

Annexure 1 – Eligibility Criteria

A.	Financial and other requirements to be met by the SI	Supporting required
1.	The SI should be a public/ private limited company registered in India	Certificate of Incorporation / Certificate of commencement
2.	The Company should have been in existence for a minimum period of 5 years in India.	Certificate of Incorporation
3.	The Company should have a minimum turnover of Rs.300 crores per annum during last two financial years in India	1. Audited Financial statements for the financial years 2012-13 and 2013-14 AND 2. Certificate from Company's Statutory Auditor.
4.	The company should have made a net profit in last three financial years 2011-12, 2012-13, 2013-14.	1. Audited Financial statements for the financial years 2011-12, 2012-13, 2013-14 AND 2. Certificate from Company's Statutory Auditor.
5.	SI should have at least one of the following accreditations / certifications which is valid as on the date of issue of this RFP. ISO, SEI CMM, BS 7799	Copy of certifications
6.	The SI should have a 'Software Development Center' in India for the last 5 years from the date of issue of this RFP.	Self-Declaration by authorized signatory with the details about the center. Details to include; Team Details: Number of industry experts, their experience, Activity Details: Area of focus, the disciplines it covers (businesses, technology), functions it supports, academic work it undertakes Location details and number of years it has been in existence. Provide contact details; Phone and Email of the person heading the Development Center
7.	The SI should not have been Blacklisted by any Government/PSU/Reputed Listed Company for corrupt or fraudulent practices or non-delivery, non-performance in the last 5 years.	Self-Declaration letter by SI's authorized signatory
B.	Proposed COTS application	
8.	The proposed COTS application should have TWO Live Installations in non-life Insurance companies out of which 1 must be	Relevant Credential letter or contracts



	implemented in Indian non-life Insurance company and The TWO LIVE non-life Insurance setups should at least encompass the following insurance functions: <ul style="list-style-type: none">- Client/Customer- Policy administration- Claims	
C.	Proposed Application Implementation	
9.	SI should have experience in implementing the proposed solution in at least ONE non-life Insurance company.	Relevant Credential Letters from client.
D.	Business Application implementation by SI	
10.	SI should have experience of implementation of General Ledger and Treasury application for a BFSI client AND Any one of the following applications <ul style="list-style-type: none">- Document Management System- Portal- Operational Data Store (ODS)	Relevant Credential Letters from client for each of the applications implemented

Annexure 4 – List of Interfaces

System Interface and Integration

System integration activity is to integrate the system components including software components, hardware components, internal/ external software as necessary to produce a complete application that will satisfy the system design expressed as requirements in this RFP.

The integration design must address all integration tasks, and must include the following:

- The general approach to be used to integrate the system in an iterative and progressive manner
- Description of the integration of hardware and software
- Description of the various components, software (internal and external) to be integrated
- Description of the tools and processes to be used
- Quality assurance activities to ensure adherence to design and development requirements

The developed application should be able to interface/integrate with the Support Applications which would be proposed by the Bidder in order to fulfil the requirements of this tender. It is the expectation of DICGC that the integration architecture is based around the Service Oriented Architecture best practices and is not a point to point technology specific integration solution.

- The Bidder will be responsible for identifying the detailed interface requirements for integrating the application to the systems as mentioned in this annexure, and for all other functionalities as mentioned in this RFP.
- The interface architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with DICGC's architecture principles.
- The Bidder will present the interface requirements for review.
- Any suggestions from DICGC will have to be included by the Bidder.
- When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed.
- The Bidder must ensure that all interfaces are automated with no manual intervention.
- All third party and Support applications proposed by the Bidders to meet the functional requirements should provide an on-line interface with the application as developed.
- The Bidder will ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.
- The Bidder will be responsible for setting up the test environment for interface testing.
- The Bidder must ensure that a sound methodology is implemented (e.g. SOA governance framework, integration competency centre) to manage the interfaces.

The application should use Service Oriented Architecture best practices and should use industry standards for integration to achieve universal use.

Any external integration with third party systems should be based on standards such as ACORD XML. This means the outgoing data from DICGC new IASS application should be represented in ACORD format.

The application should be able to integrate with third party applications over LAN, WAN and internet. e.g. integration with the FIMMDA for security valuation, integration with e-Kuber for CA statement of the corporation.

Below are the integration requirements with other applications within and outside DICGC;

Application	External Interface Required	Description	Requirement
IASS- GL	e-Kuber	<ul style="list-style-type: none"> e-Kuber is the Reserve Bank of India's core banking solution system which provides decentralized access to its member. DICGC maintains its Current Account (CA) with RBI and is member of e-Kuber. DICGC is able to view and print CA statement from E-Kuber. 	<ul style="list-style-type: none"> GL system to support uploading of CA file into the system. The system should read and process the fields in CA system.
IASS-GL and Treasury	RTGS and NEFT File	<ul style="list-style-type: none"> DICGC is a member of RTGS and NEFT server. 	<ul style="list-style-type: none"> GL and Treasury system to support uploading of RTGS/NEFT file into the system seamlessly without separately logging into RTGS/NEFT systems. The system should read and process the fields in RTGS/NEFT system.
IASS Treasury	Fixed Income Money Market and Derivatives Association of India (FIMMDA).	<ul style="list-style-type: none"> FIMMDA websites provides data for dash board and reporting. 	<ul style="list-style-type: none"> Interface with FIMMDA for flow of data such as market value of securities held by DICGC, market value of all traded securities, yield etc.
IASS-Treasury	CCIL	<ul style="list-style-type: none"> CCIL websites provides data for dash board and reporting. 	<ul style="list-style-type: none"> Interface with CCIL for flow of data such as Security guarantee fund

