022, 2022-2023, and 2023-2024.	Audited financial statements / Certificate from Auditor.
4.	Bidder must have net profit in any one year during the last three completed financial years - 2021-22, 2022-23 and 2023-24.	Audited financial statements / Certificate from Auditor.
5.	The bidder should not have been blacklisted/ debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender.	As per Annexure 2: No Blacklist declaration
6.	Bidder should have its own established support center for Telephonic and Remote Assistance Services in Mumbai, Hyderabad & Chennai for the last three years.	Self-Declaration along with the details of the support centers in Mumbai, Hyderabad & Chennai.
7	The bidder should have supplied and provided/providing maintenance services of **proposed solution** in India in last 3 years and should have had experience in implementing, managing and monitoring similar Private cloud infrastructure (**Integrated appliance based converged infrastructure solution**) within the Data Centre/Disaster Recovery Site for PSU/**Government organization/BFSI in India (**having at-least 1000 branches) with the following specifications: a.) Private cloud infra and software suite (Hypervisor, Container, kubernetes, Disaster Recovery Management and automation) b.) Supply of compute (**More than 3600+ Physical core overall)** c.) 100 TB+ Oracle database Managed services d.) Migration **of VM's (400+)** in private cloud projects	Relevant credential letter for the stipulated criteria Or Bidder should **Provide Purchase Order(s) in last 3 years of atleast 2 different project in PSU /Government organization /BFSI in India (having at-least 1000 branches)** together with the performance certificate as per Annexure 20 signed & sealed by the respective Bidder's customers.

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8.	Bidder should be an OPN partner for last 3 years. The Bidder should have experience in **migrating oracle database from/to Oracle Exadata/SPARC in last 3 years (including cross platform migration)** and should have experience in managing and monitoring the respective environments for at least One PSU/**Government organization/BFSI in India (**having at-least 1000 branches)	Relevant credential letter for the stipulated criteria. Bidder should provide relevant Purchase Order(s) in last 3 years together with the project completion / installation report duly signed & sealed by the respective Bidder's customers (The Purchase Orders & the installation /Project completion reports should have dates
10.	The bidder should have had experience of providing 20+ L1 & L2 support for Core Banking / Core Insurance Infrastructure and their associated databases for at least One PSU/**Government organization/BFSI** in India (having at-least 1000 branches)	Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates)
11.	The bidder must have its own OEM certified technical teams for providing on-site support in case of critical technical issues. Bidder should provide details of at least five OEM certified members for the following, • Proposed solution • For Oracle Support	Self-Declaration on Bidder Letter head. Necessary documentary proof to be submitted
12.	Bidder should submit the Land Border Clause as per Annexure 15	Bidder needs to Submit Annexure 15 on letter head dully signed by Authorized signatory

Note:

1. For a particular Solution, only the OEM or its authorized representative can bid. If both the OEM and its authorized representative bid for the same Solution, both the bids will be rejected.
2. Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
3. Technical Evaluation will be done by UIIC‟s technical evaluation committee and the decision of the committee will be final.
4. Providing any wrong information by the bidder will result in disqualification of the bidder. The UIIC reserves the right to cross check the details submitted.
5. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party/Customer. All documents scanned copies should be uploaded in GeM portal and original hardcopies to be submitted to UIIC(Tender Communication Address)
6. All documents must be signed by their authorized signatory of the respective parties and his/her designation, Official E-mail ID and Mobile no. should also be evident. Bidder has to provide the authorization letter evidencing the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third party document may make the bid liable for rejection.
7. In respect of all other documents adduced by the bidder as evidence substantiating his claims, the same should be signed by the authorized signatories of the respective entities duly self-attested by the bidder authorized signatory.

5. SCOPE OF WORK

UIIC currently has its Data Centre (DC) in Mumbai, Disaster Recovery Center (DR) in Hyderabad (UIIC reserves the right to shift its DC & DR to any part of India in future). The objective of this EOI is outlined the below scope of work.

1. UIIC proposes to appoint a Solution Provider (henceforth referred as Bidder) to supply, install, implement and maintain **Integrated appliance based converged infrastructure solution** in UIIC's on-premises Private Cloud Infrastructure with the ability to scale up as per the workload requirements as and when required during contract period.

2. The Bidder shall be responsible for design and provisioning of required IT infrastructure, underlying system software and cloud services for deploying and hosting various applications of UIIC at DC and DR site. The Bidder will be provided with the necessary details of UIIC's application landscape that needs to be hosted on-premises private cloud infrastructure. The proposed Solution shall have unified management and dashboard for provisioning, automation and orchestration of resources for enabling automatic Scale in and Scale out, should be agnostic to underlying hardware, storage, network, hypervisor and operating system and shall allow UIIC to add/reduce resources on demand basis. The solution needs to provide the ability for IT Administrators to automatically provision the services via a Web Portal.

3. The proposed solution shall be based on **Integrated appliance based converged infrastructure solution** in DC and DR Sites. The proposed solution shall be based on Controller based Storage with No Single Point of failure architecture. There shall be dedicated tenancies for DB, APP, WEB, DMZ & Management nodes. The proposed Solution shall support Virtualized and Containerized and it should provide from a well-known Hypervisor like VMware / Microsoft / **Oracle** etc. platform along with required licenses as specifications and requirements.

4. The solution should be architected to run from primary data centre. In the event of a data centre failure, there should be provision to shift traffic to the DR site. The RPO during disaster recovery shall be <=5 Minutes and RTO shall be <=30 minutes. The Bidder shall provide a comprehensive BCP-DR plan. The Bidder should prepare and submit a detailed implementation plan with mapping of infrastructure at DC site and DR site. The DR site will be replica of primary data centre. The bidder is required to provide all assistance to UIIC official for successfully conducting the DR Drills as per UIIC's IT & BCP policy (at least 2 times in a year).

5. The proposed solution should integrate the current SOC and Network infra of UIIC and be guided with current security framework and tools (specifically SIEM, PIM, DAM, WAF).

6. Bidder has to provide **Integrated appliance based converged infrastructure solution** (Compute, Storage, Memory and required L2/L3 Network Switches (in HA)) for inter node communication. The proposed solution should include
    - Hypervisor
    - Cloud Management & Orchestration
    - Backup Infrastructure with backup/recovery and replication should integrate with existing monitoring tools.
    - Facility Management Support
    - Schedule of Deployment

7. Bidders should build a self-resilient architecture, especially management layer should be in High Availability that requires minimal monitoring and support. The Bidder should provide adequate support for Cloud Infrastructure Management both at Primary Data Centre and DR site to meet the stipulated SLA. Bidder should have back-to-back support **from OEM** to ensure speedy turnaround time in case of system failure.

8. Bidder should facilitate migration of application from existing infra to the proposed on-premises cloud infrastructure at DC and DR. UIIC intends to migrate various applications & DB to Private Cloud in phased manner. Detailed migration plan will be shared with the shortlisted bidders for the technical submission and the cost for the entire migration should be quoted by the bidder.

9. Sizing specifications will be provided only to the shortlisted bidders in EOI process as per the Annexure XIII and it is indicative only and the bidder shall make their own calculations, investigations, decisions to size their products/ solutions/services appropriately to meet the requirements of the EOI/RFP (such as Redundancy, high throughput, IOPS etc.).

10. The final successful bidder in RFP process should design the solution in such a way the Utilization of Hardware resources in proposed solution should be less than 40%. Thereafter selected bidder should apprise/suggest to UIIC in advance for resource augmentation.

11. During the RFP process, the bidders are requested to ensure proper sizing of the solution based on their overall assessments, scope of work defined in EOI/RFP and other parameters such as SLA requirements, etc.
12. The Bidders should provide the detailed solution design (HLD & LLD), architecture, licenses, device licenses, storage, backup solution, connectivity, number of ports /segment, etc. for the proposed solution as per the requirements of this EOI/RFP.
13. The licenses for all the proposed products/solutions should be in the name of UIIC and should be valid during the tenure of the agreement. UIIC at its sole discretion may procure additional licenses for all the proposed products/ solutions at the identified rates as and when required during tenure of the agreement. For this purpose, rates for additional licenses for all the proposed products/ solutions to be quoted as per the Annexure 7.
14. The sizing requirement for DC and DR will be 1:1. DR site should have additional UAT environment.
15. After the implementation is complete, the successful bidder shall organize a one-day training session for two batches, each consisting of 10 participants, to cover the management and maintenance of the proposed solution.
16. Successful bidder will also provide Standard Operating Procedure (SOP) for managing the infrastructure.

5.1. DELIVERABLES OF THE PROPOSED SOLUTION

The Bidder shall supply **Integrated appliance based converged infrastructure solution** with **private** cloud **infrastructure** hardware for both **Data Center (DC) and Disaster Recovery (DR)** environments. The solution should be provided w**ith private cloud capabilities with automation, Disaster Recovery Management, container and kubernetes environments**. Required Licenses to run private cloud software, container runtime and all other licenses to be included for the entire proposed core from day one. Additionally, the system must support **both Oracle RAC/NON RAC DB's, Other DB's, virtualizations, applications and OS workloads (Linux, Windows and Oracle Enterprise Linux)**

Table No.1 -Expected Solution Delivery from the Bidder

S.No	Component	Description
1	Rack-Scale **Integrated appliance based converged infrastructure solution**	**Integrated appliance based converged infrastructure solution** (Server, Storage, networking and software) with the hardware specifications mentioned or higher
	Oracle Workloads	
2	RDBMS	Oracle Database Enterprise Edition
3	High Availability	Oracle Real Application Clusters Oracle Data guard/Golden gate
4	Data Management	Oracle Partitioning ,Option / subsetting/masking
5	Management Tools	Oracle Database Diagnostic Pack Oracle Tuning Pack
6	ELT/ETL Tool	Oracle Data Integrator
7	BI & Reporting Tool	Oracle Business Intelligence Foundation Suite and Oracle Business Intelligence Cloud Services, Oracle Business Intelligence Publisher
8	Rules Engine	Oracle Policy Automation
9	**Oracle Database security**	Oracle Advance Security – processor Perpetual Software Oracle Database vault
10	Oracle Database Migration	Bidder should engage Oracle customer success services team for all Oracle production Database migration from current to proposed new platform.
11	Testing,tuning & GO Live	The Private cloud Environment on the new proposed platform should be tested & fine-tuned with OEM best practices. The bidder should factor GO-LIVE support from OEM customer support services including DC & DR failover tests.

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UIIC is having the existing license for the above mentioned oracle workload components for which ATS is been provided by UIIC and will continue to be provided by UIIC. The bidder has to supply the additional licenses for the existing components as per the sizing given in the Annexure13. Bidder needs to factor all the Licenses for all the Hardware and software proposed by the bidder which be over and above the number of licenses mentioned in the Annexure 12 The ATS of those Licenses which are over and above the current Licenses need to be factored by the bidder for the contract duration. **The bidder should comply for Oracle licence policy for above products.**

DC & DR Hardware Specification:

Technical Specification of Rack scale for Integrated appliance based converged infrastructure Solution at DC & DR		
S#	**Components**	**Minimum Required Specification**
1	**General features**	The proposed system should be **Integrated appliance based converged infrastructure solution** (Server, Storage, networking and software)
		Proposed system should be deployed in two different sites – Data Centre and Disaster Recovery
		Support for the proposed Hardware and Software infrastructure (for all components, including but not limited to, the servers, storage, switches, virtualization, cloud management, operating system etc.) should be from the **Single OEM only**.
		The Proposed solution should be capable to handle hard partitioning/Trusted Partitioning/logical partitioning both capped and uncapped from the perspective of oracle/similar licensing.
		Ability to increase/decrease various resources in respect of following: • CPU/Memory/Licenses in respect of Virtual Machines /Kubernetes /Docker /Container both independently and/or in combination
		Infrastructure should have ability to add GPU and all the related components seamlessly integrating and also scalable with the production infrastructure to handle GPU workloads (both Ai and graphics intensive application).
		All required features sought should be available in both standalone and multitenancy model in the proposed solution.
2	**Private Cloud Compute Server**	Bidder should provide two physical **independent** clusters at each site, with each **independent** cluster having 900+ usable physical cores for **applications, DB workloads** with atleast one server node redundancy for compute. **Any additional resource(CPU/Memory) required for Management/overloads must be provisioned additionally.**
		Private cloud orchestration and management software to be bundled for the entire stack from day one
		Private cloud Configuration management and automation software to be bundled for the entire stack from day one
2.1	**Compute Server**	Each Server node should have at least 2 platinum 8000 series/ EPYC 9000 series processors or higher, and each processor should have a minimum clock speed of at least 2.5 GHz or higher.
		Each server node should equip with at least 2 TB DDR5 RAM
		Each server node should have boot manager with minimum 2 x 480GB M.2 SATA SSD
		Each server node should have at least 2 x Dual port 100 Gbit Ethernet **or equivalent bandwidth per node.**
		Each Server node should have a minimum 1 x GB Ethernet Management port
		The Proposed solution should have **memory** capabilities such as ECC(Error Correction Code)
		Key components mentioned below must have redundancies and should have capabilities to mitigate and resolve unexpected hardware failures • Controllers

		• Power supply modules • Cooling fans • Disks(All types required for the solution) • Network Modules • Storage heads
		Key components mentioned below must have Hot-Swap capabilities • HDD/SSD • Power Supply • Cooling Fans
		Redundant management servers in addition to compute nodes
3	**Virtualization**	Should support any of the enterprise class virtualization platform for managing the virtual machines such as VMware,Oracle VM, MS Azure-hyperv **or** Nutanix AHV.
		Private cloud environment, hypervisor and operating system(Enterprise license for all the physical core/CPU/Node) should be included.
		Centralized management for compute, network and storage. The management interface must be made available via web browser.
		Performance, health and capacity monitoring and management feature.
		Support Windows Server and Linux.
		Should support Reserve CPU and Memory on a per-VM basis and also automatic allocation of resource.
		Should be engineered to deliver a comprehensive suite of cloud infrastructure services within the secure environment of our on-premises network.
		Bidder to provide the cost of the additional Licenses of below 1. **Container and Kubernetes,** 2. **Hypervisor,** 3. **Linux OS** 4. **Disaster recovery management** Above components licenses should be included for 100% additional scalability of what is proposed to be provided for TCO calculation except hardware.
5	**Enterprise Class Storage**	The integrated enterprise class storage should host the management software, including the server installation images, and the various management databases and activity logs. The storage space for the same shall be in addition to the usable storage area defined below
		Proposed **Integrated appliance based converged infrastructure solution** should support File level protocols: NFS v3/v4, Block level protocols: Block Storage Service protocols simultaneously from day one for all proposed nodes.
		Should support remote replication to another appliance and disaster recovery management
		Storage should be equipped with usable storage space (RAID10 implemented) of 300 TB **using 7.2krpm or higher capacity disks** and 150 TB using SSD for each cluster (totaling 900TB) this should be usable, not effective capacity.
		Expandable to up to 400% **storage across** block file and Object storage
6	**Private cloud Networking Switches**	Each **cluster** should have **redundant switches with** 40/100 GbE ports to support **the solution** with separate network switch datacenter architecture equipped with required QSFP28 transceivers, cables included and pre-cabled
7	**Private cloud Management Switch**	Each platform/cluster should have one 48 port ethernet switch for management
8	**Rack**	The solution offered should be enclosed with same OEM 42U rack (2 No's minimum per site), each rack with **2 Three phase minimum 24KVA PDUs**
9	**Pre-Installed Licensed Software**	**Cloud controller, VM Server, VM Manager, Storage OS software, Software Defined Network Software, Enterprise Linux or Unix OS, Kubernetes software, JAVA SE and all other related software's to meet the full functionalities of the EOI.**

10	**Systems Management**	An Independent server (excluding cluster nodes) to be deployed for server management with full-function server management tools at no additional cost.
		The server management must include the following features:
		· Separate Host Management Network
		· Built-in RJ45 Net Management port
		· Built-in RJ45 Serial Management port
		Each server should have redundant hot-swappable power supplies.
		The server management must be accessible via serial port or via a dedicated 1000Base-T Ethernet network management port.
		Facility to take backup of VM configuration
		All cables needed for connection between the switches and all internal components are included and pre-cabled.
11	**Management Software**	There should be a Management/Monitoring interface that will be used by Data Center or SysAdmin personnel to install, configure, manage,maintain and backup/restore the VM infrastructure and various services.
		There should be separate User UI for end users of the services to deploy, maintain and manage VMs.
		APIs and UI should be provided for infrastructure management.
		Comprehensive infrastructure automation tool like Terraform to be provided with full functionalities. It should have cross function capabilities with RESTful IaaS APIs, Ansible, and Dockers and other similar platforms. **The tool must be supported by the solution OEM.**
		Pre-configured/Fixed VM shapes support
		Kernel based Virtualization.
12	**Warranty and Support**	The Proposed solution should come with comprehensive 5 year warranty with 24*7 access to the OEM portal for online support. Response to incidents should be as below:
		• Ticket Registration should happen within 15 minutes
		UIIC has set of standard tools as per Annexure 22 and bidder is responsible to provide license for all such tools. Installation and Support will be from the existing UIIC service provider only.

5.1.1. Supply of Hardware, Software Licenses & Installation (Rack stack & Power On)

- Bidder shall undertake Pre-Delivery inspection at DC & DR which is mandated by the OEM. Any request for Pre-Delivery inspection shall be made in writing to UIIC one week in prior.
- Bidder has to supply of the Hardware and Software Licenses as per the following sites.

S#	Site Name	Complete Address
1	DC, Mumbai	M/S Sify Technologies pvt ltd., 4th floor,Reliable Plaza,K-10, Kalwa Industrial Estate,Airoli, Navi Mumbai Maharashtra-400 708
2	DR, Hyderabad	M/S Ctrls Data Center Ltd., Plot No.16, Software Units Layout,Madhapur, Hitech City, Hyderabad. Telangana -500 004.

* Change of location if any in the above site, will inform to the successful bidder before the issuance of purchase order.

- **Bidder should ensure safe delivery of the proposed solution up to the designated place of deployment**. Installation of the entire solution to be done by the OEM and bidder is responsible for providing all required assistance. All implementation shall be as per OEM best practice and to be certified by the respective OEM's.
- Any transit insurance, permission, taxes, labour, tools and tackles, Road Permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to UIIC. No additional time for delivering the equipment will be given to vendor on account of issues related to Road Permits, government taxes, government or local body permissions, etc.

- Any delay in installation of proposed solution for whatsoever reasons should not entail in expiry of insurance and the same should be continued to be extended up to the date of installation and acceptance of the proposed solution by the UIIC.
- Any expenditure whatsoever incurred by the bidder in relation to successful deployment of the solution at the designated sites to be borne by them.
- During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered / not as per the specification / are damaged etc., the bidders' representative/s at the site shall take immediate steps and ensure all the items are delivered so that the deployment is not hampered. The Bidder shall have to arrange for all testing equipment and tools required for installation, maintenance, and also arrange the vehicle for transport at no additional cost to the UIIC.
- In case damage of the property owned / leased by the UIIC during hardware delivery and installation which is attributable to the bidder, bidder has to replace the damaged property at his own cost.
- The bidder shall adhere to the project delivery timelines & service level specified in the EOI/RFP for the maintenance of equipment and software supplied by the bidder.
- The bidder shall ensure compatibility of the hardware, software and other equipment that they supply with the hardware and software systems being used in the UIIC.
- Any component /software which does not meet the EOI specifications shall be replaced with suitable solution by the bidder with due consent from UIIC at no additional cost.

