Deposit Insurance and Credit Guarantee Corporation

Request for Proposal
for System Integrator for
Integrated Application Software Solution

September 2014

This document contains 87 pages.

Non-Disclosure Agreement:

All bidders must sign the Non-Disclosure Agreement (NDA) and submit along with the Request for Proposal (RFP). Bidders must comply with all clauses mentioned in the NDA. No changes to the NDA are allowed. The NDA must be executed on the bidder's company letterhead.

The NDA must be signed by the authorized signatory, along with requisite Power of Attorney/ Board Resolution authenticating/ authorizing the signatories of the NDA. If the Power of Attorney/ Board Resolution are not present / submitted along with the NDA, the response to Request for Proposal document will not be evaluated further. Draft of the NDA is as under.

DIC GC

Deposit Insurance and Credit Guarantee Corporation
Request for Proposal for System Integrator for Integrated Application Software Solution
September 2014

(On Rs.100 Stamp paper)

Strictly Private and Confidential
The 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

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for System Integrator for Integrated Application Software Solution (IASS) in DICGC, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to DICGC and its business that is provided to us pursuant to this Agreement.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:
1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]
5. This Agreement shall not prohibit disclosure of Confidential Information:
    *   To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding of RFP for System Integrator for Integrated Application Software Solution in DICGC;
    *   With your prior written consent, such consent not to be unreasonably withheld
    *   To the extent that such disclosure is required by law;
    *   To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
    *   To our professional advisers for the purposes of our seeking advice. Such professional advisors will be informed of the need to keep the information confidential.
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
    *   For the purpose of a disclosure permitted by item 5 above; and
    *   To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
7. This Agreement shall not apply to Confidential Information that:
    *   Is in the public domain at the time it is acquired by us;
    *   Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;

- Is already in our possession prior to its disclosure to us; and
- Is independently developed by us.

8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
9. We acknowledge that the Confidential Information will not form the basis of any contract between you and us.
10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
11. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
12. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

Yours sincerely

Signature and Stamp of Company

[Authorized Signatory (same as signing the proposal)]

Name:

Position:

Date:

Place:

We have read this Agreement fully and confirm our agreement with its terms.

Request for Proposal for Integrated Application Software Solution (IASS)

DICGC invites sealed tenders for appointment of System Integrator for the implementation and maintenance of applications under Integrated Application Software Solution project in the Corporation. This would include various phases starting from study of the Corporation's existing IT systems/solutions to the implementation, roll-out of Integrated Application in the Corporation and maintenance of the applications implemented as part of the Integrated Application software project. DICGC is looking for Bidders from reputed companies having previous experience in successfully handling similar IT projects for Insurance companies/Banks/FI in India and particularly Integrated Application Solution starting with requirement study to the rollout and maintenance of the solutions. The tenor of this contract will be for 7 years.

Activity Schedule

The following is an indicative timeframe for the overall process. DICGC reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the bidders during the process.

Tender schedule is as follows:

Sr. No.	Activity	Details
1	RFP Reference & date	Ref: DICGC/IASS/2014/01 Dated: September 23, 2014
2	Issue of RFP (soft copy)	September 23, 2014
3	Address of Communication and Address for submission of Bid	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, Maharashtra, India
4	Last Day and time for receiving queries on Bid	October 07, 2014 latest by 12.00 noon
5	Pre Bid meeting (by pre-registration only)	On 10th October, 2014 from 03:00 pm to 04:00 pm in the - " Deposit Insurance and Credit Guarantee Corporation Project Management Cell Reserve Bank of India Building, II Floor Opposite Mumbai Central Railway Station Mumbai - 400 008, Maharashtra, India" Only 2 representatives per bidder will be allowed to attend the meeting and the names of the attendees will have to be informed to the mail id as mentioned in point 12 of this schedule, two working days in advance.
6	Last Date for response from DICGC for Bid queries	October 14, 2014 All clarifications/results related to this bid will only be communicated through our website – www.dicgc.org.in
7	Earnest Money Deposit	Rs. 20,00,000/-(Rs. Twenty Lakhs Only) In the form of a Demand Draft in favour of "Deposit Insurance and Credit Guarantee Corporation" payable at Mumbai
8	Bid Submission Date & Time	On October 21, 2014 latest by 03:00 pm
9	Eligibility & Technical Bid opening date/time/ venue	The Eligibility & Technical Bids will be opened by the Tender opening committee of DICGC in the presence of the bidders / representatives who choose to attend on the Bid submission date is October 21 , 2014 at 03:30 pm at the above mentioned address.
10	Commercial Bid	The Commercial Bids of the technically qualified bidders will be opened on the notified date by the Tender Opening