Application	External Interface Required	Description	Requirement
			balance utilization, CASBI duration etc.
IASS-Treasury	NDS-OM, CROMS and NDS-Auction	<ul style="list-style-type: none"> NDS-OM and e-Kuber (for Govt. Securities) owned by RBI, CROMS (for repo transactions) owned by CCIL are trading platform of which DICGC is member. All the transactions in securities are carried out through these trading platforms. 	<ul style="list-style-type: none"> Interface of treasury system with trading platforms so that all the deal data may flow into treasury system on real time basis.
IASS – GL	HRMS systems	<ul style="list-style-type: none"> DICGC uses RBI HRMS systems 	<ul style="list-style-type: none"> Relevant data would be required to be brought into IASS – GL
IASS – Core	Email	<ul style="list-style-type: none"> Email notifications 	<ul style="list-style-type: none"> Email notifications
<ul style="list-style-type: none"> Other integrations as mentioned in the Application Landscape diagram will be in scope 			

Annexure 5 – Volume Projections

S. No	No of Users	Current Year
1	Core system	50
2	General Ledger System	50
3	Portal (internal users)	100
4	Treasury	20
5	ODS – MIS	100
Transactions in the Core System		
1	Number of transactions in a year	<ul style="list-style-type: none"> For around 35 banks on an average under-direction, 50,000 records are received from each bank every quarter. At 10% concurrency, these must be processed in 1 hour. 12 claims of an average size of 1 Lakh records are received in a year and each to be processed within an hour
Transactions in the GL System		
1	Number of collections	10000
2	Number of payments	1200000
Transactions in the Treasury System		
1	No of deals	5000
Documents Upload in DMS		
1	Pages scanned in a year	25000
Portal		
1	No. of users	3000
2	Average number of transactions through portal	<ul style="list-style-type: none"> For around 35 banks on an average under-direction, 50,000 records received from each bank every quarter. At 10% concurrency these must be processed in 1 hour. 12 claims of an average size of 1 Lakh records are received in a year and each to be processed within an hour
Peak claim transactions		
	Upload of claim file by liquidator with 1 Crore records through Portal in 2 hours	
	Processing of claim file with 1 Crore records in core system in 4-6 hours	
Note	Assume 10% increase in Volume Year on Year	

Annexure 6 – Bandwidth Requirements

From	To	Primary / Secondary link	Purpose	Type of link	Bandwidth (in Mbps)
Primary Location - Nagpur	Secondary Location – Khargar/Belapur	Primary	Replication	<i>Point to point</i>	<vendor to provide>
Primary Location - Nagpur	Secondary Location - Khargar/Belapur	Secondary	Replication	<i>Point to point</i>	<vendor to provide>
Primary Location - Nagpur	SP1	Primary	Internet	<i>Point to point</i>	<vendor to provide>
Primary Location - Nagpur	SP2	Secondary	Internet	<i>Point to point</i>	<vendor to provide>
Secondary Location - Khargar/Belapur	SP1	Primary	Internet	<i>Point to point</i>	<vendor to provide>
Secondary Location - Khargar/Belapur	SP2	Secondary	Internet	<i>Point to point</i>	<vendor to provide>
Primary Location - Nagpur	DICGC Office, Byculla	Primary	End User access	<i>MPLS</i>	<vendor to provide>
Primary Location - Nagpur	DICGC Office, Byculla	Secondary	End User access	<i>MPLS</i>	<vendor to provide>
Secondary Location - Khargar/Belapur	DICGC Office, Byculla	Primary	End User access	<i>MPLS</i>	<vendor to provide>
Secondary Location - Khargar/Belapur	DICGC Office, Byculla	Secondary	End User access	<i>MPLS</i>	<vendor to provide>
DICGC Office, Byculla	BKC, Mumbai	Primary	End User access	<i>MPLS</i>	<vendor to provide>
DICGC Office, Byculla	BKC, Mumbai	Secondary	End User access	<i>MPLS</i>	<vendor to provide>
BKC, Mumbai	Primary Location - Nagpur	Primary	End User access	<i>MPLS</i>	<vendor to provide>
BKC, Mumbai	Primary Location - Nagpur	Secondary	End User access	<i>MPLS</i>	<vendor to provide>
BKC, Mumbai	Secondary Location - Khargar/Belapur	Primary	End User access	<i>MPLS</i>	<vendor to provide>
BKC, Mumbai	Secondary Location - Khargar/Belapur	Secondary	End User access	<i>MPLS</i>	<vendor to provide>

Annexure 9 – Mapping of Responsibilities to Partners

Consortium Details

Sr. No.	Role	Name of Company	Responsibility	Products / Services Offered
1	Prime Bidder (Example)	ABC Co.	Overall Project delivery System Integration	-
2	Software Provider (Example)	DEF Ltd.	Provide software application for capture of loss data	Abc version 1 Def version 2 Ghi version 3
3	Xx			
4	Xx			
5	Xx			
6	xx			
7				
8				
9				

Annexure 11 – Space & Power Requirements

Location: DC (Primary Site)	
Particular	Requirement
Space (in Square feet)	
Number of racks	
Power per rack (in KVA)	
Total Power required (in KVA)	
Type of power (single / three phase)	
Type of power connectors with quantities	

Location: DRS (Secondary Site)	
Particular	Requirement
Space (in Square feet)	
Number of racks	
Power per rack (in KVA)	
Total Power required (in KVA)	
Type of power (single / three phase)	
Type of power connectors with quantities	

Annexure 12 – Reverse e-Auction Guidelines & Procedures

ELECTRONIC AUCTION BASED REVERSE COMMERCIAL BIDDING PROCEDURE

1. APPLICABILITY:

- 1.1. Reverse Auctions shall be conducted as per these process rules and shall be applicable to all offices, Departments of the RBI including DICGC and its Training establishments.
- 1.2. All bidders participating in the e-auction based reverse bidding shall have to understand, accept and furnish an undertaking for compliance of the same to DICGC in the prescribed format in Appendix A.
- 1.3. Any Bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

2. ELIGIBILITY:

- 2.1. Bidders who are technically qualified and who submit the prescribed undertaking/s to DICGC alone can participate in Reverse Auction relevant to the procurement for which Request for Proposal (RFP) is floated.

3. COMPLIANCE/CONFIRMATION FROM Bidders:

- 3.1. The Bidders participating in Reverse Auction shall submit the following documents duly signed by the same Competent Authority who signs the offer documents in response to the RFP:
 - 3.1.1. Acceptance of Procedure for Reverse Auction and undertaking as per format in Appendix -A.
 - 3.1.2. Agreement between service provider and Bidder. (This format will be given by the service provider prior to announcement of Reverse Auction.)
 - 3.1.3. Letter of authority authorising the name/s of official/s to take part in Reverse Auction as per format in Appendix-B.