5.2. ONE TIME IMPLEMENTATION AND MIGRATION

5.2.1. Infrastructure Setup

1. Conduct a detailed assessment of the existing infrastructure, business requirements, and performance objectives.
2. Prepare a comprehensive Project Implementation Plan (PIP)**,** including timelines, milestones, and deliverables.
3. Design an optimal Oracle Database architecture (both RAC and Non RAC) and Virtualized Application Hosting Environment to support both Oracle and non-Oracle workloads.
4. Define network topology, storage allocation, and cluster configuration strategies.
5. Develop a comprehensive High Availability (HA) and Disaster Recovery (DR) strategy.
6. Perform a Power-ON connectivity for nodes, storage and network components, configure networking (VLAN, IPs, firewalls) for secure and optimized connectivity.
7. Establish a storage layout for oracle db and VM-based applications.

5.2.2. Oracle Database Implementation including Migration by Oracle ACS

For Oracle database implementation and migration, the Oracle Advanced Customer Services(ACS) team engaged by the bidder shall carry out the following services.

1. To carry out the Architecture review of the critical Database. Oracle ACS team will review the UIIC 's existing system performance DB profile including an analysis of ―a period of intense resource utilization to identify performance bottlenecks. This exercise should Identify architectural gaps and process improvement options, and gather current database diagnostic information to be the basis for recommending improvements and compliance to eliminate potential issues and bottlenecks in performance.
2. Migration of existing 5 db's (Both RAC and non RAC) from existing environment into new hardware.
3. Fine tuning of database for new hardware environment.
4. Revamping of the Golden Gate setup.
5. Setting up and managing of ODI setup, RAC,Tuning pack,Diagnostic Pack and other oracle components(as per table no.1 given in the EOI/RFP).
6. DC and DR oracle database replication (configuration, testing and failover)
7. Migration of existing implemented TDE & Data Vault, Data Masking and subsetting to the newly created environment.
8. The visual presentation of the current and the proposed oracle environment will be shared to the shortlisted bidders.

5.2.3. Virtualization & Application Hosting (Non-Oracle Workloads)

1. Deploy and configure hypervisor for hosting non oracle workloads.
2. Install and configure applications, databases and other software in the VM environment for running the UIIC applications.
3. creation of policies, creation of VMs, Migration of VMs, installing of OS, installing of Databases, Migration of Applications, Migration of Databases, configuration, optimization or any changes/modifications to be done for enforcing UIIC" s policies, etc.
4. Data Migration from old setup to the newly delivered setup, migration of entire data with minimum downtime.

5.3. ONSITE SUPPORT DURING IMPLEMENTATION

The Bidder shall provide requisite skilled resources during the implementation period at DC and DR without any extra cost to the UIIC. The number of resources deployed during the implementation period is as per bidder"s discretion. The deployed resource should have requisite knowledge and minimum 3 years" experience of proposed solution for management, performance tuning trouble shooting and monitoring of the overall operations of the proposed Solution.

1. The Successful bidder has to ensure the availability of requirements of L2 engineers (as per qualifications defined by the UIIC mentioned in this tender) at DC and DR for setting up and administration of the solution.
2. During the implementation, bidder should not change / modify the UIIC's existing IT infrastructure. The performance or security of the existing network setup should not be hampered & compromised.
3. The deployed resource should also coordinate with the OEM and UIIC's team and provide the necessary assistance for successful installation, integration, maintenance and functioning of application.
4. The Successful bidder has to provide the complete documentation for the implementation of the proposed solution

5.4. WARRANTY, ANNUAL MAINTENANCE CONTRACT (AMC) &ANNUAL TECHNICAL SUPPORT (ATS)

Complete solution supplied should be covered under comprehensive on-site BACK-TO-BACK Warranty/AMC & ATS for five years from the sign-off date of installation. Bidder should make adequate arrangements with OEM for the same. This includes replacing the faulty component, updating the latest patches of software, re-configuration, redeployment of application (if required), providing latest version (software subscription) of the software/license etc. Definition update / patch update, upgrade would be done by successful bidder immediately for critical updates or on monthly basis for normal updates/upgrades.

The successful bidder shall be fully responsible for the Warranty/AMC & ATS of all equipment, accessories, spare parts, including that of software items etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or successful bidder any defect that may develop under normal use of supplied equipment during Warranty/ AMC & ATS period. Warranty/AMC & ATS should cover the following at no extra cost to UIIC:-

- Service support should be available on 24 x 7 x 365 basis.
- Any issue except hardware failure in the deployed solution should be resolved within 4 hours of receipt of complaint.
- In case of failure of any hardware, replacement should be within 6 hours from the time call is lodged during Warranty/AMC & ATS. The replacement unit has to be shipped by the OEM & should be compatible with given hardware and the bidder should install and configure the same. Once confirmed by UIIC on the successful working of the device, the faulty unit has to be collected by the bidder. All charges, including taxes if any, towards replacement has to be borne by the bidder.
- Any corruption in the software or media shall be rectified during the full period of the contract including Warranty/AMC & ATS.
- Warranty/AMC & ATS would cover updates/upgrades/maintenance patches/bug fixes (available from the OEM) for system software & firmware patches/bug fixes, if any, for hardware.
- The successful bidder should provide on-site preventive maintenance on regular interval i.e. quarterly. However, Yearly preventive maintenance must be done by OEM and report of the same shall be provided to UIIC. Pro-active product health status check-up (on-site) and submission of report quarterly/yearly. During the preventive maintenance the bidder/OEM should also check the firmware / operating system and other components and upgrade the same to latest version as released by OEM.

The successful bidder/OEM will be required to forward to the UIIC well in advance (at least 7 days) the preventive maintenance schedule / plan to enable the UIIC to intimate the location and obtaining downtime etc.

- Free of cost version upgrade/customization will be done by bidder whenever new version of firmware/software is released or new requirements comes.
- The bidder to submit detailed Root Cause Analysis for hardware & software related issues/failures.
- Any coordination with the OEM for support should be carried out by the bidder engineer.
- The bidder to note that, only under exceptional conditions remote access for devices would be provided. Under all other circumstances bidder to provide on-site support only.
- The OEM must provide technical support. The OEM must provide the dedicated login credentials to UIIC with highest level permissions to search knowledge base, downloading of the patches, documents and to manage the device. UIIC should be able to raise tickets directly to OEMs.
- UIIC should have a facility to log a call using web interface wherein all the support contract details should be linked. This interface should provide the incident number for monitoring the progress of the call/support ticket. The UIIC should also have flexibility to log the calls using either emails/telephone also.
- The OEM should have a comprehensive known error database or knowledge database in the form of a web access which is accessible to UIIC team for resolving first level issues. This is not a local database maintained to track incidents. This repository is the knowledge base of all the incidents resolved worldwide by the successful bidder support teams.
- UIIC may extend the Warranty/AMC/ATS term for two terms of 1 year each on same rates and same terms and conditions.
- The quoted percentage (%) for Warranty/AMC and ATS would be applicable for proactive support on 24 x 7 x 365 basis. Warranty/AMC and ATS would cover all components of the offered appliance/solution/hardware/software without any exceptions.
- Payment for the **first year** will be released upon successful delivery and go-live. Payments for the subsequent years will be released on an annual basis in arrears.

5.4.1. UPGRADES AND UPDATES

The bidder shall be responsible for providing all future updates and upgrades for the proposed solution/appliance/hardware and software. The cost for these updates and upgrades must be included in the Warranty/AMC/ATS for the duration of the contract period. If, however, the upgrades/updates are not available then the extended support for the implemented Solution/ Appliance/hardware & software should be available at any point of time.

The solution (software or hardware or both) provided by the successful bidder should not be declared end of sale and end of support for a minimum of 7 years from the date of sign off of the project. If at all the solution (software or hardware or both) is declared end of sale within 7 years of sign off, the successful bidder has to provide the upgraded version (software or hardware or both) free of cost, to the UIIC.

5.5. ADDITIONAL HARDWARE DELIVERY AND SOFTWARE LICENSES FOR THE EXISTING MONITORING TOOLS

UIIC envisages procurement of additional hardware and software licenses for the below mentioned existing monitoring tools hosted in DC and DR as per Annexure 22. Bidder is required to supply, provide onsite Comprehensive warranty and AMC/ATS for the contract period. Installation, implementation and configuration for the following tools will be handled by Existing SI of UIIC.

- Tape Library Solution -
- Enterprise Management Solution -
- Automated Disaster Recovery Solution-
- Backup Solution – Data Protector
- Job Automation
- Database Performance Monitoring

5.5.1. Warranty/AMC and ATS Support.

- All in-scope additional hardware supplied by bidder should be provided with 5 years of comprehensive on-site warranty which will start from the date of delivery/date of installation whichever is later acceptance of the respective hardware by UIIC.
- For all the in-scope additional software licenses, bidder should provide 1 year of comprehensive on-site warranty which will start from the date of Go-live and sign off by the UIIC of the respective Software and 4 years of ATS which will start after warranty period.

5.6. FACILITY MANAGEMENT SERVICES(FMS) SUPPORT

The Bidder shall be responsible for providing adequate support for proposed infrastructure hosted at DC, DR and HO during Contract period. The resources shall manage IT infra supplied by the Bidder.

The proposed resources must fulfil the following criteria & Success full bidder will submit documentary proof for the same to UIIC before starting the implementation of the solution.

a) Qualification:

The L1/L2 resident engineer should hold a degree in B. E/ B.Tech in Computer Science/Electronics engineering/Information technology or MCA or M.Sc.(IT) or equivalent. The L2 engineer must also hold relevant certification from the OEM for the solution offered by the successful bidder at the time of his deployment in the UIIC

b) Experience:

L1 and L2 Resident engineers should have minimum L1-3 years & L2-3 to 6 years of hands on experience respectively in administration of the proposed Solution & windows administration, Linux administration, virtualization, Networking & storage administration. Proper experience certificate obtained from the client Certification from the OEM, to be submitted at the time of deployment of resident engineers in the UIIC.

c) Background Check:

Successful bidder has to conduct proper background check of the resident L1/L2 engineers and should submit BGV (background check verification document) to the UIIC.

a) The Bidder will appoint a Single Point of Contact, who will be responsible for all activities like Facilities Management Services, Warranty/AMC and ATS for all components, hardware, software, application etc., supplied in this RFP. Facilities Management Services should cover
   - System & Database Administration and maintenance.
   - Database performance tuning every 6 months during the contract period.
   - Backup and Restoration Management and FM support
   - Infra support (Hardware, Servers & Storage and OS Management etc.)
   - Management and FM support of all other hardware and software supplied under this project.
   - Replication of DC and DR setup,
b) The support coverage would be for all the application / Solution / Hardware supplied by the Bidder through this RFP.
c) The bidder should act as a Single Point of Contact for all internal users whether for service requests, incidents or problems for all the applications / solutions / hardware provided / taken over / supported by the Bidder by way of this RFP.
d) Bidder should deploy competent resources for the team to provide necessary maintenance and support as per the requirement of the UIIC. Bidder has to deploy adequate resources to ensure that the systems are up and customer service is not impacted. To ensure that the SLAs are met, the Bidder if required will need to deploy additional resources during the contract period including implementation schedule without any additional cost to the UIIC. The UIIC has a right to interview and reject resources deployed by the Bidder.
e) Facility Management team should be available on-site and would resolve day-to-day production issues reported in all in applications / hardware by debugging and analysing the same.
f) Upon intimation of the issue from the UIIC' Team, the Facility Management team would analyse the issue and provide the necessary solution /Patch as per the SLA.

g) Bidder's support team would liaison with the Warranty/ATS/AMC team of OEM Bidder to report product related bugs, parameters and obtain & apply the fixes (if applicable) for the same in consultation with UIIC.

h) In case, the resource deployed by the bidder is unable to continue during contract period, it will be the responsibility of bidder to provide similar resource immediately.

5.6.1. Hardware Management

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

b) 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, patch update, OS version upgrade, Warranty service management, including coordination and vendor management.

c) The Bidder shall provide a single-point-of-contact to UIIC for the resolution of Hardware related problems or to request an equipment upgrade or consultation.

d) 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, the UIIC 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 technological up gradation, 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, shall be passed on to the UIIC.

e) 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.

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

g) The Bidder agrees that if the faulty equipment are required to be taken outside the UIIC premises, the cost of transportation and other related costs will be borne by the Bidder.

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

i) Bidder shall provide maintenance data, as reasonably requested by the UIIC, to support replacement / refresh scheduling.

j) Bidder shall provide the necessary access to the monitoring interface to UIIC.

k) Bidder shall provide support and assistance, as required, to identify and resolve the complex operational and software problems.

l) Bidder shall update and provide the information required for the UIIC to update the proposed asset management system.

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

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

o) The Bidder shall provide all maintenance services in accordance Service Level agreement mentioned in RFP.

p) The UIIC will not be liable to pay any additional amounts in respect of any sort of maintenance required during the tenure of the contract.
  ➢ Configuration Management
  ➢ Performance Management
  ➢ Capacity Management

q) Hardware Management
- Managing the incident through service restoration
- Validating severity classification of the problem
- Determining the scope of the problem
- Facilitating the Service Recovery Team meeting
- Escalating the issue as required
- Conducting Root Cause Analysis
- Preparing restoration plans
- Proactive Monitoring of hardware and software during in-scope service hours

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

- Administer and/or execute Service Management processes and procedures.
- Perform basic problem determination on systems and components managed by Bidder which include:
- Hardware problems
- System software problems
- Evaluate planned changes to the server environment and advise requirements to support such changes
- Provide server configuration reports and configuration details to the UIIC as requested
- Implement configuration management processes and procedures
- Maintain an audit trail of server configuration changes as resulting from release and change control processes.
- The required software agents are to be installed, configured and monitored.
- Provide guidance to the UIIC and industry best practice for the optimal configuration of the operating system environment.
- Produce and maintain installation and configuration diagrams of all installations.
- Actively manage and report on the availability of all servers.
- Perform server periodic checks, monitoring and performance tuning.
- Communicate any service issues or implementation concerns with the UIIC and appropriate support personnel and/or bidders.
- Monitor hardware and system software status, process status, and take necessary action based on detected problems or issues as provided in this schedule.
- Provide problem escalation and interact as necessary with third party suppliers.
- Provide monitoring and troubleshooting for the server environment.
- Provide timely notification and escalation to onsite personnel if any hardware and software conditions exist that must be resolved on site to meet the service levels provided in this schedule.
- Bidders will ensure appropriate resources are on site to ensure service levels are achieved if recovery or actions are required.
- Ensure server access is secure and authorized.
- Management of logical access to the server environment in accordance with the UIIC's policy (including administrator \ root access)
- Assist the UIIC with application support requiring operating system changes or access.
- Evaluate the impact of new operating system upgrades or releases on existing applications and performance.
- Install patches as and when these become available, per bidder instructions for security exposures and Operating System bug fixes deemed critical by the bidder.
- Monitor status of system processes
- Monitor and respond to system alerts and events
- Monitor and respond to hardware alerts and events
- Monitor and maintain system error logs for atleast 180 days.
- Performing required batch setup activities (ad hoc requests)
- Monitoring and responding to application alerts
- Monitoring and responding to application file system space issues
- Manage non-root application file systems
- Modifying file system sizes
- Shifting of servers within the premises of DC/DR, reinstallation and configurations including cabling and asset labelling
- Configure the disk storage arrays
- Execute backup and recovery procedures
- Retrieve archived tapes and restore required files and data sets
- Performing mock system failure and then data restoration drills on periodic basis
- Ensure the configuration of operating systems is in line with standards and policies as defined by the UIIC
- Document and track all configuration management problems using the site change management process
- Co-ordinate all changes through the site's change management process.
- Configuration management for operating system release levels, patches and status.
- Perform routine system operation functions and system console operations actions such as power on/off, system reboots, and start/stop/reset.

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

- Apply preventive and corrective maintenance to all system level software (operating system and other non- application software).
- Install and upgrade all system level software (the operating system and other non-application software).
- Escalate hardware related malfunctions to the hardware supplier for resolution as provided in the vendor maintenance contract
- Inventory information about hardware shipping and receiving, raised floor space requirements, equipment placement, cabling, fibre, connectivity details, power and earthing requirements
- Servers/Storage hardware maintenance and support is based on various maintenance levels.
- Alert the UIIC about hardware changes that may impact application execution in support of the UIIC's application testing.
- Design back-out processes to return to the former hardware configuration if unforeseen problems occur during installation.
- Co-ordinate the scheduling and installation of supplier- recommended preventative maintenance and other hardware specific changes.
- Schedule down time as and when required to perform required hardware preventative maintenance, installation and testing.
- Design, build, schedule, and implement a hardware refresh template.
- Configure operating systems at the setup of each server, to establish super user privileges and access rules and establishing other standard guidelines, based on the agreed security policy of the UIIC
- Establish the process and procedures for requesting logon IDs and OS system level access
- Create, modify, and delete system logon IDs using the Change Control Procedure
- Monitor and maintain accounts and IDs and their designated privileges or access to make certain only active, authorized IDs have access, based on the agreed security policy.
- Remove inactive or suspended IDs after a specified amount of time, based on consultation with security administration and the UIIC's using the Change Control Procedure
- Adjust and maintain operating system and security software parameters for password expiration, available in the specific operating system environment to meet the agreed security policy requirements
- Provide processes and procedures to maintain operating system data protection options.
- Perform bi-annual re-verification of data owners, authorized submitters and logon IDs, existing level of privileges, based on input from the UIIC and system security configuration.
- Work with the UIIC's application support personnel as reasonably required for the Quarterly reviews and maintenance of inactive user id's
  - Compile a list of defined user's id's on the Operating System, and provide list to the UIIC
  - Perform reviews of system, monitoring and database administration user id definitions.
  - Bidders will apply the necessary changes as per the outcome of the review.
- Hardening of servers as per UIIC's policy
- Anti-virus scan and anti-virus update on the server
- Bidders will delete the UIIC's application user id definitions, once such a request has been forwarded by the UIIC.
- Bidder to update virus related signature files on servers to manage the removal of malicious code.
- Support and ensure that the timely installation of updated signature files and anti-virus software patches on all servers within the managed environment occurs.
- Coordinate with UIIC's SOC Vendor for receiving the most up-to-date information on malicious code outbreaks and the appropriate software signature files to protect against malicious code.
- Obtain and release signature files for testing and application into a client dedicated environment.
- Signature file and patch updates to be made available and installed utilizing the UIIC's change control process.

- Testing of signature files are to be performed prior to deployment.
- Perform pre-production scans to identify potential security risks on a server prior to entering the production environment.
- Review the results of vulnerability scans and determine corrective actions based on the results of the scans
- Review the results of penetration testing and determine corrective actions based on the results of the scans.