4. TRAINING:

- 4.1. DICGC may facilitate training for participation in Reverse Auction either on its own or through the service provider for the Reverse Auction, as the case may be.
- 4.2. Where necessary, the DICGC/service provider may also conduct a 'mock reverse auction' to familiarise the Bidders with Reverse Auction process.
- 4.3. Any bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and responsibility and such non-participation shall not be a reason for seeking any special right / privilege and / or exemption.

5. DATE/TIME FOR TRAINING:

- 5.1. The Venue, Date, Time etc. for training in Reverse Auction, if required, shall be advised at the appropriate time.

- 5.2. DICGC shall endeavour to fix such Date & Time at mutual convenience to the bidders, service provider and DICGC.
- 5.3. No request for postponement/fixing of Training Date & Time shall be entertained which in the sole view and discretion of DICGC might result in any avoidable delay to either the Reverse Auction or the whole process of selection of System integrator or may act or cause to act in the detrimental interest of the bidding process or for DICGC as whole.

6. DATE TIME OF REVERSE AUCTION:

- 6.1. The Date and Time of commencement of Reverse Auction as also Duration of 'Reverse Auction Time' shall be communicated at least 7 working Days prior to such auction Date.
- 6.2. Any force-majeure or other condition leading to postponement of auction shall entitle DICGC to postponement of auction even after communication, and DICGC shall take all possible efforts to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction', to the extent it is feasible under the circumstances resulting in such a force-majeure.

7. CONDUCT OF REVERSE AUCTION:

- 7.1. The Reverse Auction shall be ordinarily conducted on a specific web portal meant for this purpose.
- 7.2. The Reverse Auction may be conducted by DICGC through a service provider specifically identified/appointed/empanelled by the DICGC.

8. SERVICE PROVIDER'S ROLE & RESPONSIBILITIES:

- 8.1. In all Reverse Auctions conducted by DICGC through a Service Provider, the service provider shall clearly understand his role and responsibilities including those related to the hosting of the web portal for the Reverse Auction.
- 8.2. The service provider shall also enter into an agreement with each bidder as per a format designed by him for this purpose
- 8.3. The service provider, shall, at the end of each Reverse Auction provide DICGC with all details pertaining to the bids and reports of reverse auction.
- 8.4. The service provider shall archive the data pertaining to the Reverse Auction for a minimum period of 3 years or as may be decided between DICGC and the service provider.

8.5. TRAINING AND AUCTION:

- 8.5.1. Service provider is responsible for conduct of adequate training to all technically qualified bidders participating in the reverse auction and bidding process.
- 8.5.2. Each bidder shall participate in the training at his own cost, if any.
- 8.5.3. A mock auction may be conducted, if it is considered necessary to do so.
- 8.5.4. The authorised representative of the bidder named in the authorisation letter given as per the format in Appendix-B shall be given a unique user name and the initial password by the service provider.

- 8.5.5. Each bidder shall change the password and edit the information in the registration page after receipt of initial password.
- 8.5.6. All the bids made from the log-in ID given to bidder shall ipso-facto be considered as the bid made by the bidder to whom log-in ID and password were assigned by the service provider.
- 8.5.7. Any bid once made through registered log-in ID / password by the bidder is binding and final and cannot be cancelled.
- 8.5.8. Every successive bid by the bidder being decremented, shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.
- 8.5.9. DICGC shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different Bidders. In other words, there shall never be a "Tie" in bids.

9. PROXY BID:

- 9.1. A proxy bid is one where a bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him to continuously participate in the bidding process until the proxy bid amount has been reached in a reducing manner by other bidders.
- 9.2. When proxy bid amount is reached, the Bidder has an option to revise the proxy bid amount or he can prefer to start participating in the bidding process.
- 9.3. During training, the issue of proxy bidding will be clarified in detail by the service provider

10. TRANSPARENCY IN BIDS:

- 10.1. All bidders will be able to view during the auction time the current lowest price in the web - portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

11. MASKING OF NAMES:

- 11.1. Names of bidders shall be anonymously masked in the Reverse Auction process and bidders will be given suitable dummy names.
- 11.2. After completion of Reverse Auction, the service provider shall submit a report to DICGC with all details of bid and the original names of the bidders as also the L1 bidder with all the relevant actual names.

12. START PRICE:

- 12.1. DICGC shall determine the start price either on its own or through asking for information of price band on Total Cost of Ownership (TCO) from each bidder at an appropriate time during or at the conclusion of technical evaluation.

13. DECREMENTAL BID VALUE

- 13.1. The bidders shall be able to bid only at a specified decrement value and not at any other fractions.
- 13.2. The bid decrement value shall be rounded off to the nearest thousands of rupees.

- 13.3. For the sake of convenience of Bidders, the web portal shall display the next possible decremental value of bid. It is not, however, obligatory on the part of Bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level.)

14. REVERSE AUCTION PROCESS:

- 14.1. In order to reduce the time involved in the procurement process, DICGC shall be entitled to complete the entire procurement process through a single Reverse Auction. For this purpose, DICGC shall do all it can to award the contract to L1 bidder or in the circumstances where awarding of contract may have to be done to the L2, L3 bidder as provided for in the RFP.
- 14.2. DICGC shall however, be entitled to cancel the procurement of Reverse Auction process, if in its view procurement or reverse auction process cannot be conducted in a fair manner and / or in the interest of the DICGC.
- 14.3. The successful Bidder shall be obliged to provide a Bill of Material at the last bid price at the close of auction.

15. DON'Ts APPLICABLE TO THE BIDDER/VENDOR:

- 15.1. No bidder shall involve himself or any of his representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, DICGC shall disqualify the bidder/s concerned from the reverse auction process and may initiate any further disciplinary/ penal action as deemed fit.
- 15.2. The bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of DICGC to any other third party without specific permission in writing from the DICGC.
- 15.3. Neither DICGC nor the service provider shall be held responsible for any faults in facilities such as power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. which may affect the bidding process of any bidder/so

16. GRIEVANCES REDRESSAL:

- 16.1. Any aggrieved vendor / bidder through Reverse Auction process can make complaint in writing within 24 hours of the Reverse Auction to the designated officer of DICGC.