- Review government and supplier bulletins and various other sources to identify emerging threats or vulnerabilities to the UIIC's hosts.
- Maintain the risk evaluation process of vulnerabilities in which mitigation plans are determined, in accordance with the agreed security policy.
- Maintain a vulnerability correction process to correct vulnerabilities detected through scanning of servers.
- Maintain a vulnerability correction process as new vulnerabilities are identified.
- Correct known vulnerabilities detected within the scope of the Bidder's responsibility, using the appropriate correction and change management processes.
- The agreed security policy is to form the basis of security level.
- Maintain processes to provide consistent configuration of parameters for logging devices and ongoing maintenance of those parameters.
- Make certain of adequate retention of security event logs, based on the agreed security policy.
- Configure the parameters of the administrative tools for all system hosts, in accordance with the agreed security policy.
- Will provide event logging to the extent that tools, resources, and storage are available on client owned environments
- Ensure sufficient storage capacity available to retain logs
- Provide a listing of resource access rules for re-verification purposes
- Perform quarterly review all user ID's and forward list of ID's not used for the last 6 months to the UIIC for permission to delete these ID's.
- Process security data identifying logged or audited access to a resource.
- Process security data identifying attempted access to a protected resource.
- Process security data identifying password violation attempts.
- Process security data identifying usage of emergency ID's.
- Monitor and maintain ID's and their designated privileges or access to make certain that only active, authorized ID's have access.
- Adjust and maintain operating system and security software parameters, consisting of password expiration, available in the specific operating system.
- Provide performance management functions and establish performance monitoring thresholds for major processes.
- Proactively identify performance problems and improvements.
- Provide capacity planning processes, for short term and long-term planning, forecasting resource requirements, and analyzing and reporting resource trends.
- Monitor server utilization, CPU usage and I/O activity, produce capacity projection reports and develop plans for improvements.
- Review server capacity and advice where future additional capacity may be required or archiving policies need reviewing or implementing.
- Use standard operating system utilities and/or other third-party tools where appropriate, to project the effects of new changes and workload changes or when large configuration changes are performed in the environment on request of the UIIC.
- Perform operating system software tuning \ optimization as required to maintain day-to-day operations
- Provide, install and maintain performance monitoring software.
- Maintain system parameters to manage subsystem performance and workload throughput.
- Implement changes as necessary to optimize the effectiveness and efficiency of the server platform.
- Analyze system resource and storage utilization.
- Perform capacity trend analysis.
- Perform capacity modelling.

- Capture capacity usage for the last 12 months.
- Provide forecasting based on historic trends and planned UIIC's initiatives.
- Provide assistance with batch scheduling issues and problems using the problem management process.
- Process job dependency information for batch job cycles as defined by the application support staff.
- Maintain specific batch cycles utilizing the standard operating system CRON scheduler throughout the operational support coverage hours as necessary to meet defined service levels.
- Agree with the UIIC prioritization for scheduled, ad hoc and system jobs.
- Provide the necessary operational resources to support UIIC-submitted or UIIC-scheduled batch

processing.
- Maintain tools and facilities for UIIC to perform batch scheduling and batch monitoring activities.
- Log problem records if scheduled and automated batch jobs fail.
- Consult with the UIIC should job priorities require a change due to system constraints.
- Perform problem diagnosis and purging of jobs on Operating System as necessary.
- Monitor automation tools and functionality.
- Maintain and execute system start- up/shutdown processes.
- Monitor, identify, and implement automation techniques to remove manual interventions for ongoing monitoring and operation activities.
- Perform maintenance and support for automation tools and products
- Problem determination and isolation for automated operational processes.
- Maintain and update documented hardware, facility, operating system, database and related system software recovery plans as necessary.
- Perform quarterly tests of the recovery plans to verify the effectiveness there-off in supporting the day- to-day UIIC operations.
- Provide the required personnel resources to perform recovery plan drills or actual recovery plan execution at the time of disaster.
- Provide requisite mirroring and redundancy across the DC & DR facilities to ensure adequate failover for the server environments.
- Cluster configuration including the integration of startup/shutdown scripts
- Configuration of shared storage
- Provision of documentation on implemented high availability solution
- Installation, maintenance and monitoring of clustering
- Conduct Cluster tests as a part of DR drills

5.6.2. System Administration

a) User account maintenance - Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts etc. on the system.
b) File/system/application access management in approval from UIIC - 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.
c) 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.
d) Performance optimization and reporting - Process and Memory Management, monitoring CPU performance, monitoring Memory performance, monitoring Input / Output performance, monitoring Ethernet traffic etc.
e) Error detection, Troubleshooting and correction
f) Bidder need to size the resources to maintain the system as per the SLA and scope of work mentioned in the RFP.

5.6.3. Updates/Upgrades/New releases/New versions/Patch Management

a) The OEM may from time to time release Updates/ Upgrades/New releases/New versions and notify the UIIC about the same. The Bidder agrees that all such Updates/Upgrades/ new releases/New versions, as and when released during the term of warranty will be implemented without any additional cost to the UIIC.
b) Bidders have to note that Support for IPv6 is required as recommended by regulatory Guidelines. This is applicable for the entire Solution proposed by the Bidder as part of the RFP. Also the Bidders should ensure that the Solution should be backward compatible to IPv4.

5.6.4. . Data space management

The Bidder shall:
a) Work with the UIIC in defining data space management requirements of the UIIC, which includes identifying:
  - ➢ Fragmented data on a disk, and
  - ➢ Inefficiently utilized disk space

b) Monitor disks at the UIIC 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;

c) Periodically monitor disk space utilization at the UIIC and take action to improve such utilization by (for example) deleting data that is no longer needed;

d) Install, configure, test and manage any tools that may be required for data space management, such as those for compressing/stacking data or reblocking data.

e) Before taking any data management actions, notify the affected End Users at the UIIC.

5.6.5. Database Administration

The Bidder agrees that databases of the UIIC will be administered as per applicable standards and requirements. The service covers all the databases run on the proposed solution at DC, DR by the UIIC including but not limited to:

5.6.6. Database Management

The scope of the database management services includes all data and database management (Oracle, Sql, MySql etc) activities on the production, non-production and disaster recovery environment that will be included as part of this service. The expected database management services can be further defined by the following high-level service requirements:

Operating system, Database and system software Installation
1. Installation and upgrade including patches of all OS, Databases and system software related to UIIC's private cloud as per the recommendation of Application vendor during the contract period within quoted cost as per UIIC's requirement
2. Defining the physical database design (log files, rollback segments, tablespaces, database descriptors, partitioned objects)
3. Database Hardening and preparation & submission of hardening document as per the security policy of the UIIC

Database Performance Management
4. Track & co-ordinate database related incidents/ problems till resolution
5. Conduct first level diagnosis for reported Incidents & perform resolution
6. Analysis of incident/ problem trends
7. Co-ordination & escalation to Database vendors (L2) (Logging ticket at Vendor side as well internal tracking through service desk), follow-up till resolution
8. Maintaining & monitoring the health & performance of databases (Primary and standby)
9. Monitor & analyze alerts & logs including
   a. Trace files (including data block corruptions, Enqueue resources, internal errors & I/ O read- write failures)
   b. Database changes
   c. Background job status
   d. Operating system logs
   e. Space management
10. Monitoring the table space utilization, file system usage and all other events of O.S which may deter the performance of the database (primary as well as DR)
11. Analyzing/Troubleshooting Database Performance
12. Collection of statistics for databases
13. Optimizing database performance, Performance tuning
14. Monitor physical DBMS for performance & capacity requirements
15. Monitoring of databases
16. Monitoring of transaction logs
17. Provide recommendations on DBMS design
18. Monitor the backup & report on backup logs
19. DDL, export & import related activities
20. Preparing monthly database related reports
21. Provide databases for MIS purpose on daily, monthly and on need basis
22. Periodic optimization of application databases through compression facilities and database tuning.
23. Provide reports on database currency and propose upgrade recommendations

24. The bidder is required to install & implement database diagnostics & fine-tuning packs based on UIIC's requirements.

Database Capacity Management

25. Estimate & recommend database requirements based on received data from Database Performance team and Business projections (Annual/ As and when required)
26. Perform Database Space analysis
27. Alignment to purging policy
28. Review archive logs requirements
29. Customizations required at DB level
30. Review and planning for 6 months.

Database Monitoring and Administration

31. Setting data storage parameters for storage associated with the physical elements of the database
32. Handling password issues
33. Configuration of Databases
34. Creating a new database instance
35. Testing & implementation of patches
36. Testing & implementation of upgrades
37. Managing, applying & verifying Database program patches
38. Database Scripting
39. Review recommend and test patches.
40. Coordinate all changes through the agreed upon change management process
41. Start-up and shutdown of databases
42. Daily activities such as end of day, end of month, end of year/quarter etc.
43. Daily / Weekly / Monthly backup of databases
44. Database recovery
45. Weekly database recovery checks
46. Required logs maintenance as per Standards of the UIIC
47. Disaster recovery as per Standards of the UIIC
48. Database problem resolution
49. Recreation of Indexes
50. Perform pre-batch activities-Scheduling of resources-Scheduling batch services-Define, maintain and document a work schedule for running production system batch jobs, and possible started tasks-Install and document system related batch jobs in the automated job scheduling package-Manage the root cause analysis for scheduling problems- Develop and maintain standards for job acceptance and implementation.
51. Remove applications from the application portfolio following decommissioning from projects or improvements.
52. Perform regular import and loading of data and ad-hoc data extractions.
53. Responsible for maintaining DB inventory
54. Maintaining and performance tuning of UAT databases
55. Migration of Databases (Release Upgrade)
56. Execution of all back-end changes across all applications as informed by application owner
57. Manage database transaction (SQL)/ archive (Oracle) logs
58. Administration/ management of archival databases (Purge from production and move to archive database)
59. Resolving corruption (both Physical & Logical) issues at primary & standby databases
60. Execute DBMS changes in support of major application or logical database design changes
61. Designing &Implementation of logical & physical backups
62. Flash back up on daily basis
63. Vendor coordination with OEMs for upgrades, patches, bug fixes, performance tuning etc.
64. Creation of a Standby database & setting up the DR

65. Using data guard and RAC for Oracle. Log shipping/Mirroring/Always On for SQL
66. Monitoring, management and implementation of High Availability (HA) viz. clustering/RAC etc.
67. Review of all databases
68. Switchover of databases (as and when required and as per the defined time window)
69. Refresh of Databases as per defined frequency or on demand
70. Day end, month end, quarter end, year-end End of Day & Begin of Day support

71. Resolution of audit points and VA/PT reports
72. Management of tools
73. Apply application data fixes.
74. Install patches and upgrades to database software.
75. Installing database software as appropriate.
76. Perform application nonproduction environment data refreshes.
77. Cloning of application data environments.
78. Monitor capacity and performance of databases.
79. Control of the database (adapting database profile parameters, expansion of tables and table spaces)
80. Technical reorganization of the database (defragmentation) also after archiving
81. Analysis of the DB tables & indexes - continual performance enhancement measures
82. Create new indexes, performs reorganizations as required per analysis
83. Creation, maintenance and execution of database related scripts such as start-up and shutdown processes
84. Creating and maintaining formal documentation of the database environment (e.g. scripts, design, configuration, access rights)
85. Monitor availability of the databases as a subset of monitoring overall service availability.
86. Providing solution services for database design, configuration and maintenance
87. Assist with incident and problem management related activities relating to the database environment (e.g. integration, interface, performance, configuration issues as part of the overall support service) including interaction with third party suppliers where necessary.
88. Archive of application specific data as requested.
89. Implementation and monitoring of database security.
90. Loading software components- Kernel patches, Release changes.
91. Proactively apply security fixes
92. Documentation upkeep and records maintenance

Database Backup restore
93. Manage Database backup/ restore schedule, administration (RMAN Backup)/Scheduled Backups and others
94. Data Deletion & Purging/archival activity
95. Purging of tables based on availability of space on a regular frequency (Frequency to be decided)
96. Consolidating all database backups & Transaction log backups at a single file Server
97. Perform database backup, restore and recovery routines.
98. Compliance, review and updates to database standards documents.

Access management
99. Implementing & managing security rules & access authority as per UIIC's security policy, database Hardening etc
100. Implementation of database security by creating roles, privileges & profiles
101. Management of users in database and assigning of roles/privileges
102. Monitoring and management of logs for user access management of privileged users

Database adhoc support
103. Provide access to DBA resource for ad hoc work requests and change orders

Database Recovery
104. Create & implement database recovery solutions in consultation with UIIC's team

105. Recovery of database at primary and standby as per case. Restoration activities (from backup media)
106. Database recovery using the physical & logical backups
107. Support for DR Configuration and BCP activities and Plan
108. Evaluating current backup, recovery, & data replication procedures & providing recommendations for improving those procedures.

5.6.7. System & Security Audit

a) Before live implementation / migration of the software solution in production system, the product may be audited by UIIC's appointed Software Audit firm / in house team.
b) All audit points raised by the auditor internal, external & any other Regulatory Authority in their periodic audit should be complied by the bidder within the stipulated timeline & without any additional cost to the UIIC.

c) During warranty and AMC / ATS period, the bidder needs to comply with security and system audit observation without any additional cost to the UIIC.

5.6.8. Infrastructure Management

Roles and Responsibility of resident engineer

1. Overall management of the complete proposed HCI solution such as refinement of policies, creation of policies, creation of VMs, Migration of VMs, installing of OS, installing of Databases, Migration of Applications, Migration of Databases, configuration, optimization or any changes/modifications to be done for enforcing UIIC" s policies, etc.
2. Installation of updates, patches, hot-fixes, service packs, new editions, new versions w.r.t to the proposed solution for the entire contract period.
3. Data Migration from old setup to the newly delivered setup, migration of entire data with minimum downtime.
4. Installation of databases and other software necessary for running the UIIC applications.
5. 24 * 7 support for the troubleshooting and resolution of any issue related to the proposed HCI solution including virtualization, OS, storage and Networking.
6. Proactive monitoring of health of the solution, including the H/W, S/W, application, solution on various parameters such as CPU, memory, interface utilizations, etc., monitoring of communication/proper working of the solution with various integrated applications like Active Directory, Anti-Virus, SIEM etc. monitoring the threshold of devices" utilization with respect to number of users, concurrent connections, etc. and reporting the same to the UIIC on daily basis. Reporting abnormalities to the UIIC as and when observed/occurred.
7. Maintaining the inventory of all nodes, VMs etc. connected throughout the UIIC"s network (managed through Central Management Console) along with device IP address, MAC address, present location, switch IP and switch port numbers used for connectivity, type of devices connected, etc.
8. Troubleshooting day to day issues, faced by end users, pertaining to proposed solution in coordination with UIIC"s Network integrator, security integrator, desktop management team or other relevant teams/vendors.
9. Call logging and follow-up with the OEM or the successful bidder"s support mechanism and escalation for resolution of all types of hardware, software, solution or application related issue for the solution within the Turn-around-time.
10. Promptly alert UIIC"s team in case of any discrepancy observed or any security threat and initiate necessary action in coordination with security vendors of the UIIC.
11. Periodic Assessment of the solution for ensuring compliance and security hardening as per UIIC"s policies/requirements and submitting recommendations for further improvements to mitigate any possible threats, effective compliance check, better visibility and controls, etc.
12. Configuring automatic incremental and full back up of VMs, Nodes including audit logs, policies, system configurations, user database, element database and any other parameters required to run the solution.
13. The resident engineers have to perform duties (but not limited to mentioned in RFP) pertaining to the solution.

5.6.9. No of Resource Required

Resource	Location	Minimum Number of Resources	Total Minimum Number of resources Across Shift	Service Windows	Total Minimum Resources
L1 – Database Management	DC	1	3	24x7	3
L1 - Database Management	DR	1	3	24x7	3
L2 - Database Management	HO	1	1	9 AM to 6 PM(Monday to Saturday)	1
L3 - Database Management	HO	100 Man days(1 Man day= 8		On demand	

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		hours) per year			
L1 –Hardware, System Admin, Update/upgrade, Data Space Management, DB Administration, System & Security audit and infrastructure management)- Clause 5.5.1-5.5.5,5.5.7-5.5.8	DC	1	3	24x7	3
L1 –Hardware, System Admin, Update/upgrade, Data Space Management, DB Administration, System & Security audit and infrastructure management)- Clause 5.5.1-5.5.5,5.5.7-5.5.8	DR	1	3	24x7	3
L2 –Hardware, System Admin, Update/upgrade, Data Space Management, DB Administration, System & Security audit and infrastructure management)- Clause 5.5.1-5.5.5,5.5.7-5.5.8	HO	1	1	9 AM to 6 PM(Monday to Saturday)	1
L3 –Hardware, System Admin, Update/upgrade, Data Space Management, DB Administration, System & Security audit and infrastructure management)- Clause 5.5.1-5.5.5,5.5.7-5.5.8	HO	100 Man days(1 Man day= 8 hours) per year		On demand	

Note: L3 Requirement:

The bidder's ACS team is required to provide up to 100 man-days of on-demand support annually. This service will be utilized as needed for escalated incidents that the L2 Engineer is unable to resolve within the agreed timeline. Payment for L3 support will be calculated based on the actual usage of man-hours, where one man-day is equivalent to 8 man-hours.

5.7. END POINT PROTECTION TOOLS

Not in Scope.

5.8. PROJECT SCHEDULE

- Bidder shall be responsible for delivery of the complete solution (hardware & software both) ordered at both DC & DR within 8 weeks from the date of Purchase order.

- The Bidder should complete the installation of the complete solution within 2 weeks from the date of delivery or 10 weeks from date of purchase order whichever is earlier. Installation means mounting of the proposed Solutions in Rack (If any), stacked and "Power-On" all the hardware with all the accessories provided with the hardware.

- The date on which the complete system is installed/accepted will be taken as the date of installation/acceptance for all the components. Warranty/AMC for all infrastructure shall be for 5 years from the date of acceptance by UIIC on installation of last component/software. In case of part installation of the system, the date of last items installed will be taken as the date of installation

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- All the delivered hardware items may be subjected to an acceptance test. Successful bidder has to arrange one Engineer at the site at the date and time mentioned by the UIIC to assist in the acceptance test

- Warranty shall commence from the date of acceptance by UIIC for all the components/software's of the proposed solution and shall be valid for 5 years.

- Bidder shall be responsible to complete implementation including migration of complete solution at both DC & DR within 4 weeks from the date of installation/acceptance or within 14 weeks from the date of purchase order whichever is earlier.

5.9. PAYMENT TERMS
- No advance payment will be made in any case.
- The payments shall be released as per the tables given below. The Company also reserves the right to prescribe additional documents for release of payments and the bidder shall comply with the same.
- **Hardware**:

Item	Payment	Document to be submitted
Delivery of Complete Solution of the hardware	70% of hardware cost	Invoice in original, Delivery Challan, original Octroi receipt if any
Installation of the complete solution including hardware & its associated licenses	30% of hardware cost and 100% of associated license	Invoice in original, Installation Certificate duly signed and stamped by UIIC.
Complete Implementation including migration & delivery of oracle software licenses	70% of implementation charges and 100 % of oracle software licenses	Go live confirmation duly signed and stamped by UIIC.
Documentation of the entire solution implementation	30% of implementation charges	Documentation accepted and signed by UIIC.

Note:
- Payments are generally released within 30 days from the date of submission of invoices and other requisite documents.
- Payments of taxes and all other applicable government levies will be made according to the rules and regulations as existing on the date of the payment.
- In case there is price reduction in service components during the contract period then the vendor will pass on all such benefits to UIIC.
- FMS payment will be made quarterly in arrears against the submission of invoice and required documents and no advance payment will be made in any case.
- Warranty/AMC/ATS Payment for the **first year** will be released upon successful delivery and go-live. Payments for the subsequent years will be released on an annual basis in arrears.
- Bidder will be required to furnish the documentary proof of delivery [delivery challan] and installation report duly signed by UIIC officials, proof of back-to-back warranty arrangement certificate.
- The Bidder must accept the payment terms proposed by UIIC. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by UIIC. Any deviation from the proposed payment terms would not be accepted. UIIC shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of UIIC.
- TDS, if any, will be deducted while releasing the payment.
- All payments will be made to the Bidder in INR only.
- UIIC shall have the right to withhold any payment due to the bidder in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to default on the part of UIIC.

5.10. SERVICE LEVEL AGREEMENT

5.10.1. Penalty Due to Delay in Service:

A-Total Hardware Cost
B-Total Software Cost including all required licenses
C-Implementation Cost including migration
D-Oracle Software Licenses

S#	Item	Expected Timeline	Payable Amount	Penalty	Max Penalty
1	Delivery of 100% hardware	Within 8 weeks from the date of Purchase Order	70 % of hardware cost	1% of payable amount for every week delay	10% of payable amount
2	Installation of the complete solution including hardware & its associated licenses	Within 2 weeks from the date of delivery or 10 weeks from date of purchase order whichever is earlier	30% of hardware cost and 100% of associated license	1% of payable amount for every week delay	10% of payable amount
3	Complete Implementation including migration & delivery of oracle software licenses	Within 4 weeks from the date of installation or within 14 weeks from the date of purchase order whichever is earlier	70% of implementation charges and 100 % of oracle software licenses	1% of payable amount of implementation charges for every week delay	10% of payable amount of implementation charges
4	Documentation of the entire solution implementation	Within 2 weeks from the data of go live of the solution	30% of implementation charges	1% of payable amount every week delay	10% of payable amount

UIIC reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Successful bidder, in case the Successful bidder exceeds the threshold limit of Delay for any of the items above. UIIC, at its sole discretion, may exercise any or all of the options against the Successful bidder, in such circumstances.

5.10.2. Penalty due to Downtime or due to performance below the expected Turnaround time of any application integrated with the Solution, which may impact UIIC's business

After implementation of the complete solution, Penalty will be deducted for partial or complete downtime of the system (hardware or software failure) as below.

Uptime (U)	Penalty
U >=99.95	No Penalty
99.50<=U< 99.95	0.1 % of (A+B)
99.00<=U< 99.50	0.2 % of (A+B)
98.50<=U< 99.00	0.3 % of (A+B)
98.00<=U< 98.50	0.4 % of (A+B)
And so on	For every 0.5 % drop in the Uptime, Penalty @ 0.1% of (A+B) over and above the 0.4 % of (A+B)
Max. Limit	10% of (A+B), beyond which UIIC may terminate the contract.

SLA will be monitored on quarterly basis.
Penalty due to downtime, during contract period will be deducted from any subsequent payment to be made to the Successful bidder.

Penalty due to downtime, during AMC/ATS period will be deducted from AMC/ATS payment.

5.10.3.   Penalty due to erroneous behaviour of the Solution

If the solution, or any of its components behaves erroneously which results in monetary or business loss to the UIIC, then the entire amount of such loss shall be recovered from the bidder on actual basis.

5.10.4.   Penalty due to Absence of Onsite Engineer (L1 & L2 resources)

The resident engineers stationed at UIIC's DC, DR and HO will be exclusively for this project and cannot be shared by the bidder for any other purpose during contract period. Granting leave/ absence to the engineers posted at our site, should be with at least 2 days' prior intimation to the UIIC and suitable replacement should be arranged in his/her absence without fail. Penalty may attract if engineers are absent.

1. **During the Implementation period -** In the absence of the engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @2 Man days cost for each day.
2. **During the Contract Period -** In the absence of the engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1.5 Man day cost for each day.

Penalty as in 5.9.2, 5.9.3 & 5.9.4 can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All the types of penalties can be levied up to their maximum limit simultaneously and shall not exceed 10% of the total contract value.

6. INSTRUCTION FOR SUBMISSION OF EXPRESSION OF INTEREST(EOI)

6.1. PROCEDURE FOR SUBMISSION OF BIDS

The online bids will have to be submitted within the time specified on website (https://uiic.enivida.com/)
Bidders must familiarize (if not already) with the Portal and check/ fulfil the pre-requisites to access and submit the bid there-

- Eligibility Bid (.pdf files)

1. The required documents for Eligibility Criteria must be submitted (uploaded) online on enivida portal. Eligibility Criteria should be complete in all respects and contain all information asked for in this RFP document.
2. Bidder is also required to submit all the Annexures duly signed.
3. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the EOI document(s). Failure to furnish all information required as mentioned in the EOI document(s) or submission of a proposal not substantially responsive to the EOI document(s) in every respect will be at the bidder's risk and may result in rejection of the proposal.
4. UIIC reserves the right to relax the terms and conditions for further participation by many more bidders during RFP stage.
5. The Bidder shall fulfil all statutory requirements as described by the law and Government notices. The Bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify UIIC against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.
6. Delayed and/or incomplete bid shall not be considered.
7. There may not be any extension(s) to the last date of online submission of Eligibility Criteria details. This will be at the sole discretion of UIIC.
8. Bidders who meets the eligibility criteria given in section 4.4 shall prepare EOI as per the instructions given.
9. The proposal in all respects as specified in the EOI, must be submitted online at (https://uiic.enivida.com/) not later than 3:00 pm on 16.06.2025. Bidders must ensure that their bid response is submitted online on enividha (https://uiic.enivida.com/) as per the formats attached with this document.

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10. The scanned copies of the documents only need to be uploaded on the Enivida portal. Bidders are required to submit the following documents.
    a) Annexure 1 – Format for Letter of Authorization
    b) Annexure 2 – No Blacklist declaration
    c) Annexure 3A- MAF for authorized partners or Annexure 3B- undertaking for being the OEM of the offered solution.
    d) Annexure 4 – Statement of NIL Deviations
    e) Annexure 5 – Bank Guarantee Format for EMD
    f) Annexure 6 - Eligibility Criteria Form and its supporting documents.
    g) Annexure 8 – Non Disclosure Agreement.
    h) Annexure 10 – Delivery Locations
    i) Annexure 11 – Pre-Integrity Pact
    j) Annexure 15 – Land Border with India
    k) Annexure 17- Bid Submission Check List
    l) Annexure 19- project Team Profile
    m) Annexure 20- Performance Certificate
    n) Annexure 23- Certificate for Local Content.
11. The Technical committee of UIIC will open and evaluate the eligibility bids of the bidder, the bidders who have qualified in the eligibility bid will be invited to submit the RFP on the GeM portal

6.1.1. Instruction to Bidders for Online Submission

a) The bidders can access the documents in the e-tendering portal (https://uiic.enivida.com/).

b) The relevant tender documents can be downloaded from the e-tendering site with the bidders authorized user credentials or from https://uiic.co.in/en/tenders-rfp.

c) The bidders should mandatorily fill in all relevant details as per the requested format in the e-tendering portal.

d) The bidders are required to submit scanned documents of their bid electronically on the enivida Portal using valid Digital Signature Certificates.

6.1.2. Late Bids

Bidders are advised in their own interest to ensure that bid is submitted well before the closing date and time of the bid. Any bid received after the deadline for submission of the bid, will be rejected.

6.1.3. Bid Preparation

a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

c) Any deviations from these may lead to rejection of the bid.

d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX etc. formats.

e) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to any other issues.

f) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.

g) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by Company and no other format is acceptable.

h) Bid once submitted on enivida shall be treated as final and no further amended bid will be accepted. However, if UIIC amends the EOI before expiry date of bid submission and a bidder had already submitted his bid, the competent authority at its discretion shall permit fresh submission of bids before the expiry date of bid submission.

i) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

6.1.4. Opening of Bid by UIIC

a) Bids will be opened on enivida portal as per the guidelines/Procedure at the date & time mentioned in the EOI.

b) UIIC however reserves the right to extend the last date for submission of bids without assigning any reasons and such extensions shall be published in UIIC's website (https://uiic.co.in/en/tenders-rfp) as well as in enivida portal.

6.1.5. Pre-Bid Meeting

a) Pre-bid meeting would be held as per the date specified in the Bid Schedule and Address.

b) Only authorized representative of Bidders (not exceeding two) would be allowed to participate in the Pre-bid meeting.

c) Pre-bid queries should be mailed to us in the email id rfp.hwrefresh@uiic.co.in in the attached format as per **Annexure XVI**. Pre-bid queries will be accepted till 05.06.2025.

d) Queries received after the due date as mentioned in Bid Schedule will not be entertained.

e) Replies to the Pre-bid queries would be published in UIIC's website (https://uiic.co.in/en/tenders-rfp) as well as in enivida portal.

6.1.6. Procedure for Processing the Bid Document

a) The bids would be opened by the Committee constituted by the Company**.**

b) Failure to submit any documents under any of the sections could lead to rejection of bids.

c) The Committee will open the Eligibility bids of those bidders who have submitted all the necessary documents as applicable.

d) UIIC will float the RFP on the GeM portal with the enhanced terms and conditions if necessary.

e) The Committee will declare successful bidder after evaluation of eligibility of bids and the result will be published on UIIC's website (https://uiic.co.in/en/tenders-rfp) as well as in enivida portal.

f) This procedure is subject to changes, if needed and the procedure adopted by the Company for opening the tender shall be final and binding on all the parties.

6.2. TENDER DOCUMENT

6.2.1. Content of The Tender Document

The bidder is expected to examine all instructions, terms and conditions, forms, and specifications in this document. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and shall result in the rejection of the bid.

6.2.2. Clarification of Tender Document

All queries/requests for clarification from bidders must reach us by e-mail (rfp.hwrefresh@uiic.co.in) or in person as per timeline given in schedule of events. UIIC will respond to any request for clarification of the tender document in the pre-bid meeting.

The Representatives of Bidders attending the pre-bid meeting must have proper authority letter to attend the pre-bid meeting.

Any modification to the Tender Document, 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/Corrigendum to all the participating bidders and not through the minutes of the pre-bid meeting.

6.2.3. Clarifications On Submitted Bid

UIIC may, if deemed necessary, seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the bid submitted. UIIC may, if it so desires, ask the bidder to give presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

6.2.4. Amendment of Tender Document

At any time prior to the deadline for submission of the proposal, UIIC may, for any reason, either at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by an amendment. The amendment, if any, will be published on our web portal and GeM portal. In order to afford

prospective bidders reasonable time in which to take the amendment into account in preparing their bids, UIIC may, at its discretion, extend the last date for the receipt of bids.

6.3. BID PREPARATION

6.3.1. Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and UIIC, shall be written in English. Any printed literature furnished by the Bidder may be written in another language as long as the same is accompanied by an English translation in which case, for the purposes of interpretation of the bid, the English version shall prevail.

6.3.2. Format and Signing of Bid

a) Proposals submitted in response to this tender must be signed by (in all the pages) the Authorized signatory of the Bidder's organization as mentioned in the Power of Attorney or Letter of Authorization.

b) The bid shall be in A4 size papers, numbered with index, highlighted with technical specification details, shall be signed by the bidder or a person duly authorized to bind the bidder to the Contract.

c) Any interlineations, erasures or overwriting may be considered invalid.

d) Bidders responding to this tender must comply with the format requirements given in various annexure of the tender; bids submitted in any other format/type will be treated as non-compliant and may be rejected.

e) ADDITIONAL INFORMATION: Includes additional information which will be essential for better understanding of the proposal. This might include diagrams, excerpts from manuals, or other explanatory documentation, which would clarify and/or substantiate the bid. Any material included here should be specifically referenced elsewhere in the bid.

f) GLOSSARY: Provide a glossary of all abbreviations, acronyms, and technical terms used to describe the services or products proposed. This glossary should be provided even if these terms are described or defined at their first use in the bid response.

6.3.3. Earnest Money Deposit (EMD)

The intending bidders shall submit Bank Guarantee (**Annexure V**): Bank Guarantee Format for EMD)/Insurance Surety Bonds/ Account Payee Demand Draft/Electronic Credit for EMD of₹ 3,00,00,000/- (Rupees Three Crores Only). Bid will be treated as non-responsive and will be rejected in the absence of the above mentioned document.

b) EMD will be collected as per schedule wise according to the bidder participation.

b) Bank Guarantee shall be drawn in favour of "United India Insurance Company Limited" payable at Chennai. The Bank Guarantee submitted as EMD should have a validity of 180 days.

c) In case of Electronic Credit, the EMD shall be credited to our Bank Account as given below:

Beneficiary Name	United India Insurance Company Limited
IFSC	INDB0000007
Account No	200999095210000100RFP109
Bank Details	IndusInd Bank
Remarks	EMD_RFP109<Depositor Name>

The EMD will not carry any interest.

e) The electronic credit should be affected positively at least two days prior to the tender submission date.

f) The EMD in the form of Bank Guarantee/Insurance Surety Bonds/Account Payee Demand Draft should reach United India Insurance Head Office at Chennai at least two days before tender submission date.

6.3.4. Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

a) The bidder withdraws the tender after acceptance**.**

b) The bidder withdraws the tender before the expiry of the bid validity period of the tender.

c) The bidder violates any of the provisions of the terms and conditions of this tender specification.

d) The successful bidder fails to furnish the required Performance Security within 15 days from the date of receipt of LOA (Letter of Acceptance).

6.3.5. Refund of EMD

a) EMD will be refunded to the successful bidder, only after submission of Performance Bank Guarantee and signing of contract as per timelines defined in the RFP.

b) In case of unsuccessful bidders, the EMD will be refunded to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

6.3.6. Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of the Company.

6.4. THE COMPANY RESERVES THE RIGHT TO

- Accept / Reject any of the Tenders.
- Revise the quantities at the time of placing the order.
- Add, Modify, Relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- Reject any or all the tenders without assigning any reason thereof.
- Award contracts to one or more bidders for the item/s covered by this tender.
- Seek clarifications from the prospective bidders for the purpose of finalizing the tender.

6.5. REJECTION OF TENDERS

The tender is liable to be rejected inter-alia:

- If it is not in conformity with the instructions mentioned herein,
- If it is not accompanied by the requisite proof of tender document fee paid.
- If it is not accompanied by the requisite Earnest Money Deposit (EMD).
- If it is not properly signed by the bidder.
- If it is received after the expiry of the due date and time.
- If it is evasive or incomplete including non-furnishing the required documents.
- If it is quoted for period less than the validity of tender.
- If it is received from any blacklisted bidder or whose past experience is not satisfactory.

6.6. VALIDITY OF TENDERS

Tenders should be valid for acceptance till 18.11.2025. Offers with lesser validity period would be rejected.

6.7. GENERAL TERMS

- The successful bidder shall sign the agreement within 15 days from the date of Letter of Acceptance (LOA) from UIIC.
- The agreement shall be in force for a period of 5 (FIVE) years & 3 months from the date of issue of Purchase Order and may be extended on mutually agreed terms.
- The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer.
- Addendum/Amendments/Corrigendum, if any, will be communicated through UIIC e-Tendering portal (https://uiic.enivida.com/)only. UIIC reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.
- UIIC reserves its right to carry out inspection of the proposed solution facility, if required. There shall not be any additional charges for such inspection.
- UIIC is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI. The policy details are available on the website www.dcmsme.gov.in
- These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of

Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).

- Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD) if any. In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
- Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs, and ownership of the same by SC/ST if applicable along with the tender/RFP

6.8. SECURITY DEPOSIT

The successful bidder will have to furnish a security deposit to the tune of 5% of the total contract value in the form of a Bank Guarantee for a period of 5 years & 3 months obtained from a nationalized/scheduled bank for proper fulfilment of the contract.

7. TENDERING PROCESS IN RFP

The bidders who qualified in the EOI process will be invited to submit the RFP on the GeM portal.
The Tender Bidding Methodology on the GeM portal: 'Single Stage Online submission & Two stage online opening'(Technical Bid & Commercial Bid), The Bidders have to submit the Annexures pertaining to Technical bid and commercial Bid as per the RFP document

7.1.1. Technical Bid Evaluation

Technical bid shall be opened, and technical evaluation and Scoring of the bidders shall be carried out to commercial bid. Inviting bidders for technical presentation or seeking information during technical evaluation shall not construe that bidder is qualified as per 4.4 of the tenders. However, bidder eligibility status shall be informed to bidders individually. Technical scores shall be granted to the bidders as per the criteria stipulated in the tender document. Technical scores shall be granted by based on the criteria mentioned in 7.21.

7.1.2. Commercial Bid evaluation and Award of Contract

Commercial bids of the technically qualified bidders shall be opened and evaluated. Contract will be awarded to the technically qualified bidder who has quoted the lowest price.

Commercial should not be indicated at any place in the Technical Bid. If the commercials are indicated in the technical bid, the entire bid will be summarily rejected.

7.2. EVALUATION METHODOLOGY FOR ELIGIBLE BIDDER

Technical Evaluation of the bidders will be carried out and the scoring criteria is stipulated in the subsequent clauses. The bidders who scores the minimum qualifying marks will be technically qualified and the same will be considered for commercial opening.