17. ERRORS AND OMISSIONS:

- 17.1. On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Business Rules, the decision of DICGC shall be final and binding on all concerned.



Appendix A – (Reverse Auction)

COMPLIANCE STATEMENT

(To be submitted by all the bidders participating in Reverse Auction)

To,

Deposit Insurance & Credit Guarantee Corporation

DECLARATION

1. We _____ (name of the company) hereby confirm having submitted our bid for participating in DICGC's RFP dated _____ for _____
2. We confirm having read and understood the terms and conditions of the RFP as well as the Procedures relating to the process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Deposit Insurance & Credit Corporation in the RFP document including all annexes and the Procedure for Reverse Auction.
4. We shall participate in the on-line auction conducted by _____ Ltd. (auction service provider retained by DICGC) and submit our commercial bid. In doing so, we shall abide by the procedures prescribed for online auction by the auction company.
5. We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD and shall be liable for any other consequential action that may be taken by DICGC including any debarment from participation in future procurement by DICGC.
6. We confirm having nominated our representative (Shri / Smt / Ms _____), designated as _____ of our company 'to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the actions made by him during the Reverse Auction process and thereafter.
7. We undertake to submit the confirmation of last bid price by us to the auction company/DICGC within 24 working hours of the completion of event.

And any other specific requirement indicated in the RFP.

Signature with company seal

Name -

Company / Organization - Designation within Company / Organization - Address of

Company / Organization -

Date:

Name of Authorised Representative: -

Signature of Authorised Representative:



Appendix B – (Reverse Auction)

Letter of Authority for participation in Reverse Auction

To,

Deposit Insurance & Credit Guarantee Corporation

1. We _____ (name of the company) have submitted our bid for participating in DICGC's RFP dated _____ for _____

2. We confirm having read and understood the terms of RFP as well as the Procedure relating to the Reverse Auction for this RFP process.

3. As per the terms of RFP and Business rules, we nominate Mr. _____, designated as _____ of our company to participate in the Reverse Auction, who shall be the sole and single point of contact for any and all matters relating to the Reverse Auction

4. We accordingly authorize DICGC and I or the auction company to issue user ID and password to the above named official of the company.

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization

Address of Company / Organization -

Date:

Name of Authorised Representative: -

Designation of Authorised Representative:

Signature of Authorised Representative:

Annexure 13 – Overview of DICGC

- 1.1. Institutional Coverage:** All commercial banks including the branches of foreign banks functioning in India, Local Area Banks and Regional Rural Banks are covered under the Deposit Insurance Scheme. All eligible co-operative banks as defined in Section 2(gg) of the DICGC Act are covered under the Deposit Insurance Scheme. All State, Central and Primary cooperative banks functioning in the States/ Union Territories, which have amended their Cooperative Societies Act, as required under the DICGC Act, 1961, empowering Reserve Bank to order the Registrar of Co-operative Societies of the respective States/Union Territories to wind up a co-operative bank or to supersede its committee of management and requiring the Registrar not to take any action for winding up, amalgamation or reconstruction of a co-operative bank without prior sanction in writing from the Reserve Bank, are treated as eligible co-operative banks
- 1.1.1. DICGC , a fifty year old institution and second oldest in the world in the field of providing deposit insurance, has proved itself as an important pillar in Financial Stability and Financial Inclusion in the Indian Financial system. It inspires confidence in millions of small depositors by ensuring that their deposits in the hands of banks are ensured by the Corporation. This provides savers faith in the banking system and leads to financial inclusion. The same very faith checks the incidence of run on any bank knowing that all insured deposits will be duly paid by the DICGC in case of need and thereby contributing to financial stability.
- 1.1.2. The number of registered insured banks as on March 31, 2014 stood at 2,145 comprising 89 commercial banks, 58 Regional Rural Banks (RRBs), 4 Local area Banks (LABs) and 1,994 co-operative banks.
- 1.1.3. Fully protected deposit accounts as at the end of March 2014 numbering 1,267 million constituted 92.4 percent of the total number of deposit accounts aggregating ` 1,370 million. The insured deposits at ` 23,792 billion formed 31.2 percent of the total assessable deposits at ` 76,166 billion.
- 1.1.4. During the year 2013-14 total premium received was ` 73,128 million, of which commercial banks contributed ` 68,025 million, while co-operative banks contributed ` 5,103 million.
- 1.1.5. The Corporation settled aggregate claims for ` 1,031 million in respect of 51 co-operative banks (7 main claims and 98 supplementary claims) during the year 2013-14. Upto March 31, 2014 a cumulative amount of ` 2,959 million was paid/ provided towards claims in respect of 27 commercial banks since the inception of deposit insurance. For co-operative banks the cumulative amount of claims paid/provided in respect of 323 banks since inception amounted to ` 43,117 million.

- 1.2. Registration of Banks:** In terms of Section 11 of the DICGC Act, 1961, all new commercial banks are required to be registered by the Corporation soon after they are granted license by the Reserve Bank. All Regional Rural Banks are required to be registered with the Corporation within 30 days from the date of their establishment. A new eligible co-operative bank is required to be registered with the Corporation soon after it is granted a license by the Reserve Bank. After the Corporation registers a bank as an insured bank, it is required to send, within 30 days of such registration, intimation in writing to the bank to that effect. The letter of intimation, apart from the advice of registration and registration number, gives details of the requirements to be complied with by the bank, viz., the rate of premium payable to the Corporation, the manner in which the premium is to be paid, the returns to be furnished to the Corporation, etc.
- 1.2.1. Insurance Coverage: Each depositor in an insured bank is insured upto ` 1,00,000, or as the case may be, the amount fixed by the Corporation under the third proviso to sub-section (1) of Section 16 for both principal and interest as at the date of cancellation of license / registration or liquidation. The Corporation insures all bank deposits, such as savings, fixed, current, recurring etc. except the (i) deposits of foreign governments; (ii) deposits of Central/State Governments; (iii) deposits of State Land Development Banks with the State co- operative banks; (iv) inter-bank deposits; (v) deposits received outside India, and (vi) deposits specifically exempted by the Corporation with the previous approval of the Reserve Bank of India.
- 1.2.2. Insurance Premium: The Corporation collects insurance premia from insured banks for administration of the deposit insurance system. The premia to be paid by the insured banks are computed on the basis of their assessable deposits. Insured banks pay advance insurance premia to the Corporation semi-annually within two months from the beginning of each financial half year, based on their deposits as at the end of previous half year. The premium paid by the insured banks to the Corporation is required to be borne by the banks themselves and is not passed on to the depositors. For delay in payment of premium, an insured bank is liable to pay interest at the rate of 8 per cent above the Bank Rate on the default amount from the beginning of the relevant half-year till the date of payment.
- 1.2.3. Cancellation of Registration: Under Section 15A of the DICGC Act, the Corporation has the power to cancel the registration of an insured bank if it fails to pay the premium for three consecutive half-year periods. However, the Corporation may restore the registration if the deregistered bank makes a request, paying all the dues in default including interest, provided the bank is otherwise eligible to be registered as an insured bank.
- 1.2.4. Supervision and Inspection of Insured Banks: The Corporation is empowered to have free access to the records of an insured bank and to call for copies of such records. On Corporation's request, the Reserve Bank is required to undertake / cause the inspection / investigation of an insured bank.

- 1.2.5. Settlement of Claims : In the event of the winding up or liquidation of an insured bank, every depositor is entitled to payment of an amount equal to the deposits held by him at all the branches of that bank put together in the same capacity and in the same right, standing as on the date of cancellation of registration (i.e., the date of cancellation of license or order for winding up or liquidation) subject to set-off of his dues to the bank, if any [Section 16(1) read with 16(3) of the DICGC Act]. However, the payment to each depositor is subject to the limit of the insurance coverage fixed from time to time. The Corporation is required to pay the amount due under the provisions of the DICGC Act in respect of the deposits of each depositor within two months from the date of receipt of such lists prepared in accordance with guidelines issued by the Corporation and complete/correct in all respects.
- 1.2.6. Recovery of Settled Claims: In terms of DICGC General Regulations, the liquidator or the insured bank or the transferee bank, as the case may be, is required to repay to the Corporation out of the amounts realised from the assets of the failed bank and other amounts in hand after making provision for the expenses incurred.
- 1.2.7. Funds, Accounts and Taxation: The Corporation maintains three distinct Funds viz., (i) Deposit Insurance Fund (DIF), (ii) Credit Guarantee Fund (CGF), and (iii) General Fund (GF). The first two funds are created by accumulating the insurance premia and guarantee fees, respectively, and are applied for settlement of the respective claims. The General Fund is utilised for meeting the establishment and administrative expenses of the Corporation. The surplus balances in all the three Funds are invested in Central Government securities. The books of accounts of the Corporation are closed as on March 31 every year. The affairs of the Corporation are audited by an Auditor appointed by its Board of Directors with the previous approval of Reserve Bank. The Corporation follows mercantile system of accounting and it has been adopting the system of actuarial valuations of its liabilities from the year 1987 onwards. The Corporation has been paying income tax since the financial year 1987-88 and fringe benefit tax since 2005-06. The Corporation is assessed to Income Tax as a 'company' as defined under the Income Tax Act, 1961. The Corporation is also subject to the application of the Service Tax and it is accordingly assessed for it.
- 1.2.8. Apart from the above core functions, the Corporation has to invest the surplus moneys in government securities in managing its fund and liquidity. The activity of trading, settlement, monitoring and controlling, and accounting are separately handled by different officers. As regards dealing room activities, the front office (FO) undertakes the deal (investment transaction) whereas the back office (BO) conducts the administrative procedures relating to such investment transaction.

- 1.2.9. Other Support Services (not covered above)
 - 1.2.9.1. Human Resource Management Department (HRMD): All matters relating to human resource and administrative affairs of the Corporation are attended by the department.
 - 1.2.9.2. Department of Information Technology (DIT): IT Hardware/ Software policies of the Corporation, its services, maintenance and security, outsourcing, etc. are being performed by this department, including system administration and business continuity plans. The Master Files relating to various constituents of the Corporation which form the sub-accounts in the IGLES e.g staff members, Bidders, service providers etc. are updated by this Cell based on predetermined procedures.
 - 1.2.9.3. Secretary's Department (SD): All matters relating to Board, statutory appointments, policy matters with RBI / Govt. are being dealt with by the Department. The Department has check list / count-down for all Board Meets / protocols, Annual Calendar for various corporate actions, standard agenda for Board meetings etc. All corporate level events are also coordinated by this department.
 - 1.2.9.4. Research, Policy and Information Cell (RPIC): The Department maintains the required database and information relating to various corporate policy decisions. It maintains the web-site and also acts as Secretariat for Chief Information Officer under the Right to Information Act (RTI). The department also presents the Annual reports/ speeches and management presentations.
- 1.2.10. The Corporation, on the basis of functions of various departments has introduced an Integrated General Ledger System (IGLES) which consists of (a) 'Orion', financial / GL ERP solution (b) 'Premium', a bespoke module integrated with 'Orion' and (c) 'Kastle', a treasury management suite. The above mentioned separate modules are integrated to automate various processes of accounting, controls and reports.
- 1.2.11. The erstwhile organization structure of having separate Departments based on their statutory functions and accounts has been re-organized in accordance with processes of all functional areas at enterprise level. The reorganized structure of the Corporation divides the operational units to four broad functional segments / divisions under heads of Governance, Operations-Back, Operations-Front and the Support Service. The Governance section is responsible for all matters relating to the Board of Directors, statutory appointments, and policy matters with the RBI / Government, information relating to the corporate policy decisions and presentation of the annual report / speeches and other management related presentations. The Operations-Front section of the Corporation is entrusted with the task of registration of banks as insured banks, collection of premium, cancellation of registration as insured banks, settlement of deposit insurance claims and recovery from the liquidated banks in respect of which the Corporation

has provided or paid any claims. The Operations-Back looks after the banking and payment issues of the Corporation, treasury and matters relating to Taxation and Accounts. The Support Service is entrusted with the responsibility of HRD and training, preparation of Budget, audits/ inspections/CSAA, matters relating to Tax Deducted at Source (TDS), IT Hardware/ Software, Technology/ Outsourcing, IT Services, IT Securities, etc.