7.2.1. Technical Bid Evaluation

The selection would be based on LCS (Least cost Selection) mode of selection with minimum qualifying cut off marks as 70. The bidder needs to achieve a cut – off score of 70 marks in this evaluation stage to be qualified for commercial bid opening. Only those vendors who achieve the specified cut– off scores would be short-listed for Commercial Bid opening & Evaluation. The Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

S#	Description	Method of allocating marks	Max Score	Documents Required
(A)	**Project Experience – 30 Marks**			
1	Bidder should have experience of minimum 03 projects in implementing, managing and monitoring the Private cloud infrastructure within the Data	1 project – 10 Marks	20	Copy of Purchase Order mentioning start and end date

	Centre/Disaster Recovery Site for PSU/**Government organization/BFSI in India in last 5 years should consist of the following** a.) Private cloud infra and software suite (Hypervisor, Container, kubernetes, Disaster Recovery Management and automation) b.) Supply of compute (**More than 3600+ Physical core overall**) c.) 100 TB+ Oracle database Managed services d.) Migration **of VM's (400+)** in private cloud projects			
2	Bidder should be an OPN partner for last 3 years. The Bidder should have experience in Migrating oracle database/sparc in last 3 years(including cross platform migration) and should have experience in managing and monitoring the respective environments for at least One **PSU/Government organization/BFSI in India(having at least 1000 branches)**	1 Migration – 10 Marks	10	Copy of Purchase Order /Completion certificate mentioning Migration activities
(B)	**Technical Presentation – 30 Marks**			
3	Proposed Solution with Architecture(Annexure 21)	Based on the presentation of the proposed solution and the proposed migration methodology	30	
	Total		60	

(C) Technical Compliance – evaluated out of 100 marks and scaled down to 40 Marks

			Max Score (100 Marks)
S#		**Minimum Required Specification**	
1	**General features**	The proposed system should be **Integrated appliance based converged infrastructure solution** (Server,	10

		Storage, networking and software)	
		Proposed system should be deployed in two different sites – Data Centre and Disaster Recovery	
		Support for the proposed Hardware and Software infrastructure (for all components, including but not limited to, the servers, storage, switches, virtualization, cloud management, operating system etc.) should be from the **Single OEM only**.	
		The Proposed solution should be capable to handle hard partitioning/Trusted Partitioning/logical partitioning both capped and uncapped from the perspective of oracle/similar licensing.	
		Ability to increase/decrease various resources in respect of following: • CPU/Memory/Licenses in respect of Virtual Machines /Kubernetes /Docker /Container both independently and/or in combination	
		Infrastructure should have ability to add GPU and all the related components seamlessly integrating and also scalable with the production infrastructure to handle GPU workloads (both Ai and graphics intensive application).	
		All required features sought should be available in both standalone and multitenancy model in the proposed solution.	
2	**Private Cloud Compute Server**	Bidder should provide two physical **independent** clusters at each site, with each **independent** cluster having 900+ usable physical cores for **applications, DB workloads** with atleast one server node redundancy for compute. **Any additional resource(CPU/Memory) required for Management/overloads must be provisioned additionally.**	10
		Private cloud orchestration and management software to be bundled for the entire stack from day one	
		Private cloud Configuration management and automation software to be bundled for the entire stack from day one	
2.1	**Compute Server**	Each Server node should have at least 2 platinum 8000 series/ EPYC 9000 series processors or higher, and each processor should have a minimum clock speed of at least 2.5 GHz or higher.	10
		Each server node should equip with at least 2 TB DDR5 RAM	
		Each server node should have boot manager with minimum 2 x 480GB M.2 SATA SSD	
		Each server node should have at least 2 x Dual port 100 Gbit Ethernet **or equivalent bandwidth per node.**	
		Each Server node should have a minimum 1 x GB Ethernet Management port	
		The Proposed solution should have **memory** capabilities such as ECC(Error Correction Code)	
		Key components mentioned below must have redundancies and should have capabilities to mitigate and resolve unexpected hardware failures • Controllers • Power supply modules	

		- Cooling fans - Disks(All types required for the solution) - Network Modules - Storage heads	
		Key components mentioned below must have Hot-Swap capabilities - HDD/SSD - Power Supply - Fans	
		Redundant management servers in addition to compute nodes	
3	**Virtualization**	Should support any of the enterprise class virtualization platform for managing the virtual machines such as VMware,Oracle VM, MS Azure-hyperv **or** Nutanix AHV.	10
		Private cloud environment, hypervisor and operating system(Enterprise license for all the physical core/CPU/Node) should be included.	
		Centralized management for compute, network and storage. The management interface must be made available via web browser.	
		Performance, health and capacity monitoring and management feature.	
		Support Windows Server and Linux.	
		Should support Reserve CPU and Memory on a per-VM basis and also automatic allocation of resource.	
		Should be engineered to deliver a comprehensive suite of cloud infrastructure services within the secure environment of our on-premises network.	
5	**Enterprise Class Storage**	Bidder to provide the cost of the additional Licenses of below <ol start="5"> **Container and Kubernetes,** **Hypervisor,** **Linux OS** **Disaster recovery management** Above components licenses should be included for 100% additional scalability of what is proposed to be provided for TCO calculation except hardware.	10 10
		The integrated enterprise class storage should host the management software, including the server installation images, and the various management databases and activity logs. The storage space for the same shall be in addition to the usable storage area defined below	
		Proposed **Integrated appliance based converged infrastructure solution** should support File level protocols: NFS v3/v4, Block level protocols: Block Storage Service protocols simultaneously from day one for all proposed nodes.	
		Should support remote replication to another appliance and disaster recovery management	
		Storage should be equipped with usable storage space (RAID10 implemented) of 300 TB **using 7.2krmpm or higher capacity disks** and 150 TB using SSD for each cluster (900TB) this should be usable not effective capacity.	

6	**Private cloud Networking Switches**	Expandable to up to 400% **storage across** block file and Object storage	10
7	**Private cloud Management Switch**	Each **cluste**r should have **redundant switched with** 40/100 GbE ports to support **the solution** with separate network switch datacenter architecture equipped with required QSFP28 transceivers, cables included and pre-cabled	10
8	**Rack**	Each platform/cluster should have one 48 port ethernet switch for management	10
9	**Pre-Installed Licensed Software**	The solution offered should be enclosed with same OEM 42U rack (2 No's minimum per site), each rack with 2 Three phase minimum 24KVA PDUs	10
10	**Systems Management**	Cloud controller, VM Server, VM Manager, Storage OS software, Software Defined Network Software, Enterprise Linux or Unix OS, Kubernetes software, JAVA SE and all other related software's to meet the full functionalities of the RFP.	5 5
		An Independent server (excluding cluster nodes) to be deployed for server management with full-function server management tools at no additional cost.	
		The server management must include the following features:	
		· Separate Host Management Network	
		· Built-in RJ45 Net Management port	
		· Built-in RJ45 Serial Management port	
		Each server should have redundant hot-swappable power supplies.	
		The server management must be accessible via serial port or via a dedicated 1000Base-T Ethernet network management port.	
		Facility to take backup of VM configuration	
11	**Management Software**	All cables needed for connection between the switches and all internal components are included and pre-cabled.	5 5
		There should be a Management/Monitoring interface that will be used by Data Center or SysAdmin personnel to install, configure, manage,maintain and backup/restore the VM infrastructure and various services.	
		There should be separate User UI for end users of the services to deploy, maintain and manage VMs.	
		APIs and UI should be provided for infrastructure management.	
		Comprehensive infrastructure automation tool like Terraform to be provided with full functionalities. It should have cross function capabilities with RESTful IaaS APIs, Ansible, and Dockers and other similar platforms. **The tool must be supported by the solution OEM.**	
		Pre-configured/Fixed VM shapes support	
12	**Warranty and Support**	• Kernel based Virtualization.	5
		The Proposed solution should come with comprehensive 5 year warranty with 24*7 access to the OEM portal for online support. Response to incidents should be as below: Ticket Registration should happen within 15 minutes	5

Total Marks (C)	100 scaled down to 40 marks

Total of A(30 Marks) + B(30 Marks)+C (40 Marks)= 100 Marks	Scaled down to 70 Marks for Technical Bid Evaluation

NOTE:

a) UIIC shall not entertain any claims or representation on the technical scores awarded and is not bound to give any reply to the bidders on the technical scores.

Bidders shall submit proof of document for criteria detailed above along with the technical bid. It shall be the responsibility of the bidders to submit relevant proof of document. Scoring shall be done based on the documents submitted along with the technical bid and UIIC may/may not seek any further correspondence in this regard.

8. GENERAL TERMS & CONDITIONS OF CONTRACT

8.1. CONTRACT TERMS FOR SERVICE PROVIDER AND EXIT

- Contract Period: The contract will be valid for a period of 5 years from the date of issuance of purchase order. Irrespective of the period, the contract will deem to be operative until close of assigned projects as per agreed Scope of Work, and hence bidders deploying resources should ensure the resources availability until completion of the work in hand or till the extended period as per the project terms and conditions.
- Price discovered during the RFP will be valid till the completion of the project or the extended completion period as required by UIIC in respect of that project.
- UIIC reserves the right to terminate the contract at any time without assigning any reasons thereof. However, there are specific termination clauses which must be adhered by the selected vendor for continuation of contract.
- The charges proposed by short listed participants and agreed to by UIIC for the activities covered under scope of RFP shall remain frozen during the term of contract, i.e., for a period of 5 years.
- The Agreement and Service Level Agreement shall be as per the SLA clause.
- The detailed terms and conditions governing the contract shall be included in the Agreement and Service Level Agreement and may undergo changes as per the Outsourcing guidelines and/or any other Guidelines issued by IRDAI from time to time or any regulation issued by Government of India or its statutory bodies. There shall be penalties applicable on non-adherence to service deliverables as per penalty clauses.
- The selected vendor should provide satisfactory indemnities to UIIC against possible financial and / or reputational loss arising as per the indemnity clause.
- The performance of selected vendor shall be reviewed periodically, for continuation of the contract. Any decision in this regard by UIIC shall be final and binding on the selected vendor.
- The contract and SLA will be subject to internal policies or guidelines of UIIC and instructions/guidelines etc as issued by Insurance Regulatory and Development Authority and other Government/Authorities from time to time as applicable.
- The terms of the RFP mentioned across this document shall form part of the agreement.
- The detailed terms and conditions governing the contract shall be included in the Agreement and Service Level Agreement which shall be shared with selected vendor at an appropriate time.
- Selected vendor shall be required to put in place necessary security and all possible safeguards to maintain necessary confidentiality of data and/or information received in any form from UIIC. The selected vendor shall be required to submit the details of all safeguards in place at its facility before commencement of the proposed activity.
- The selected vendor shall have to abide by UIIC Information Security Policy for the activities that shall be carried out for UIIC. This policy & procedures is almost aligned to requirements of ISO 27001 standards (ISMS).
- The SLA between UIIC & selected vendor will have these security controls & liabilities of the selected vendor for violation of UIIC IT & IS policy, standards & procedures.

8.2. BUSINESS CONTINUITY

Vendor should have business continuity plan. In case the vendor does not have ready business continuity plan, he should undertake to implement business continuity plan within 3 months from the date of contract. (Proof & Level - ISO 22301)

8.3. TRANSITION MANAGEMENT

Successful Bidder shall provide the Board with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- Plans for the communication with such of the Successful Bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- Plans for provision of contingent support to Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.

Successful Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date. Each Exit Management Plan shall be presented by the Successful Bidder to UIIC. The terms of payment as stated in the Terms of Payment Schedule include the costs of the Successful Bidder complying with its obligations under this Schedule. During the exit management period, the Successful Bidder shall use its best efforts to deliver the services. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule. This Exit Management plan shall be furnished in writing to Successful Bidder or its nominated agencies within 7 days from the receipt of notice of termination or three months   prior   to   the   expiry   this   Agreement.

8.4. CLOSURE

Upon completion of the contract period, the Vendor will perform all activities necessary to close out the Project. This includes:

- Performing formal contract closure
- Updating process documentation and transferring this to UIIC
- Transitioning any relevant process and/or solution responsibilities over to UIIC, or to another contracted vendor. This includes updating and transferring all solution documentation, performing formal   contract   closure,   and   transitioning   any   relevant   solution   responsibilities.

8.4.1. After Termination

On termination of the contract the Vendor must:

- stop work on the Services
- deal with UIIC Material as directed by UIIC; and
- return all UIIC's Confidential Information to UIIC

8.5. TERMINATION

8.5.1. Termination for Default

UIIC may, without prejudice to any other remedy for breach of contract by written notice of default sent to the Vendor/Bidder, terminate the contract in whole or in part:

- If the Vendor/Bidder fails to deliver any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by UIIC, OR
- If the Vendor/Bidder fails to perform any other obligation(s) under the contract and fails to remedy the same within 30 days of notice.
- The progress made by the selected Vendor/Bidder is found to be unsatisfactory and fails to remedy the same within 30 days of notice.

UIIC reserves the right to recover any dues payable by the Vendor/Bidder from any amount outstanding to the credit of the Vendor/Bidder, including the pending bills and security deposit, if any, under this contract or any other contract/order.

In the event UIIC terminates the contract in whole or in part, pursuant to above mentioned clause, UIIC may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered. However, the Vendor/Bidder shall continue performance of the contract to the extent not terminated. UIIC shall pay Vendor/Bidder for services performed till effective date of termination.

8.5.2. Termination for Insolvency

UIIC may terminate the agreement without notice and without compensation, if the Vendor/Bidder becomes bankrupt or otherwise admitted into Corporate Insolvency Liquidation Process provided that such termination will-not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to UIIC.

8.5.3. Termination for Convenience

UIIC may send by 30 calendar days' written notice to the Vendor/Bidder to terminate the contract, in whole or in part at any time at its 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. In the event of the Vendor/Bidder terminating this agreement, the Vendor/Bidder may send by 90 calendar day's written notice to UIIC to 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.

8.5.4. Force Majeure

- The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.
- For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.
- In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months or if the parties foresee that the duration of delay would continue for a period of three months or more, the parties shall hold consultations with each other in an endeavour to find a solution to the problem.
- The end of Force Majeure shall be informed to the other party by writing as soon as possible and resume its obligations under this agreement.
- Notwithstanding the above, the decision of UIIC shall be final and binding on the Vendor/Bidder.

8.6. SURVIVAL

The following clauses survive the termination and expiry of the contract:
- Clause #1.28(Intellectual Property Rights);
- Clause #1.11 (Indemnity);
- Clause #1.8 (Insurance);
- Clause #1.37 (Non-disclosure);
- Clause #1.7 (Protection of personal information);
- Clause #1.42 (IT & IS Guideline);
- Clause #1.56 (Right to Audit);

8.7. PROTECTION OF PERSONAL INFORMATION

This clause applies only where the Vendor deals with personal information when, and for the purpose of, providing Services under the contract.

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

The Vendor acknowledges that it will use or disclose personal information obtained during the course of providing Services under the contract, only for the purposes of the contract. Kindly refer Non-Disclosure Agreement (Annexure 08).

8.8. INSURANCE

Obligation to maintain insurance:
In connection with the provision of the Services, the Vendor must have and maintain for the Contract Period, valid and enforceable insurance policies for: public liability, cyber liability; either professional indemnity or errors and omissions; workers' compensation as required by law.

8.9. PRICE

The bidders should quote only the base price. All applicable taxes will be paid as actuals. The price covers all expenses, such as travel, hotel stay, etc excluding GST. There shall be no escalation in the prices once the prices are fixed and agreed to by the UIIC and the Vendor/Bidder. But any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes, after the signing of the agreement should be passed on to the Purchaser /UIIC. All the items should be quoted in INR (Indian Rupees) only.

8.10. USE OF CONTRACT DOCUMENT AND INFORMATION

The Vendor/Bidder shall not, without UIIC's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of UIIC in connection therewith, to any person other than a person employed by the Vendor/Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The Vendor/Bidder shall not without UIIC's prior written consent, make use of any document or information forming a part of this tender except for purpose of performing the contract.

Any document forming a part of the tender, other than the contract itself, shall remain the property of UIIC.

8.11. INDEMNITY

Subject to Clause (b) below, Vendor/Bidder (the "Indemnifying Party") undertakes to indemnify UIIC (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property to any person, corporation or other entity (including the Indemnified Party) due to the Indemnifying Party's negligence, Fraud, Gross negligence or wilful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third-party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or Indian patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party.

(A)The Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by -

   i. Indemnified Party's misuse or modification of the Service;
   ii. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;
   iii. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party.
   iv. Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or
   v. information, direction, specification or materials provided by Indemnified Party, or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option (1) procure the right for Indemnified Party to continue using it, (2) replace it with a non-infringing equivalent, (3) modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

(B)The indemnities set out in Clause (a) shall be subject to the following conditions:

     i. The Indemnified Party as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;

     ii. the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense;

     iii. If the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;

     iv. The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;

     v. All settlements of claims subject to indemnification under this Clause will:

     vi. Be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and (b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;

     vii. The Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;

     viii. The Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;

     ix. In the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defences of the Indemnified Party with respect to the claims to which such indemnification relates; and

     x. If a Party makes a claim under the indemnity set out under Clause 1.11(A) above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

The Vendor/Bidder shall also indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights or any other Intellectual Property Rights, arising from the use of the service or any part thereof (IPR).

Note- The liability arise out of this clause shall exclude liability from the section 1.12 "Limitation of Liability" below.

8.12. LIMITATION OF LIABILITY

Limitation shall not apply to liability arising as a result of Vendor/Bidder's fraud, gross negligence, or wilful misconduct in the performance of the services hereunder.

The liability of Vendor/Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the liability arising out of indemnification obligations set out above in 1.11.

Limitation of liability is only with respect with the Vendor/Bidder's liability towards procuring entity and limitation shall not apply with respect to Vendor/Bidder's liability towards third parties.

In no event shall either party be liable for any consequential, incidental, indirect, special, or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.

8.13. UNLIMITED LIABILITY

The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Total Cost of Ownership (TCO) of the project. The bidder's liability in case of third-party claims against the UIIC resulting from breach of confidentiality, Wilful Misconduct, or Gross Negligence of the bidder, its employees, and subcontractors or third-party claims resulting from infringement of patents, trademarks, copyrights, or such other Intellectual Property Rights shall be unlimited.

8.14. PROFESSIONAL LIABILITY

The Vendor/Bidder is expected to carry out its assignment with due diligence and in accordance with prevailing standards of the profession. The Vendor/Bidder will cooperate fully with any legitimately provided / constituted investigative body, conducting inquiry into processing or execution of the consultancy contract / any other mater related with discharge of contractual obligation.

8.15. AMENDMENTS TO THIS EOI

Amendments to the EOI may be issued by UIIC during the EOI process as required. Amendments to EOI so made shall be deemed to form an integral part of the EOI.

8.16. CONTRACT AMENDMENT

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

8.17. FORMAT AND SIGNING THE PROPOSALS SUBMITTED

The original and all copies of bid proposal submitted by the participant(s) shall be typed or printed in a clear typeface. An accompanying letter is required, signed by an authorized signatory of the participant(s), committing the participant(s) to the contents of the original response. All pages in the bid should be authenticated by a duly authorized signatory of the participant(s) under seal.

8.18. PARTICIPANT(S) INDICATION OF AUTHORISATION TO BID

Responses submitted by participant(s) to this EOI represent a firm offer to contract on the terms and conditions described in the participant(s) response. The proposal must be signed by an official authorized to commit the participant(s) to the terms and conditions of the proposal. The signatory should have the authority to sign the documents.

8.19. LANGUAGE OF THE PROPOSALS

All bids and supporting documentation shall be submitted in English.

The agreement shall be written in English, as specified by UIIC in the instructions to Vendor/Bidder's subject to Section <> of the EOI. all correspondence and documents relating to the contract and exchanged by the Vendor/Bidder and UIIC, shall be written in English. Any printed literature furnished by the Vendor/Bidder may be written in another language as long as the same is accompanied by an English translation in which case, for the purposes of interpretation of the contract, the English version shall prevail.

8.20. COMPLETENESS OF THE PROPOSALS

The participant's proposal is subject to an evaluation process. Therefore, it is important that the participant(s) carefully prepares the proposal and answers questionnaire completely. The quality of the participant(s) proposal will be viewed as an indicator of the participant(s) capability to provide the solution and participant(s) interest in the project. The participant(s) is required to respond to the EOI only in the prescribed format. Under no circumstances, should the format be changed, altered and modified. All pages including all supporting documents in the bid should be authenticated by a duly authorized signatory of the Participant(s) under seal.

8.21. ACCEPTANCE OR REJECTION OF THE PROPOSALS

UIIC reserves the right to accept or reject any bid at its sole discretion without assigning any reason whatsoever and the decision of UIIC will be treated as final. The EOI responses/bids/proposals not submitted in the prescribed format or incomplete in any sense are likely to be rejected.

8.22. EOI OWNERSHIP

The EOI and all supporting documentation/templates/annexures are the sole property of UIIC and violation of this will be a breach of trust and UIIC would be free to initiate any action deemed appropriate. The bids submitted by the Participants shall be the property of UIIC.

8.23. PREFERENCE TO "MAKE IN INDIA"

In the tendering process, UIIC will follow the guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) issued by GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion Letter No. P45021/2/2017(BE-II) dated May 29, 2019, revised on 04-06-2020, further revised on 16-09-2020.