- 1.2.12. Under the above broad divisions, the actual operational tasks are performed by various Departments consisting of Sections / Desks and Cells. Under the enterprise-wide process flows, the activities of the Departments / Cells are designed to handle complete processes without need for inter-departmental movement of documents / transactions under normal circumstances. The various Departments and Cells and their broad areas of responsibilities would be provided to the bidder subject to confidentiality aspect. However, it is clarified that, the bidder has to study in detail all the functions of the departments irrespective of what has been covered in this RFP as part of the RFP document. The scope of work includes all important aspect of the functioning of the Corporation.

Appendix 1 - Submission Checklist

Sr. No	Section Heading	Proforma Given
ELIGIBILITY		
1.	Duly filled Eligibility criteria form	Annexure 1 – Eligibility Criteria
2.	Relevant supporting based on the eligibility criteria defined.	
3.	Duly stamped and signed bid security letter	Appendix 3 – Bid Security Letter
4.	Bid Security by way of Demand Draft drawn on Mumbai, payable to “Deposit Insurance and Credit Guarantee Corporation” amount 20,00,000 INR.	
5.	Duly updated with the details on the consortium partners	Annexure 9 – Responsibility mapping of Partners
6.	Non-Disclosure Agreement	
TECHNICAL		
7.	Duly stamped and signed copy of the Technical Offer cover letter by the Bidder	Appendix 2 - Technical Offer Cover Letter
8.	Duly stamped and signed copy of the Conformity with Hardcopy Letter	Appendix 5 - Conformity with Hardcopy Letter
9.	Duly stamped and signed copy of the Conformity Letter	Appendix 6 - Conformity Letter
10.	Duly stamped and signed copy of the Manufacturer Authorisation Form	Appendix 7 - Manufacturer Authorization Form
11.	Duly stamped and signed copy of the letter format by the hardware OEM	Appendix 8 - Letter from hardware OEM
12.	Product Benchmark Certification report	-
13.	Duly updated Functional requirements by the Bidder	Annexure 2 – Functional requirements
14.	Duly updated Technical solution requirements by the	Annexure 3 – Technical Solution Requirements

Sr. No	Section Heading	Proforma Given
	Bidder.	
15.	Bidder to update personnel deployment proposed.	Appendix 10 - Personnel Deployment
16.	Bidder to provide the updated document with the bandwidth details.	Annexure 6 - Bandwidth details
17.	Bidder to provide complete set of details in the document based on the requirements of this tender. The document submitted in the Technical folder MUST be masked. The Bidder should put 'xxx' to denote the cells where they have input a financial value in the unmasked copy.	Annexure 7 – Bill of Material (Masked)
18.	Bidder to provide the MASKED document of the commercial bid details. The Bidder should put 'xxx' to denote the cells where they have input a financial value in the unmasked copy.	Annexure 8 - Commercial Bid Details (Masked)
19.	Bidder to provide Network & Security requirements	Annexure 10 – Network, Security & Storage Requirements
20.	Bidder to provide Space & Power requirements	Annexure 11 – Space & Power Requirements
21.	Reverse Auction Compliance	Appendix A & B under Annexure 12
22.	Product Brochures	
23.	Executive Summary	
24.	Technical Write-up on the methodology	
COMMERCIAL		
25.	Bill of material with prices	Annexure 7 – Bill of Material
26.	Commercial Bid	Annexure 8 - Commercial Bid Details

Appendix 2 – Technical Offer Cover Letter

Date -

To,

General Manager,

Deposit Insurance and Credit Guarantee Corporation,

Project Management Cell,

Reserve Bank of India Building, II Floor,

Opposite Mumbai Central Railway Station,

Mumbai 400 008, India

Dear Sir,

1. Having examined Request for Proposal including all its Annexures, Appendices “the tender documents” the receipt of which is hereby duly acknowledged, we, the undersigned offer to design, size, install and maintain all the items mentioned in the ‘Request for Proposal’ and the other schedules of requirements and services for Deposit Insurance and Credit Guarantee Corporation in conformity with the said RFP Documents in accordance with the schedule of Prices indicated in the Commercial Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Documents.
3. We agree to abide by this Tender Offer for 180 days from date of Tender (Technical Bid) opening and our offer shall remain binding on us and may be accepted by DICGC at any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. a) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.
b) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.
 - i. Name and Address of the Agent
 - ii. Amount and Currency in which Commission paid / payable
 - iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here)



6. We agree that DICGC is not bound to accept the lowest or any Bid that DICGC may receive and DICGC may reject any bid, or accept or entrust the entire work to any Bidder without assigning any reasons or giving any explanation whatsoever.
7. We certify that we have provided all the information requested by DICGC in the format requested for. We also understand that DICGC has the exclusive right to reject this offer in case DICGC is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by20..

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

Appendix 3 – Bid Security Letter for Earnest Money Deposit

Dated:

BID SECURITY LETTER

1. WE,.....having our registered offices at (hereinafter referred to as “Bidder”) have submitted our proposal and response dated.....(hereinafter referred to as “Bid”) for the supply of all the requirements described in the Request for Proposal along with its amendments/annexures and other ancillary documents (hereinafter referred to as “RFP”) as issued by Deposit Insurance and Credit Guarantee Corporation.
2. Whereas as per the terms and conditions of RFP, we are required to give a Bid Security in favour of Deposit Insurance and Credit Guarantee Corporation.
3. Accordingly, we are offering security deposit of Rs. _____ (Rupees _____) vide [demand draft issued by a public Sector Bank or any other scheduled Bank] bearing No. _____ dated _____ [drawn on/ issued by] _____ (hereinafter referred to as “Bid Security”) favouring ‘Deposit Insurance and Credit Guarantee Corporation’
4. We hereby, specifically acknowledge and agree that we have furnished the Bid on the understanding and condition that, if we:
 - a) Withdraws the Bid during the period of Bid validity specified by us on the Tender Documents or
 - b) Having been notified of the acceptance of our Deposit Insurance and Credit Guarantee Corporation during the period of validity: -
 - i. Fail or refuse to execute the contract form if required; or
 - ii. Fail or refuse to furnish the required Performance Guarantee within ten (10) days of the date of receipt of the purchase contract.

We understand that Deposit Insurance and Credit Guarantee Corporation has the right to forfeit the entire Bid Security amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Bidder.

The Bid Security shall be returned to unsuccessful bidders within thirty (30) days from the date of the award of contract to a successful Bidder. The Bid Security shall be returned to the successful Bidder upon furnishing of Performance **Bank** Guarantee within the time period stated aforesaid

5. We hereby undertake that we will not cancel the Bid Security referred to above till the Bid Security by DICGC is returned in accordance with the foregoing conditions.
6. We hereby represent and warrant that we have obtained all necessary approvals, permissions and consents and we have full power and authority to issue this Bid Security and perform our obligations hereunder, and the Bidder has taken all corporate, legal and



other actions necessary or advisable to authorise the execution, delivery and performance of this Bid Security. The absence or deficiency of authority or power on part to issue this Bid Security or any irregularity in exercise of such powers shall not affect our liability under this Bid Security.

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

Place:

Date:

Seal and signature of the Bidder

Appendix 4 – Performance Bank Guarantee Format

DRAFT FORMAT

ON APPROPRIATE STAMP DUTY

PERFORMANCE BANK GUARANTEE

To,

General Manager,
Deposit Insurance and Credit Guarantee Corporation,
Project Management Cell,
Reserve Bank of India Building, II Floor,
Opposite Mumbai Central Railway Station,
Mumbai 400 008, India

PERFORMANCE BANK GUARANTEE – Competent and eligible Bidders for the Integrated Application Software Solution for the DICGC, Mumbai

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into an Agreement dated (hereinafter, referred to as “the said Agreement”) with you (DICGC) for inviting proposals from the competent and eligible Bidders/parties for implementation and management of Integrated Application Software Solution(IASS)., as detailed in the scope of work for the bidder for the project in the RFP document, for the Integrated Application Software Solution of the DICGC, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), being 10% of the Contract Price of Rs..... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have

agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

- I. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.
- II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.
- III. This Performance Bank Guarantee shall continue and hold good till the completion of the warranty period for the Integrated Application Software Solution i.e. (date), subject to the terms and conditions in the said Agreement.
- IV. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the warranty period for the Total Solution as per said Agreement.
- V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
- VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Agreement.
- VIII. Any notice by way of demand or otherwise hereunder may be sent by special

courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

- IX. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (DICGC).
 - X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.
 - XI. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.
 - XII. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.
2. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- I. Our liability under this Performance Bank Guarantee shall not exceed Rs. (in words and figure) ;
- II. this Performance Bank Guarantee shall be valid only up to (date, i.e., completion of contract period for the Total Solution) ; and
- III. we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (date i.e. completion of the contract period for the Total Solution).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the



Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated this day2014.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

- a) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.
- b) A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.



Appendix 5 – Conformity with hardcopy letter

Proforma of letter to be given by all the Bidders participating in the Integrated Application Software Solution (IASS) Project on their official letterhead.

To,

General Manager,
Deposit Insurance and Credit Guarantee Corporation,
Project Management Cell,
Reserve Bank of India Building, II Floor,
Opposite Mumbai Central Railway Station,
Mumbai 400 008, India

Dear Sir,

Sub: RFP for System Integrator for Integrated Application Software Solution(IASS)

Further to our proposal dated XXXXXXXX, in response to the Request for Proposal (hereinafter referred to as “**RFP**”) issued by Deposit Insurance and Credit Guarantee Corporation (**DICGC**) we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by DICGC, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully,

Authorised Signatory

Designation

Bidder's Corporate Name



Appendix 6 – Conformity Letter

Proforma of letter to be given by all the Bidders participating in the Integrated Application Software Solution (IASS) Project on their official letterhead.

To,

General Manager,
Deposit Insurance and Credit Guarantee Corporation,
Project Management Cell,
Reserve Bank of India Building, II Floor,
Opposite Mumbai Central Railway Station,
Mumbai 400 008, India

Dear Sir,

Sub: RFP for System Integrator for Integrated Application Software Solution (IASS)

Further to our proposal dated XXXXXXXX, in response to the Request for Proposal (hereinafter referred to as “**RFP**”) issued by Deposit Insurance and Credit Guarantee Corporation (**DICGC**) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by DICGC, shall form a valid and binding part of the aforesaid RFP document. DICGC is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and DICGC's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name



Appendix 7 – Manufacturer Authorization Form

Date -

To,

General Manager,
Deposit Insurance and Credit Guarantee Corporation,
Project Management Cell,
Reserve Bank of India Building, II Floor,
Opposite Mumbai Central Railway Station,
Mumbai 400 008, India

Dear Sir,

We (*Name of the Manufacturer*) who are established and reputable manufacturers of having factories at,,, and do hereby authorize M/s (who is the Bidder submitting its bid pursuant to the Request for Proposal issued by the Company) to submit a Bid and negotiate and conclude a contract with you for supply of equipments manufactured by us against the Request for Proposal received from DICGC by the Bidder and we have duly authorised the Bidder for this purpose.

We hereby extend our guarantee and warranty as per terms and conditions of the RFP and the contract for the equipment and services offered for supply against this RFP by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP in respect of such equipments and services.

Yours Faithfully

Authorised Signatory

(Name:

Phone No. Fax E_mail)

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)



Appendix 8 – Letter from hardware OEM

Proforma of letter to be given by the OEM of server hardware to the Company on OEM letterhead by authorized signatory.