Salient features of the order are given below:

- 'Class-I Local supplier' means a supplier or service provider, whose products or service offered for procurement, has local content equal to or more than 50%, as defined in the above-mentioned order.
- Class-II Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content more than 20% but less than 50%, as defined in this order.
- 'Non-Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content less than or equal to 20%, as defined in this order.
- 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic Indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

Certificate of local Content: Bidder should provide a Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal as per Annexure 23.

8.24. CONFLICT OF INTEREST

The Vendor/Bidder shall avoid any conflict of interest while discharging contractual obligations and bring, before- hand, any possible instance of conflict of interest to the knowledge of the UIIC, while rendering any advice or service.

The Vendor/Bidder will keep in view transparency, competitiveness, economy, efficiency and equal opportunity to all prospective tenderers / bidders, while rendering any advice / service to UIIC, in regard with matters related to selection of technology and determination of design and specifications of the subject matter, bid eligibility criteria and bid evaluation criteria, mode of tendering, tender notification, etc.

The Vendor/Bidder shall provide professional, objective and impartial advice and at all times hold the UIIC's interest paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignment and their interests.

The Vendor/Bidder will ensure adequate accountability, suitable tender terms and conditions for apportioning accountability. Also, there should be suitable provisions to enforce such accountability, in case of improper discharge of contractual obligations / deviant conduct by/ of any of the parties to the contract.

The Vendor/Bidder must act, at all times, in the interest of the UIIC and render any advice/ service with professional integrity. A Vendor/Bidder is expected to undertake an assignment/ project, only in areas of its expertise and where it has capability to deliver efficient and effective advice / services to the UIIC.

8.25. ARBITRATION CLAUSE

- UIIC and the Vendor/Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.
- If, after thirty (30) days from the commencement of such informal negotiations, UIIC and the Vendor/Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

- In the case of a dispute or difference arising between UIIC and the Vendor/Bidder relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to a sole arbitrator mutually appointed by the parties. In case sole arbitrator is not agreed by both the parties, then guidelines provided in Arbitration and Conciliation Act, 1996 will be followed.
- The Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re- enactments thereof, shall apply to the arbitration proceedings. The seat of arbitration shall be Chennai.
- The contract shall be interpreted in accordance with the Indian Laws for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Chennai (with the exclusion of all other Courts).

8.26. SUB-CONTRACT

The Bidder is responsible for all work performed in this RFP. If a bidder intends to subcontract a portion of the work, the bidder must disclose that intent in the RFP Response. UIIC reserves the right to review subcontractor qualifications.

In the event of subcontracting, following are the responsibilities of the Bidder, also called as System Integrator:

1. The bidder will have the sole responsibility of delivering the products and services as mentioned in this RFP
2. The bidder must declare the names of subcontracting parties along with the scope of sub-contracted part from the RFP scope. The bidder cannot change the list of subcontractors later without the consent of UIIC and any change would lead to disqualification of bid.
3. The bidder is responsible for delivering the overall integrated solution as mentioned in this RFP.
4. The bidder is responsible to manage the subcontractors and meet the timelines and SLAs as defined in the RFP.
5. The contract will be executed by the SI and all the payments will be made to the SI only
6. The Bidder is responsible to manage the contracts of the subcontractors and ensure compliance of the terms, conditions and clauses as mentioned in the RFP
7. The bidder should own the implementation of scope of work defined in RFP

8.27. COST OF THE PROPOSAL

All costs relating to preparation, submission of its proposal, attending the clarification sessions and bid opening as well as arranging for the Technical Presentation, cost of POC will be borne by the participant and UIIC will not be responsible or liable, in any way, for any such costs, regardless of the conduct or outcome of the process.

8.28. INTELLECTUAL PROPERTY RIGHTS

8.28.1. Rights in Vendor's Pre-existing IPR

There shall be no assignment or transfer of any Vendor's pre-existing IPRs (including any amendments, modifications, or enhancements thereto) pursuant to this Agreement.

8.28.2. UIIC ownership of Intellectual Property Rights in RFP

Within the scope of the RFP, it is stipulated and understood that UIIC will be sole proprietorship of all intellectual property entitlements associated with any logic, design, software, and/or systems meticulously customized for utilization within the scope of work of UIIC, including any reproductions of the design solutions.

It is binding upon the bidder to guarantee the utmost safeguarding of UIIC's interests and to hold UIIC harmless against any legal repercussions, claims, or third-party liabilities brought forth by any external parties because of utilizing software, designs, or processes furnished by the bidder.

8.29. SOLICITATION OF EMPLOYEES

Participant(s) will not hire employees of UIIC or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of UIIC 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.

8.30.   LIQUIDATED DAMAGES

If the Vendor/Bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, as per the SLA agreement clause 5.9 given in the RFP. Once the maximum is reached, UIIC may have the sole option to termination of the contract.

The liquidated damage is an estimate of the loss or damage that UIIC may have suffered due to non-performance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to activities agreed to be undertaken by the Vendor/Bidder and the Vendor/Bidder agrees to dispense with the production of actual proof for any loss suffered by UIIC.

Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Vendor/Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Vendor/Bidder shall submit the proof authenticated by the Vendor/Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.

NOTE: The maximum deduction at any point during the project should not surpass 10% of the total contract value.

8.31.   ASSIGNMENT
The vendor/bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons except with UIIC's prior written consent.

8.32.   PAYMENT TERMS
The term of the contract will be for 60 months. The Vendor/Bidder must accept the payment terms and conditions as mentioned in the RFP document.

8.33.   CURRENCY OF PAYMENTS
Payment   shall   be   made   in   Indian   Rupees   (INR)   only.

8.34.   SECURITY DEPOSIT/ PERFORMANCE BANK GUARANTEE
Within 15 days of the receipt of Letter of Acceptance from UIIC, the bidder shall furnish amount equivalent to 5% of the contract value as specified in RFP in the form of irrevocable Bank Guarantee / DD issued by Nationalized/Scheduled Bank towards performance security in accordance with the conditions of contract. UIIC   shall   provide   the   pro   forma   for   performance   security   to   the   successful   bidder.

Performance   security   shall   be   valid   for   63   months   from   the   date   of   Letter   of   Acceptance.

Failure of the bidder to comply with the requirement of section 5.9 shall constitute sufficient grounds for the annulment of the award and blacklisted for further bidding of future tender/procurement process for 3 years.

In case Bidder after appointment as System Integrator in UIIC refuses to participate or does not participate or does not respond to the requests / RFPs sent by UIIC to them for submission of RFQs and execution of the awarded   System   Integrator   jobs,   UIIC   may   forfeit   performance   security.

8.35.   VARIATION OF SCOPE
UIIC may at any time during the period of contract, by a written communication to the Vendor/Bidder shall Propose modifications within the general scope of the contract for the services provided by the Vendor/Bidder as long as the aforesaid modifications have no impact on commercials and are mutually agreed by both parties.

8.36.   NOTICES
Any notice by one party to the other pursuant to the contract shall be sent in writing or e-mail and confirmed in writing to the address specified for that purpose in the contract.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

8.37. NON-DISCLOSURE

Participant(s) should adhere to non-Disclosure agreement guidelines as described in Annexure 08.

8.38. TOOLS AND EQUIPMENT

The Vendor/Bidder shall provide all necessary tools and equipment required for project management under the scope of the project.

Whatever tools and equipment's as deemed fit by the Vendor/Bidder to ensure deliverables as per the RFP, need to be deployed by the Vendor/Bidder.

8.39. SUPERVISION

The Vendor/Bidder shall ensure that all activities are carried out under the direct supervision of qualified / certified personnel.

8.40. PERSONNEL

8.40.1. Use of Specified Personnel

The Vendor will provide the Services or any part of the Services to which their particular experience relates, with the active involvement of, and using the skill of the Specified Personnel; and

Ensure that each of the Specified Personnel is aware of and complies with the Vendor's obligations in providing the Services.

8.40.2. If the Specified Personnel are not available

Where one or more of the Specified Personnel is or will become unable or unwilling to be involved in providing the Services, the Vendor will notify UIIC immediately. The Vendor will:

- If requested by UIIC, provide a replacement person of suitable ability and qualifications, having appropriate technical qualifications and experience equivalent or more than the replaced person, at no additional charge and at the earliest opportunity; and
- Obtain UIIC's written consent prior to appointing any such replacement person.
- Absence of the designated individual on scheduled working days/shifts except on public holidays specified by UIIC, will incur penalty on per day basis.
- If a deployed resource in this project resigns from the organization, the vendor must promptly inform the UIIC SPOC about the resource's notice period, ensuring the departing resource facilitates a thorough transition and knowledge transfer to their replacement, including all necessary documentation.

8.40.3. UIIC may request replacement of Personnel

UIIC may at any time request the Vendor to remove from work any of the Specified Personnel. The Vendor must promptly arrange for the removal of such Personnel and their replacement in accordance with the process outlined.

8.41. PUBLICITY

Any publicity including but limited to promotions, advertising etc. by the Vendor/Bidder in which the name of UIIC is to be used, should be done only with the explicit written permission from UIIC.

8.42. IT & IS GUIDELINES

Participant(s) should adhere to Information Technology & Information Security guidelines as described in Thirty Party Service providers as per cyber security guidelines issued by IRDAI dated April,2023. The detailed policies will be shared to the successful bidder for compliance.

8.43. ENTIRE AGREEMENT

The parties agree that the agreement along with the RFP, pre-bid queries and any other document and correspondences between the parties prior to the entering of the agreement shall form an integral part and parcel of the agreement and all clauses of this agreement including the arbitration clause contained herein shall apply to those documents.

8.44. PERFORMANCE ASSESSMENT

8.44.1. Assessment of Services

Each element of the Services is subject to assessment by UIIC or any other party nominated by UIIC against the relevant Performance Criteria.

8.44.2. Notice of non-compliant Services

- If UIIC considers that all or part of the Services does not meet the specifications, UIIC will notify the Vendor within 21 Business Days of assessing the Services against the specifications.
- UIIC will include reasons for the Services not meeting the specifications in the notice as given above.

8.44.3. Rectification of non-compliant Services

If UIIC notifies the Vendor that all or part of the Services does not meet the Performance Criteria, the Vendor will:

a. Take all necessary steps to ensure that the Services are promptly corrected.
b. Give notice to UIIC when the Services have been corrected; and
c. Allow UIIC / any other party nominated by UIIC, to repeat the assessment of all or part of the Services against the specifications, within five Business Days after the date of the notice or such other time as agreed mutually.

8.45. PERFORMANCE BENCHMARKING

The Bidder will have to perform the benchmark for the purpose of this project, incorporating the proposed technology architecture for the applications within the scope of this RFP. The Bidder will have to do a benchmark on the hardware, sizing and architecture proposed for the applications specific to the application designed by the Bidder with due concurrence of UIIC. **Benchmark may be validated & reported by UIIC on its own or through reputed independent 3rd party who has the experience of reporting performance benchmark.**

The Bidder will have to perform a product benchmark at the benchmarking center as identified by the Bidder in the presence of UIIC employees or its repudiated third party. The objective of this exercise is to demonstrate that the proposed sizing, hardware and architecture meets the requirements and provides the required service levels in terms of number of the necessary transactions per second (TPS), user concurrency, Business Volumes and Growth Projections, along with the necessary number of concurrent transactions, total number of transactions in a 4 hour window, time taken for End of Day, batch processing and meet the required response time as expected by UIIC. This benchmark should be carried out on the proposed hardware, sizing and architecture with the proposed version of the operating system, proposed version of the database system and the proposed version of the application system. The benchmarking exercise should be successfully completed within 2 months from the date of Go-live.

The Bidder should factor all the necessary costs on their own incurred during the benchmarking activity, i.e, travel, lodging, food expenses. Any expenses incurred for the same would be borne by Bidder and under no circumstances the same would be reimbursed to the Bidder by UIIC. The Bidder is expected to factor all expenses linked to the benchmarking in the Bill of Materials.

The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting UIIC's current and terminal year transaction and business volumes. Bidder has to study the load compute wise and during performance load testing bidders needs to generate same load according to the projection provided by UIIC to certify the sizing, hardware and architecture.

During Benchmarking, the load generated by the bidder has to be in accordance with the transaction mix and the current setup of the UIIC. The sign off should be taken from the UIIC.

During Benchmarking, if it is observed that the required parameters are not achieved, then, bidder is required to augment the hardware within 2 months from the date of submission of Benchmarking report at no additional cost to UIIC.

For generating the load, bidder needs to factor an appropriate load simulation tool for the duration of benchmarking only at no additional cost to UIIC. Bidder needs to do the installation, configuration, maintenance of the same.

Stress Testing: - Bidder needs to do stress testing during implementation using the stress testing tool. Bidder needs to provide a report and take sign off from the UIIC before going live. Stress Testing needs to be done on all layers of the solutions setup and if any deviations pointed out by the UIIC, bidder needs to resolve the same before.

8.46.   OPTION TO EXTEND CONTRACT PERIOD

- The Contract Period may be extended by UIIC on the terms and conditions mutually agreeable by both the parties, by giving written 30 days' notice to the Vendor.
- Any extension exercised in accordance with the contract takes effect from the end of the then current Contract Period.

8.47.   SERVICE LOCATION

Obligation to provide Services: The vendor offers to provide the Services at any location in India as may be required by UIIC.

8.48.   GENERAL OBLIGATIONS OF THE PARTIES

The Selected vendor will, at all times:

- Act reasonably in performing its obligations;
- Diligently perform their respective obligations; and
- Work together with UIIC in a collaborative manner.

8.49.   OBLIGATIONS OF THE SELECTED VENDOR

The Vendor will supply the Services:

1) With due skill and care and to the best of the Vendor 's knowledge and experience;
2) In accordance with relevant Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards, best practice and guidelines;
3) Using the Specified Personnel;
   i. Vendor should comply with all the regulatory laws;
   ii. The Vendor will be obliged to work closely with UIIC's staff, act within its own authority and abide by directives issued by UIIC and undertake implementation activities.
   iii. The Vendor will abide by the job safety measures prevalent in India and will free UIIC from all demands or responsibilities arising from accidents or loss of life the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold UIIC responsible or obligated.
   iv. The Vendor will be responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
   v. In accordance with any reasonable directions in relation to the Services given by UIIC from time to time.
   vi. So as to meet the Milestones and other project plan requirements, and where no Milestones or project plan requirements are specified, promptly and without delay.

8.50.   WARRANTIES

The Vendor will have to represent and warrant that:

- It has the right to enter into the Contract resulting this RFP;
- It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
- Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services;
- The Services will be complete, accurate and free from material faults; and
- It will not, nor will allow any third party under its direction or control to negligently introduce any Harmful Code into UIIC's systems or Deliverables.

8.51.   CYBER LIABILITY

The Bidder shall ensure its compliance with all statutory, regulatory, contractual, and internal policy obligations applicable to this RFP. Examples include but are not limited to INFORMATION TECHNOLOGY ACT, 2000, Information Technology (Amendment) Act, 2008, Regulations under Information Technology Act, IRDAI Cyber Security guidelines. Bidder shall timely update its processes as applicable standards evolve.

8.52. LAND BORDER RESTRICTION

UIIC shall follow the public procurement guidelines as stipulated in Order ref: 6/18/2019-PPD Dated 23.07.2020 from Department of Expenditure, Ministry of Finance- Restrictions under Rule 144 (xi) of General Financial Rules 2022.

8.53. MSME WAIVER

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

8.54. STARTUP INDIA

The condition of prior turnover and prior experience may be relaxed for Startups (Rule 173 (i) of GFR 2017) (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document. The quality and technical parameters are not to be diluted. As defined by Department of Policy & Promotion (DIPP) an entity shall be considered as a 'start-up'-

- Up to ten years from the date of its incorporation/ registration.
- If its turnover for any of the financial years has not exceeded Rs 100 (Rupees Hundred) crore

- It is working towards innovation, development or improvement of products or processes or services, or if it is a scalable business model with a high potential of employment generation or wealth creation
- Provided further that in order to obtain benefits a Startup so identified under the above definition shall be required to be recognized as Startup by DPIIT9.
- As per Department of Expenditure's OM No.F.20/2/2014-PPD dated 20.09.2016, relaxation regarding the prior turnover and prior experience is applicable only to all startups recognized by Department of Industry & Internal Trade (DPIIT) subject to meeting of quality and technical specifications. Startups may be MSMEs or otherwise.

8.55. RIGHT TO AUDIT

Upon notice from UIIC, Vendor shall provide records for inspection and assist UIIC, or its designated third-party contractor, and/ or IRDA and/ or its auditors, if required and advised by UIIC to Vendor, with access to and any assistance (including financial records, reports and supporting documentation) that they may require with respect to the Service Locations and the Vendor Systems for the purpose of performing audits or inspections of the Services.

8.56. NORMALIZATION OF BIDS

UIIC may, at its sole discretion, decide to seek more information from the respondent in order to normalize the proposals. However, respondents will be notified, if such normalization exercise is resorted to.

Normalization will be done to the extent possible and feasible to ensure that bidders are meeting the requirements of the RFP to the extent possible and that the interest of UIIC is protected.

UIIC reserves the right to normalize any or all of the technical bids. If such normalization has a bearing on the price; UIIC may at its discretion ask the bidders eligible for technical evaluation to submit the technical and commercial bids once again for scrutiny. The submissions can be requested by UIIC in the following two manners:
-Incremental technical bid and / or incremental price submissions in part of the requested clarifications by UIIC
OR
-Revised technical and / or price submissions of the part or whole bid.

The process of normalization may be iterative till such time UIIC is satisfied with the response of the bidders.

The bidder by participating in this RFP agrees to the normalization process being followed and adopted by UIIC and has no reservation on the process adopted.

In the event the bidder has any query on the normalization process the same may be raised by the bidder as part of the pre-bid queries.

8.57. BASIS FOR EVALUATION-LCBS

The basis of overall evaluation will be on a Lowest cost-based selection (LCBS) system (Rule 192 of GFR 2022, also see para 6.9.2).

8.58. ACCESS TO UIIC'S PREMISES

UIIC will provide the necessary access, to its premises, to the vendor as and when required and is deemed reasonable.

8.59. CONDUCT AT UIIC'S PREMISES.

The Selected vendor will, if using or accessing UIIC 's premises or facilities, comply with all reasonable directions and procedures relating to occupational health and safety and security in operation at those premises or facilities whether specifically drawn to the attention of the Vendor or as might reasonably be inferred from the circumstances.

8.60. MISCELLANEOUS

8.60.1. Varying the contract

The contract may be varied only in writing signed by each party.

8.60.2. Approvals and consents

Except where the contract expressly states otherwise, a party may, in its discretion, give conditionally or unconditionally or withhold any approval or consent under the contract.

8.60.3. Assignment and novation

A party may only assign its rights or novate its rights and obligations under the contract with the prior written consent of the other party.

8.60.4. Further action

Each party must do, at its own expense, everything reasonably necessary (including executing documents) to give full effect to the contract and any transaction contemplated by it.

8.60.5. Waiver

Waiver of any provision of or right under the contract:
a. must be in writing signed by the party entitled to the benefit of that provision or right; and
b. is effective only to the extent set out in any written waiver agreed by the other party.

8.60.6. Relationship

a. The parties must not represent themselves, and must ensure that their officers, employees, and agents do not represent themselves, as being an officer, employee, partner or agent of the other party, or as otherwise able to bind or represent the other party.
b. The contract does not create a relationship of employment, agency or partnership between the parties.

8.60.7. Announcements

a. The Vendor must, before making a public announcement in connection with the contract or any transaction contemplated by it, obtain UIIC's written agreement to the announcement.
b. If the Vendor is required by law or a regulatory body to make a public announcement in connection with the contract or any transaction contemplated by the contract the Vendor must, to the extent practicable, first consult with and consider the reasonable requirements of UIIC.

8.61. INTEGRITY PACT

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of UIIC. The pact essentially envisages an agreement between the prospective bidders/vendors and UIIC committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed in Annexure 22 – Integrity Pact.

Signing of the IP with UIIC would be one of the preliminary qualification for further evaluation. In other words, entering into this pact would be one of the preliminary qualification for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any vendor/bidder not signed the document or refusing to sign shall be disqualified in the bidding process

The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access to all the project documents. document Shri Dharam Chand Jain, IPS (Retd.) and Shri Vijay Sharma, IRSE (Retd.) shall be acting as the IEM for this contract/Tender. However, UIIC at its sole discretion reserves the right to change/name another IEM, which shall be notified latter

Contact Details:

Shri Dharam Chand Jain, IPS (Retd.)	Shri Vijay Sharma, IRSE (Retd.)
4F, Type-VII, Tower-6, East Kidwai Nagar, New Delhi – 110023. M. No. 9414080909 E-mail: jaindharam@hotmail.com	Flat no.9112, Parx Laureate, Sector 108, Noida, Uttar Pradesh, 201304. M.No. 9599008865 E-mail: vijayedtm@gmail.com

8.62. VENDOR RISK ASSESSMENT

The TSP shall implement processes and controls to ensure that risks associated with third-parties (e.g. vendors, contractors, business partners, etc.) providing information technology equipment, software, and/or services are minimized or avoided. Third party management processes and controls shall include, at a minimum:

   i.   Tailored acquisition strategies, contracting tools, and procurement methods for the purchase of systems, system components, or system service from suppliers;
   ii. Due diligence security reviews of suppliers and third parties with access to the Vendor's {TSP's} systems and sensitive information;
   iii. Third party interconnection security; and
   iv. Independent testing and security assessments of supplier technologies and supplier organizations.

Note- Vendor risk assessment should be carried out as per regulatory requirements.

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

ANNEXURE 1- FORMAT FOR LETTER OF AUTHORIZATION
(To be submitted in the Bidder's letter head)
[To be included in Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office, 24, Whites Road,
Chennai – 600014

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

The following persons are hereby authorized to attend the bid opening on _____ (date) in respect of the tender for "Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**" on behalf of M/s._____ (Name of the Bidder) in the order of preference given below:

Order of Preference Name Designation Specimen Signature 1.

2.

(Authorized Signatory of the Bidder)

Date:

(Company Seal)

1. Maximum of two persons can be authorized for attending the bid opening.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not submitted.

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

ANNEXURE 2- NO BLACKLIST DECLARATION

(To be submitted in the Bidder's letter head)
[To be included in Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

To

The Deputy General Manager

Information Technology Department

United India Insurance Co. Ltd.

Head Office, 24, Whites Road,

Chennai – 600014.

Subject: Submission of No Blacklisting Self-Declaration for Tender Ref. No: 000100/HO IT/RFP/109/2025-2026 "Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**"

Dear Sir/Madam,

We do hereby declare and affirm that we have not been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender for "REQUEST FOR PROPOSAL (RFP) FOR Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**"

(Authorized Signatory of Bidder)

Date:
(Company
Seal)

ANNEXURE 3A - MANUFACTURERS AUTHORISATION FORMAT
(To be submitted on OEMs Letter Head)
[To be included in Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

To

The Deputy General Manager

Information Technology Department

United India Insurance Co. Ltd.

Head Office, 24, Whites Road,

Chennai – 600014.

Subject: Manufacturers Authorization Form for the "Tender for Proposal (RFP) for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR"**

<This MAF should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its eligibility bid>

MAF should broadly cover the following:

1. Registered office address of OEM.

2. We, M/s_____ are the OEM of _____(Name of the product/Solution/Hardware), being offered to United India Insurance Company Ltd through M/s _____(Bidder"s Name), who is our authorized Partner/representative in India for supply of this Product/Solution/Hardware.

3. We, M/s _____ have the IP (Intellectual property) rights for the products.

4. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____

5. Confirm extension of full warranty and guarantee as per the terms and conditions of the tender and the contract for the solution, products/equipment and services including extension of technical support and updates / upgrades if contracted by the bidder.

6. Ensure all product upgrades including software upgrades and new product feature releases during the contract period.

7. And also confirm that such Products as UIIC may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract.

8. In the event of termination of production of such Products:

   a. advance notification to UIIC of the pending termination, in sufficient time to permit the UIIC to procure needed requirements; and
   b. Following such termination, furnishing at no cost to UIIC, the blueprints, design documents, operations manuals, standards and specifications of the Products, if requested.

9. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the UIIC, terminates contract due any reasons with UIIC or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours at no extra cost to the company.

10. With reference to the all components/parts/assemble/software used inside the company products/Hardware being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.

11. In case of default/unable to comply with above at the time of delivery or during implementation, for the IT asset including hardware / software already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:
(Company Seal)

ANNEXURE 3B - UNDERTAKING FOR BEING THE OEM OF THE OFFERED SOLUTION

(To be submitted on OEMs Letter Head)

[To be included in Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

To

The Deputy General Manager

Information Technology Department

United India Insurance Co. Ltd.

Head Office, 24, Whites Road,

Chennai – 600014.

Subject: Undertaking for being the OEM of the offered solution for the "Tender for Proposal (RFP) for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR"**

We hereby submit the following:

1. Registered office address of OEM.

2. We, M/s_____ are the OEM of _____(Name of the product/Solution/Hardware), being offered to United India Insurance Company Ltd direclty for supply of this Product/Solution/Hardware.

3. We, M/s _____ have the IP (Intellectual property) rights for the products.

4. We agree to provide services as per the scope of work and technical specifications of this RFP

5. Confirm extension of full warranty and guarantee as per the terms and conditions of the tender and   the contract for the solution, products/equipment and services including extension of technical support and updates / upgrades if contracted by the bidder.

6. Ensure all product upgrades including software upgrades and new product feature releases during the   contract period.

7. In the event of termination of production of such Products:

   a. advance notification to UIIC of the pending termination, in sufficient time to permit the UIIC to procure needed requirements; and
   b. Following such termination, furnishing at no cost to UIIC, the blueprints, design documents, operations manuals, standards and specifications of the Products, if requested.

8. With reference to the all components/parts/assemble/software used inside the company products/Hardware being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.

9. In case of default/unable to comply with above at the time of delivery or during implementation, for

the IT asset including hardware / software already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:
(Company Seal)

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

ANNEXURE 4 - STATEMENT OF NIL DEVIATIONS
(To be submitted in the Bidder's letterhead)
[To be included in 'EOI' Eligibility Bid]

Ref. 000100/HO IT/RFP/109/2025-2026

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office, 24, Whites Road,
Chennai – 600014.

Re: Your RFP Ref. 000100/HO IT/RFP/109/2025-2026 - "Tender for Proposal (RFP) for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**"

Dear Sir,

There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

ANNEXURE 5 - BANK GUARANTEE FORMAT FOR EMD
[To be included in 'EOI' Eligibility Bid]

To

The Deputy General Manager

Information Technology Department

United India Insurance Co. Ltd.

Head Office, 24, Whites Road,

Chennai – 600014.

Whereas........................... (Hereinafter called "the Bidder") has submitted its bid dated...................... (Date of submission of bid) for the "Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR** "(hereinafter called "the Bid"), we.....................(Name of Bank), having our registered office at.   (Address   of   bank) (Hereinafter called "the Bank"), are bound unto United India Insurance Co. Ltd (hereinafter called "the Purchaser") for the sum of ₹ 3,00,00,000/-(Rupees Three Crore only) for which payment well and truly to be made to the said Purchaser, the Company binds itself, its successors, and assigns by these presents.

THE CONDITIONS of this obligation are:
- If the Bidder/System Integrator withdraws his offer after issuance of letter of acceptance by UIIC;
- If the Bidder/System Integrator withdraws his offer before the expiry of the validity period of the tender
- If the Bidder/System Integrator violates any of the provisions of the terms and conditions of this tender specification.
- If a Bidder/System Integrator, who has signed the agreement and furnished Security Deposit backs out of his tender bid.
- If a Bidder/System Integrator having received the letter of acceptance issued by UIIC, fails to furnish the bank guarantee and sign the agreement within the 15(Fifteen) days from the letter of acceptance.

We undertake to pay the Purchaser up to the below 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 all/any of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including ninety (90) days from last date of bid submission, and any demand in respect thereof should reach the Company not later than the above date. Notwithstanding anything contained herein:

1. Our liability under this bid security shall not exceed₹ 3,00,00,000/-

2. This Bank guarantee will be valid upto ....(Date);

3. We are liable to pay the guarantee amount or any part thereof under this

Bank guarantee only upon service of a written claim or demand by you on or before............(Date).

In witness whereof the Bank, through the authorized officer has set its hand and stamp on this……….day of ……….at …………................................

(Signature of the Bank)

NOTE:

1. Bidder should ensure that the seal and CODE No. of the authorized signatory is put by the bankers, before submission of the bank guarantee.
2. Bank guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of appropriate value.
3. Bid security should be in INR only.
4. Presence of restrictive clauses in the Bid Security Form such as suit filed clause/ requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non- responsive.

Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Company.

The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance bank guarantee.

ANNEXURE 6 - ELIGIBILITY CRITERIA FORM
[To be included in 'EOI' Eligibility Bid]

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office, 24, Whites Road,
Chennai – 600014.

Ref. 000100/HO IT/RFP/109/2025-2026

ELIGIBILITY CRITERIA FOR BIDDERS

S.No.	Particulars	
1	Registered Name & Address of The Bidder	
2	Location of Corporate Head Quarters	
3	Date & Country of Incorporation	
4	GSTIN and date of registration	
5	In the Location business since (year)	
6	Whether the bidder is an OEM / SI	
7	Address for Communication	
8	Contact Person-1 (Name, Designation, Phone, Email ID)	
9	Contact Person-2 (Name, Designation, Phone, Email ID)	

TURN OVER & NET PROFIT

Financial Year / Accounting Year	Turnover (in Crores)	Net Profit
2021-2022		
2022-2023		
2023-2024		

Eligibility Criteria for Bidders/OEMs

S. No.	Eligibility Criteria for Bidders	Documentary Proof Required
1.	The Bidder should be a Registered Company in India under the 'Companies Act' and should be in existence in India for more than ten (10) years as on 31.03.2025.	Copy of the Certificate of Incorporation issued by Registrar of Companies.
2.	The bidder should be Original Equipment Manufacturer (OEM) of the proposed Solution or its registered partner in India	In case of registered partner, MAF from OEM for all the Solution proposed to be submitted as per Annexure-3A in the respective OEM letter Head. In case the bidder is itself the OEM, undertaking as per Annexure-3B on their company's letter head should be provided.
3.	The bidder should have an average annual financial turnover of at least ₹300 Crore for the last three Financial year's viz. 2021-2022, 2022-2023, and 2023-2024.	Audited financial statements / Certificate from Auditor.
4.	Bidder must have net profit in any one year during the last three completed financial years - 2021-22, 2022-23 and 2023-24.	Audited financial statements / Certificate from Auditor.

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

5.	The bidder should not have been blacklisted/ debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender.	As per Annexure 2: No Blacklist declaration
6.	Bidder should have its own support center for Telephonic and Remote Assistance Services in Mumbai, Hyderabad & Chennai.	Self-Declaration along with the details of the support centers in Mumbai, Hyderabad & Chennai.
7	The bidder should have supplied and provided/providing maintenance services of **proposed solution** in India in last 3 years and should have had experience in implementing, managing and monitoring similar Private cloud infrastructure (**Integrated appliance based converged infrastructure solution**) within the Data Centre/Disaster Recovery Site for PSU/**Government organization/BFSI in India (**having at-least 1000 branches) with the following specifications: e.) Private cloud infra and software suite (Hypervisor, Container, kubernetes, Disaster Recovery Management and automation) f.) Supply of compute (**More than 3600+ Physical core overall)** g.) 100 TB+ Oracle database Managed services h.) Migration **of VM's (400+)** in private cloud projects	Relevant credential letter for the stipulated criteria Or Bidder should **Provide Purchase Order(s) in last 3 years of atleast 2 different project in PSU /Government organization /BFSI in India (having at-least 1000 branches)** together with the performance certificate as per Annexure 20 signed & sealed by the respective Bidder's customers.
8.	Bidder should be an OPN partner for last 3 years. The Bidder should have experience in **migrating oracle database from Oracle Exadata/SPARC in last 3 years (including cross platform migration)** and should have experience in managing and monitoring the respective environments for at least One PSU/**Government organization/BFSI in India (**having at-least 1000 branches)	Relevant credential letter for the stipulated criteria. Bidder should provide relevant Purchase Order(s) in last 3 years together with the project completion / installation report duly signed & sealed by the respective Bidder's customers (The Purchase Orders & the installation /Project completion reports should have dates
10.	The bidder should have had experience of providing 20+ L1 & L2 support for Core Banking / Core Insurance Infrastructure and their associated databases for at least One PSU/**Government organization/BFSI** in India (**having at-least 1000 branches)	Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates)
11.	The bidder must have its own OEM certified technical teams for providing on-site support in case of critical technical issues. Bidder should provide details of at least five OEM certified members for the following,	Self-Declaration on Bidder Letter head. Necessary documentary proof to be submitted

	• Proposed solution • For Oracle Support	
12.	Bidder should submit the Land Border Clause as per Annexure 15	Bidder needs to Submit Annexure 15 on letter head dully signed by Authorized signatory

Note:

1. For a particular Solution, only the OEM or its authorized representative can bid. If both the OEM and its authorized representative bid for the same Solution, both the bids will be rejected.
2. Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
3. Technical Evaluation will be done by UIIC"s technical evaluation committee and the decision of the committee will be final.
4. Bidders to submit relevant documentary evidence for all parameters mentioned.
5. Providing any wrong information by the bidder will result in disqualification of the bidder. The UIIC may cross check above parameters by any means / during site visit.
6. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party/Customer. All documents, addressed to the UIIC, should be submitted in Original and scanned photocopies.
7. All documents must be signed by their authorized signatory of the respective parties and his/her designation, Official E-mail ID and Mobile no. should also be evident. Bidder has to provide the authorization letter evidencing the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third party document may make the bid liable for rejection.
8. All documents submitted by the bidder should be signed by the authorized signatory. The Bidder also to submit letter from competent authority evidencing delegation of authority to the authorized signatory along with details such as designation, mail id and mobile number.
9. In respect of all other documents adduced by the bidder as evidence substantiating his claims, the same should be signed by the authorized signatories of the respective entities duly self attested by the bidder authorized signatory.

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

ANNEXURE 7 - COMMERCIAL BID FORMAT [ALL AMOUNTS SHOULD BE IN INR]

[To be included in 'RFP'- Commercial Bid]

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

ANNEXURE 8- NDA (NON - DISCLOSURE AGREEMENT FORMAT)
(To be submitted in separate ₹100 stamp paper)
[To be included in 'EOI' Eligibility Bid]

This confidentiality and non-disclosure agreement is made on the....................day of......................, 20..... between (Bidder), (hereinafter to be referred to as "-------") which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its principal office at ....(address) and UNITED INDIA INSURANCE COMPANY LIMITED (hereinafter to be called "UIIC") which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Registered Office at   (address) on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows:

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption 'Definitions' of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party ("Confidential Information"). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party).

1. DEFINITIONS
(a) CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys,

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, Scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defences taken before a Court of Law, Judicial Forum, Quasi-judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however, in addition, without limitation, where the Disclosing Party is the UIIC, no information that is exempted from disclosure under section8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

(b) MATERIALS means including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

2. COVENANT NOT TO DISCLOSE

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfil its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultants and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and

agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information.

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual
(i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
(ii) that it has requested or received Confidential Information, or
(iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

(a) the Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or

(b) was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party;

(c) was independently developed by Receiving Party or its Representatives without reference to the Confidential Information; or

(d) the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.

(e) is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.

3. RETURN OF THE MATERIALS
Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

4. OWNERSHIP OF CONFIDENTIAL INFORMATION
The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided "as is" with all faults.

By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this
Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

5. REMEDIES FOR BREACH OF CONFIDENTIALITY
(a) The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or in equity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.

(b) The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.

6. TERM
This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually.

7. GOVERNING LAW & JURISDICTION
This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law

provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Chennai.

8. ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

9. WAIVER

No term or provision hereof will be considered waived by either party and no breach excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.

10. SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

11. NOTICES

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the UIIC shall be served on the Information Technology Department of the Company's Head Office at Chennai and a CC thereof be earmarked to the concerned Branch, Divisional or Regional Office as the case may be by RPAD & email.

IN WITNESS WHEREOF THE PARTIES HERE TO have set and subscribed their respective hands and seals the day and year herein above mentioned.