To

General Manager,
Deposit Insurance and Credit Guarantee Corporation,
Project Management Cell,
Reserve Bank of India Building, II Floor,
Opposite Mumbai Central Railway Station,
Mumbai 400 008, India

Dear Sir,

Sub: RFP for System Integrator for Integrated Application Software Solution (IASS)

We as Original Equipment Manufacturer of server hardware for the ----- have sized the hardware based on information provided by the DICGC in its RFP Ref No: **DICGC/IASS/2014/01** for the Integrated Application Software Solution Project and in accordance with the RFP and Service Level requirements and assure the Company that the sizing is for the office and users envisaged in the RFP.

However, if the sizing of the hardware including CPUs, Memory, Hard Disk is found to be inadequate in meeting the RFP and the Service Level requirements given by the Company, then we will upgrade the proposed hardware including CPUs, Memory, Hard Disk without any additional cost to the Company.

Yours faithfully,

Authorised Signatory

Designation

Vendors's corporate name

Appendix 9 – Query Format

Please provide your comments on the RFP in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Terms & Conditions etc.

You are also requested to provide a reference to the document (e.g. RFP Core doc, Annexures Appendix), a reference to the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

Sr. No.	Document	Page No.	Point/ Section	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Appendix 10 – People deployment plan

Indicate the number of people to be deployed, with a distinction between Application Provider and Bidder, per phase of the project, and a split between on-site and off-site. This number of people can be a range rather than a precise number.

IASS Project Implementation Phase				
	Number of Bidder people deployed		Number of Application Provider people deployed	
	On-Site	Off-Site	On-Site	Off-Site
Current State Study, Business Requirements Definition and Gap Analysis				
Parameterization				
Customization				
Integration with other systems				
Training				
UAT				
Data Migration				
Support during Go Live				
Post-Go Live support				

IASS Application Support Phase (Additional Requirements Post Go live)				
	Number of Bidder people deployed		Number of Application Provider people deployed	
	On-Site	Off-Site	On-Site	Off-Site
Business Requirements Definition and Gap Analysis				
Parameterization				
Customization				
Integration with other systems				
Training				
UAT				
Support during Go Live				
Post-Go Live support				

Note - The Bidder would be required to provide a team of business analysts / experts to DICGC. The Bidder's analyst team should comprise of personnel with experience in the areas of Group Non-Life Insurance & Banking and implementation of the IT solutions in Insurance companies. The activities that this team would be required to carry out would include –

- Gap analysis, customization, parameterization, testing and Level 2 helpdesk support
- The analyst team would also be required to assist the Bidder in providing helpdesk support.

Key personnel

List the key Bidder staff members who would be deployed on the IASS implementation, with their area of responsibility, relevant experience and credentials.

Indicative requirement would be:

The **Project Director**

- Should have a minimum of 15 years of work experience in a similar field;
- Should have been on the Bidder's payroll since the past 5 years; and
- Should have been a project director for a similar implementation.

The **Project Manager** should have had at least 10 years of work experience and should have been on the Bidder's payroll for at least 3 years and should have experience in executing similar implementations.

The **Application Team Leaders** should have at least 7 years of work experience, should have been on the Bidder's payroll for at least 2 years and should have experience in executing similar implementations.

The **Technical Team Leaders** should have at least 7 years of work experience, should have been on the Bidder / Application provider payroll for at least 2 years and should have experience in executing similar implementations.

The **Functional Consultants / Business Analysts** should have at least 5 years of work experience should have been on the Bidder / Application provider payroll for at least 1 year and should have experience in executing similar implementations.

The Bidder should provide profiles of resources who would be backups to key personnel like the Project Director and Project Manager.

For the Key people, the Bidder cannot replace the personnel without explicit consent of the Corporation. The Corporation also has the right to interview the key personnel proposed to be deployed on the Project.

Personnel during Support Phase

The onsite support team members should have at least 2 years of experience and should hold BE / B. tech degree.

The Onsite resources at the Data Centre should be well conversant and experienced in Database Administration (DBA) and Portal Management.

DICGC will have right to request for replacement of onsite support person if the services are unsatisfactory. The new person should meet the above mentioned criteria. Bidder cannot replace onsite support personnel without the consent of the Corporation.

Integrated Application Software Solution(IASS) – Implementation Phase

Key People who will be involved in the project across functions like deployment of solution components, application support, functional consultants, etc.

No.	Employee Name, with Designation & Company	Role in Project	Task Assigned	Age	Years (relevant) Exp.	Years with the Company	Professional & Educational Qualifications	Membership of any recognised Institution	Relevant Key Clients & Role in the Project	Previous Employment Record
1	Mr. Name Surname - Country Manager, XYZ Pvt. Ltd.	Project Director	Will be in-charge of xxxxx	50	27	10	CA, CIA, ICWA, CS, CFA, BE, B. Tech, M. Tech., MBA Finance, PGDBA from XYZ	123 Institute	XYZ – Project Director – Solution Deployment ABC - Sr. Consultant - Development of Risk Models	GHI & Co. – Associate Director 1993 – 1997 JKL Consultants. – Risk Practice - 1982 – 1993
2		Project Manager								
3		Application Team lead								
4		Technical Team lead								
5		Functional Consultant / Business Analysts								

Please note that it is **MANDATORY TO FILL UP ALL THE ABOVE COLUMNS** for all the **Key proposed Positions**

Integrated Application Software Solution(IASS) – Support Phase

No.	Employee Name, with Designation & Company	Role in Project	Task Assigned	Age	Years (relevant) Exp.	Years with the Company	Professional & Educational Qualifications	Membership of any recognised Institution	Relevant Key Clients & Role in the Project	Previous Employment Record
1	Mr. Name Surname - Country Manager, XYZ Pvt. Ltd.	Project Director	Will be in-charge of xxxxx	50	27	10	CA, CIA, ICWA, CS, CFA, BE, B. Tech, M. Tech., MBA Finance, PGDBA from XYZ	123 Institute	XYZ – Project Director – Solution Deployment ABC - Sr. Consultant - Development of Risk Models	GHI & Co. – Associate Director 1993 – 1997 JKL Consultants. – Risk Practice - 1982 – 1993
2		Project Manager								
3		Application Team lead								
4		Technical Team lead								
5		Functional Consultant / Business Analysts								
6		Onsite Support Engineers								

End of Document