(a) for & on behalf of United India Insurance Co. Ltd   (a) for & on behalf of (BIDDER'S NAME)

    DEPUTY GENERAL MANAGER

  -- _____   -- _____

In the presence of: Witnesses - 1:   In   the   presence   of:

Witnesses - 2:   Witnesses - 1:

                                                      Witnesses - 2:

ANNEXURE 9 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS
[To be included in 'RFP' - Technical Bid]

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

Ref. No: 000100/HO IT/RFP/109/2025-2026

S#	Components	Minimum Required Specification	Compiled (Yes/No)
**Technical Specification of Rack scale for Integrated appliance based converged infrastructure Solution at DC & DR**		
1	**General features**	The proposed system should be **Integrated appliance based converged infrastructure solution** (Server, Storage, networking and software)	
		Proposed system should be deployed in two different sites – Data Centre and Disaster Recovery	
		Support for the proposed Hardware and Software infrastructure (for all components, including but not limited to, the servers, storage, switches, virtualization, cloud management, operating system etc.) should be from the **Single OEM only**.	
		The Proposed solution should be capable to handle hard partitioning/Trusted Partitioning/logical partitioning both capped and uncapped from the perspective of oracle/similar licensing.	
		Ability to increase/decrease various resources in respect of following: • CPU/Memory/Licenses in respect of Virtual Machines /Kubernetes /Docker /Container both independently and/or in combination	
		Infrastructure should have ability to add GPU and all the related components seamlessly integrating and also scalable with the production infrastructure to handle GPU workloads (both Ai and graphics intensive application).	
		All required features sought should be available in both standalone and multitenancy model in the proposed solution.	
2	**Private Cloud Compute Server**	Bidder should provide two physical **independent** clusters at each site, with each **independent** cluster having 900+ usable physical cores for **applications, DB workloads** with atleast one server node redundancy for compute. **Any additional resource(CPU/Memory) required for Management/overloads must be provisioned additionally.**	
		Private cloud orchestration and management software to be bundled for the entire stack from day one	
		Private cloud Configuration management and automation software to be bundled for the entire stack from day one	
2.1	**Compute Server**	Each Server node should have at least 2 platinum 8000 series/ EPYC 9000 series processors or higher, and each processor should have a minimum clock speed of at least 2.5 GHz or higher.	
		Each server node should equip with at least 2 TB DDR5 RAM	
		Each server node should have boot manager with minimum 2 x 480GB M.2 SATA SSD	
		Each server node should have at least 2 x Dual port 100 Gbit Ethernet **or equivalent bandwidth per node.**	
		Each Server node should have a minimum 1 x GB Ethernet Management port	
		The Proposed solution should have **memory** capabilities such as ECC(Error Correction Code)	
		Key components mentioned below must have redundancies and should have capabilities to mitigate and resolve unexpected hardware failures • Controllers • Power supply modules • Cooling fans	

		- Disks(All types required for the solution) - Network Modules - Storage heads	
		Key components mentioned below must have Hot-Swap capabilities - HDD/SSD - Power Supply - Fans	
		Redundant management servers in addition to compute nodes	
3	**Virtualization**	Should support any of the enterprise class virtualization platform for managing the virtual machines such as VMware,Oracle VM, MS Azure-hyperv **or** Nutanix AHV.	
		Private cloud environment, hypervisor and operating system(Enterprise license for all the physical core/CPU/Node) should be included.	
		Centralized management for compute, network and storage. The management interface must be made available via web browser.	
		Performance, health and capacity monitoring and management feature.	
		Support Windows Server and Linux.	
		Should support Reserve CPU and Memory on a per-VM basis and also automatic allocation of resource.	
		Should be engineered to deliver a comprehensive suite of cloud infrastructure services within the secure environment of our on-premises network.	
		Bidder to provide the cost of the additional Licenses of below 9. **Container and Kubernetes,** 10. **Hypervisor,** 11. **Linux OS** 12. **Disaster recovery management** Above components licenses should be included for 100% additional scalability of what is proposed to be provided for TCO calculation except hardware.	
5	**Enterprise Class Storage**	The integrated enterprise class storage should host the management software, including the server installation images, and the various management databases and activity logs. The storage space for the same shall be in addition to the usable storage area defined below	
		Proposed **Integrated appliance based converged infrastructure solution** should support File level protocols: NFS v3/v4, Block level protocols: Block Storage Service protocols simultaneously from day one for all proposed nodes.	
		Should support remote replication to another appliance and disaster recovery management	
		Storage should be equipped with usable storage space (RAID10 implemented) of 300 TB **using 7.2krpm or higher capacity disks** and 150 TB using SSD for each cluster (900TB) this should be usable not effective capacity.	
		Expandable to up to 400% **storage across** block file and Object storage	
6	**Private cloud Networking Switches**	Each **cluster** should have **redundant switched with** 40/100 GbE ports to support **the solution** with separate network switch datacenter architecture equipped with required QSFP28 transceivers, cables included and pre-cabled	
7	**Private cloud Management Switch**	Each platform/cluster should have one 48 port ethernet switch for management	

8	Rack	The solution offered should be enclosed with same OEM 42U rack (2 No's minimum per site), each rack with **2 Three phase minimum 24KVA PDUs**	
9	**Pre-Installed Licensed Software**	**Cloud controller, VM Server, VM Manager, Storage OS software, Software Defined Network Software, Enterprise Linux or Unix OS, Kubernetes software, JAVA SE and all other related software's to meet the full functionalities of the EOI.**	
10	**Systems Management**	An Independent server (excluding cluster nodes) to be deployed for server management with full-function server management tools at no additional cost.	
		The server management must include the following features:	
		· Separate Host Management Network	
		· Built-in RJ45 Net Management port	
		· Built-in RJ45 Serial Management port	
		Each server should have redundant hot-swappable power supplies.	
		The server management must be accessible via serial port or via a dedicated 1000Base-T Ethernet network management port.	
		Facility to take backup of VM configuration	
		All cables needed for connection between the switches and all internal components are included and pre-cabled.	
11	**Management Software**	There should be a Management/Monitoring interface that will be used by Data Center or SysAdmin personnel to install, configure, manage,maintain and backup/restore the VM infrastructure and various services.	
		There should be separate User UI for end users of the services to deploy, maintain and manage VMs.	
		APIs and UI should be provided for infrastructure management.	
		Comprehensive infrastructure automation tool like Terraform to be provided with full functionalities. It should have cross function capabilities with RESTful IaaS APIs, Ansible, and Dockers and other similar platforms. **The tool must be supported by the solution OEM.**	
		Pre-configured/Fixed VM shapes support	
		Kernel based Virtualization.	
12	**Warranty and Support**	The Proposed solution should come with comprehensive 5 year warranty with 24*7 access to the OEM portal for online support. Response to incidents should be as below: • Ticket Registration should happen within 15 minutes	
		UIIC has set of standard tools as per Annexure 22 and bidder is responsible to provide license for all such tools. Installation and Support will be from the existing UIIC service provider only.	

Authorized Signatory   Name   Designation   Office

Seal Place: Date:

ANNEXURE 10 – DELIVERY LOCATIONS
(To be submitted in the Bidder's letter head)
[To be included in 'EOI' Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

Below are the delivery locations:

DC LOCATION:

UNITED INDIA INSURANCE COMPANY LIMITED
M/s. Sify Technologies Ltd - Airoli DC,

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

Reliable Plaza, Plat No-K10, Kalwa Block,
TTL Industrial Area, Thane,
Mumbai-400 708

DR LOCATION:

UNITED INDIA INSURANCE COMPANY LIMITED
Ctrls Datacenters Ltd.,
16, Software Units Layout, Madhapur (Hitech City),
Hyderabad, Telangana – 500 081.

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

ANNEXURE 11 - PRE INTEGRITY PACT (FORMAT)
(Bidders to submit 2 (two) copies of integrity pact in ₹ 100 stamp paper)
[To be included in 'EOI' Eligibility Bid]

Ref. 000100/HO IT/RFP/109/2025-2026 – "TENDER FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, IMPLEMENTATION AND MAINTENANCE OF **Integrated appliance based converged infrastructure solution at DC and DR**"

Date:

1 General

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at _____ place _____ on _____ day of the month of _____, 2025 between United India Insurance Company Limited, having its Head Office at 24, Whites Road, Chennai – 600 014 (hereinafter called the "BUYER/UIIC", which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and M/s. _____ represented by Shri./Smt._____, Chief Executive Officer (hereinafter called the "BIDDER/SELLER" which expression shall mean and include, unless the context otherwise req58uires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to issue RFP for supply, installation and maintenance of firewall and the BIDDER/SELLER is willing to offer/has offered the services and WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the BUYER to obtain the desired said stores/equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

- Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

2 Commitments of the BUYER

2.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

2.2   The BUYER will during the pre-contract stage, treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

2.3   All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2.4   In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facia found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3   Commitments of BIDDERs

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contact stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1   The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2   The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe , gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3   BIDDERs shall disclose the name and address of agents and representatives and Indian BIDDERs shall disclose their foreign principals or associates.

3.4   BIDDERs shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5   The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, or has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6   The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to

officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agree upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on the others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 if the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4 Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5 Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount of ₹ 5,00,000/- (Rupees Five Lakhs only) as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.

   (i) in the form of electronic credit only to UIIC Bank Account.
   (ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur Whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) The Earnest Money/Security Deposit shall be valid for a period of 3 months OR the complete conclusion of the contractual obligation to the complete satisfaction of both the buyer and bidder, including the warranty period, whichever is later.

(iv) In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provision of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

(v) No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

(vi) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

6 Sanctions for Violations

6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

i.   To immediately call off the pre contract negations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue

ii. The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit/Performance Bond) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER

iv. To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

v.   To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.

vi. To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER

vii. To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.

viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

ix.   In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDER, the same shall not be opened.

x.   Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2   The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defied in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

7   The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

8   Fall Clause

8.1   The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

9   Independent Monitors

9.1   The BUYER is in the process of appointing Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

9.2   The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3   The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.

9.4   Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

9.5   As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER

9.6   The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality

9.7   The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual

relations between the parties. The parties will offer to the Monitor the option to participate in such meetings

9.8 The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

10 Facilitation of Investigation

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

11 Law and Place of Jurisdiction

12 This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

13 Other Legal Actions

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

14 Validity

14.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 3 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.

14.2 Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

15 The parties hereby sign this integrity Pact, at _____ on _____

(a) for & on behalf of United India Insurance Co. Ltd

(a) for & on behalf of (BIDDER'S NAME)

DEPUTY GENERAL MANAGER

--   --

In the presence of: Witnesses - 1:

Witnesses - 2:

In the presence of:

Witnesses - 1:

Witnesses - 2:

ANNEXURE 12- EXISTING LICENSES DETAILS AT DC & DR
[To be included in 'RFP' Technical Bid]
The Existing Licenses details will be provided to the shortlisted bidders in EOI

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

ANNEXURE 13- SIZING DETAILS OF PROPOSED SOLUTION
(To be submitted in the Bidder's letter head)
[To be included in 'RFP' Technical Bid]
The Sizing details of proposed solution will be provided to the shortlisted bidders in EOI

Ref. No: 000100/HO IT/RFP/109/2025-2026

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

ANNEXURE 14- DB MIGRATION ARCHITECTURE
(To be submitted in the Bidder's letter head)
[To be included in 'RFP' Technical Bid]

The Existing Oracle and the proposed oracle environment will be provided to the shortlisted bidders in EOI

Ref. No: 000100/HO IT/RFP/109/2025-2026

ANNEXURE 15 – LAND BORDER WITH INDIA
(To be submitted in the Bidder's/OEM'S letterhead)

[To be included in 'EOI' Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026
To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office, 24, Whites Road,
Chennai – 600014.

Subject: Offer for RFP Ref. No. 000100/HO IT/RFP/109/2025-2026 "RFP for Supply, Installation, Implementation and Maintenance of Engineered System /Hyper Converged Infrastructure at DC and DR

Dear Sir/Madam,

I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. I certify that _____(Bidder / OEM Name) is not from such a country or, if from such a country, has been registered with the competent authority, I certify that this bidder / OEM fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached.]"

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

ANNEXURE 16 – PREBID QUERY FORMAT

Ref. 000100/HO IT/RFP/109/2025-2026 "Tender for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**"

Date:

Dear Sir,

Subject: Queries w.r.t. Ref. 000100/HO IT/RFP/109/2025-2026 **for** "Tender for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**"

S.No	Page#	Point / Section	Existing Clause	Query
1.				
2.				
3.				
4.				
5.				
6.				
7.				

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

ANNEXURE 17 - BID SUBMISSION CHECK LIST – FOR BIDDERS

S#	Document	Attached (Yes/No)	Page#
	COVER A		
1	Tender Fee remittance details.		
2	Proof of Earnest Money Deposit (EMD) amount deposited in UIIC Account / Bank Guarantee for EMD as per Annexure 5		
3	Pre-Contract Integrity Pact as per Annexure 11 in stamp paper (2 copies)		
4	Letter of Authorization as per Annexure 1		
5	Eligibility Criteria Declaration Form as per Annexure 6. And supporting documents as detailed in Annexure 6.		
6	Authorization Form by Power of Attorney of OEM as per Annexure 3A.		
7	Proof of Power of Attorney of the OEM.		
8	Authorized signatory of the Bidder signing the Bid Documents should be empowered to do so. Proof in the form of letter signed by a Director or Company Secretary to be attached.		
9	Statement of Nil deviation as per Annexure 4		
10	No Blacklisting Declaration as per Annexure 2.		
11	Non-Disclosure Agreement as per Annexure 8		
12	Land Border with India as per Annexure 17 from OEM and Bidder		
13	Compliance of Annexure 15		
	COVER B – To be submitted during Technical Bid		
1	Compliance Statement for the prescribed Technical specifications as per annexure. Along with all supporting documents as detailed in Annexure 9.		
2	Technical Documentations (if any)		
3	Unpriced BOM as per Annexure 11.		
4	Compliance to Annexure 16		
5	Annexure 18 Sizing Adequacy letter		
6	Annexure 19 Hardware End of Life and Support		
7	Compliance to Annexure 20		
8	Annexure 21		
9	Annexure 10		
10	Annexure 13		
11	Annexure 20		
	COVER C – To be submitted during Commercial Bid		
1	Commercial Bid as per Annexure 7		

Authorized Signatory   Name   Designation   Office

Seal Place:
Date:

Expression of Interest (EOI): Supply, Installation, Implementation and Maintenance of Integrated Appliance based Converged Infrastructure Solution at DC and DR

ANNEXURE 18 – HARDWARE END OF LIFE AND SUPPORT DECLARATION
< To be submitted in the OEM's letter head and should be signed by Authorized Signatory of the OEM >

Ref. No: 000100/HO IT/RFP/109/2025-2026

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office, 24, Whites Road,
Chennai – 600014.

Subject: Offer for RFP Ref. No. 000100/HO IT/RFP/109/2025-2026 "Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**"

Dear Sir/Madam,
We _____(OEM & address) has supplied _____(Hardware Make / model and quantity). We confirm that the Supplied hardware will not be end-of-life / End-of-sale during contract period and will be under support from the date of PO to next 7 years. The bug/Patches and release will be available to UIIC for above mentioned 7 years duration.

Authorized Signatory   Name Designation   Office

Seal Place:
Date:

ANNEXURE 19 – PROJECT TEAM PROFILE (INDIVIDUAL) DETAILED
(To be submitted in the Bidder's letter head)
[To be included in 'EOI' Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

1	Name	
a	Brief Introduction (in bullets)	
2	Date of Birth	
3	Phone Number	
4	Position in the firm	
5	Total years of post-qualification work experience	
6	**Employment Record**	

	Company Name	Positions Held	Duration	**Clients Worked**
6.1				
6.2				
6.3				
6.4				
6.5				

7	Number of years the firm with	
8	**Details of relevant assignments undertaken (include both past and current employment projects and highlight BFSI experience, if any)**	
	(Provide scope, duration, client name and us of assignment) stat	

a	Year	
	Location	
	Client Name	
	Main project title and features	
	Position held	
	Activities performed	

b	Year	
	Location	
	Client Name	
	Main project title and features	
	Position held	
	Activities performed	

9	Education			
	Degree Obtained	**Year of Degree obtained**	**Institution**	
9.1				
9.2				
9.3				
9.4				

Request for Proposal: Supply, Installation, Implementation and Maintenance of Integrated appliance based converged infrastructure solution at DC and DR

9.5					
10	Certification				
	Degree Obtained	**Year of Degree obtained**	**Institution**		
10.1					
10.2					
10.3					
10.4					
10.5					

Authorized Signatory   Name   Designation   Office Seal Place:
Date:

ANNEXURE 20 – PERFORMANCE CERTIFICATE
(To be submitted on letter head of the issuing company)
[To be included in 'EOI' Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office, 24, Whites Road,
Chennai – 600014.

Subject: Offer for RFP Ref. No. 000100/HO IT/RFP/109/2025-2026 "RFP for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**.

This is to certify that M/s _____ has supplied/implemented Complete _____ (Name of the Solution) originally developed by _____ (OEM name) to our organization since_____ for _____ (brief Purpose/Objective of the Solution).

The solution has been implemented for _____no. of users.

The services provided by the M/s _____ are satisfactory.

The certificate has been issued on the specific request of the company.

Authorized Signatory   Name   Designation   Office Seal

Place:
Date:

ANNEXURE 21 – PROPOSED SOLUTION WITH ARCHITECTURE
(To be submitted in the Bidder's letter head)
[To be included in 'RFP' Technical Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

Authorized Signatory   Name   Designation   Office Seal

Place:
Date:

ANNEXURE 22 – ADDITIONAL REQUIRED LICENSES AND ADDITIONAL HARDWARE FOR EXISTING MONITORING TOOLS

(To be submitted in the Bidder's letter head)
[To be included in 'EOI' Eligibility Bid]

Ref. No: 000100/HO IT/RFP/109/2025-2026

1. ADDITIONAL REQUIRED LICENSES FOR EXISTING MONITORING TOOLS

S#	Product	Components	Description	Quantity
1	Continuity Patrol	Web, App & Middleware tier components	Monitor and Manage the automation of Application, Middleware and Web Layer for individual instances	183
		Database tier components	Monitor and Manage the automation of DB Tier (Oracle, MSSQL) for Native DB replication	8
		Continuity Patrol integration with 3rd party tools	Continuity Patrol integration with Active Directory for authentication purpose (3rd party tools - VmWare SRM, ITSM etc.,) to execute DR procedures derived by the customer	1
		Virtualization Integration with Continuity Patrol	Continuity Patrol integration with any Hypervisor technology/environment for VM level automation (eg., vCenter, Hyper-v etc.,)	1
2	Foglight BOQ	Foglight for oracle performance investigator edition per named instance license/24x7 Maintenance	Foglight for oracle performance investigator edition per named instance license/24x7 Maintenance	4
		Sql optimizer for oracle add-on per named instance license/24x7 Maintenance	Sql optimizer for oracle add-on per named instance license/24x7 Maintenance	1
3	Microfocus BOQ	Network Operations Management Suite Premium Edition 10 Units	Factored for 25 SNMP based Network devices :- 3 (25/10)	1
		Software Asset Management 1 Unit	1 unit = 1 device managed in SAM	183
		Universal Discovery 1 Unit (Version 2)	Premium discovery and Inventory factored for 250 Servers	183
		Data Center Automation Premium Edition Suite 10 Unit Version 2	The license is factored basis on the total number of OSI's : 25 (250/10)	183
4	Microfocus Dataprotector BOQ	Data Protector Premium 1 TB Software	Data Protector Premium 1 TB	200

2. ADDITIONAL HARDWARE FOR EXISTING MONITORING TOOLS

Hardware Specifications at DC and DR:

S#	Product Description	Requirement at DC Site	Requirement at DC Site
1	MSA2060- D2D Storage	Two sets of 10*6 TB drives to populate in existing disk bay on each MSA	One set of 10*6 TB drives to populate in existing disk bay on each MSA
2	Tape Library	2*LTO8 drive for existing MSL3040 library	1*LTO8 drive for existing MSL3040 library

Authorized Signatory   Name   Designation   Office Seal

Place:
Date:

ANNEXURE 23 –CERTIFICATE FOR LOCAL CONTENT
(To be submitted in the Bidder's letter head)
[To be included in 'EOI' Eligibility Bid Envelope]

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Ref. No:
To
     The Deputy General Manager
     Information Technology Department
     United India Insurance Company Limited
     Head Office, 24 Whites Road, Chennai – 600034

Subject: Offer for RFP Ref. No. 000100/HO IT/RFP/109/2025-2026" for Supply, Installation, Implementation and Maintenance of **Integrated appliance based converged infrastructure solution at DC and DR**"

This is to certify that proposed _____ <product details> is having the local content of __% as defined in the above mentioned RFP.

The details of location(s) at which the local value addition is made are as under

Product Details		Classification (Class-I local supplier / Class-II Local Supplier/ Non-local supplier	Name of Place where local value addition is made
Make	**Model No.**		

This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.

          Signature of Statutory Auditor/Cost Auditor
          Name/Company:
          Registration Number:
          Seal

COUNTER-SIGNED:

BIDDER

Name & Signature of authorized signatory
(In the capacity of)
Duly authorized to sign bid
for and on behalf of Bidder

OEM

Name & Signature of authorized signatory
(In the capacity of)
Duly authorized to sign
for and on behalf of OEM
(supported by Board Resolution/POA)