		Committee of DICGC in the presence of the bidders/ their representatives who choose to attend. e-Reverse Auction schedule will be notified on the DICGC website.
11	**Website Address**	www.dicgc.org.in
12	**Contact Email-id**	Any Mail Communication regarding this RFP must be sent to email-id dicgcpmc@rbi.org.in only. **The subject line must contain "(RFP Reference Number - DICGC/IASS/2014/01". Any mail communication not sent as above is likely to get missed for which DICGC will not be responsible.**

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Acronyms and Abbreviations

As used in the Document	Description
Authorized Signatory of the bidder	The person authorized through a valid Power of Attorney by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the company
Bidder	The organization submitting the proposal who will also be the single point of contact for the Company and single point responsibility for execution of scope and deliverables as required by this Request for Proposal.
Consultant	Entity hired by DICGC to assist in vendor selection and smooth rollout of the Integrated Application Software Solution
Contract	An Agreement signed between DICGC and the Selected vendor and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP issued by, response of the selected vendor to the RFP and the agreement document itself
Corporation	Deposit Insurance and Credit Guarantee Corporation, herein also referred to as 'Corporation'
L1 Bidder	Bidder whose commercial quote is lowest
Law	Shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and / or the Government of any state / any other Government / regulatory authority.
Personnel	Means professionals and support staff provided by the Bidder and assigned to perform the Services or any part thereof.
Requirements	Shall mean statements which identify a necessary capability, characteristic, attribute or quality of a system and include schedules, details, description, and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
System Integrator(SI)	System Integrator means the successful bidder who will be awarded the contract for implementing the IASS Project
Abbreviations	
AMC	Annual Maintenance Contract
API	Application Programme Interface
BRC	Bank Registration Cell
COTS	Commercial Off-the-shelf
CRM	Customer Relationship management
CROMS	Clearcorp Repo Order Matching system
CSAA	Control Self-Assessment Audit
CSD	Claims Settlement Department
DAT	Department of Accounting & Taxation
DC	Data Centre
DICGC	Deposit Insurance and Credit Guarantee Corporation
DIT	Department of Information Technology
DMIS	Document Management Information System

DMS	Document Management System
DRS	Disaster Recovery Site
ECS	Electronic Clearing System
EMD	Earnest Money Deposit
ETL	Extract Transform Load
FRS	Functional Requirement Specification
HRMD	Human Resource Management Department
HRMS	Human Resource Management System
HTML	Hyper Text Markup Language
IASS	Integrated Application Software Solution
IES	Integrated Establishment System
IGLES	Integrated General Ledger System
IOD	Insurance Operations Department
IPR	Intellectual Property Rights
IRRS	Integrated Rajbhasha Reporting System
LAN	Local Area Network
LBT	Local Body Tax
MIS	Management Information System
NDS OM	Negotiated Dealing System Order Matching
NEFT	National Electronic Fund Transfer
NPV	Net Present Value
ODS	Operational Data Storage
PMC	Project Management Cell
POC	Proof of Concept
RBI	Reserve Bank of India
RFP	Request For Proposal
RMC	Recovery Management Cell
RPIC	Research, Policy and Information Cell
RPO	Recovery Point Objective
RTGS	Real Time Gross Settlement
RTO	Recovery Time Objective
SD	Secretary's Department
SIT	System Integration Testing
SLA	Service Level Agreement
SOA	Service Oriented Architecture
TBO	Treasury Back Office
TCO	Total Cost of Ownership
TDR	Treasury Dealing Room
UAT	User Acceptance Testing
UML	Unified Modelling Language
VAT	Value Added Tax

1. Instructions to Bidders

1.1. Invitation to Bid

1.1.1. The Deposit Insurance and Credit Guarantee Corporation (hereinafter referred to as "DICGC" or "Corporation") established under DICGC Act, 1961 is a wholly owned subsidiary of Reserve Bank of India (RBI), hereby invites sealed responses (hereinafter referred to as "Bids"), to this Request for Proposal ("RFP") from eligible Bidders for implementation and maintenance of Applications under IASS project.

1.1.2. The formulation of the Evaluation Criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder(s) will be entirely at the discretion of DICGC and its decision shall be final and no correspondence about the decision shall be entertained.

1.2. Qualification Criteria

Only the bidders who meet all the qualifications mentioned in Annexure 1 "Eligibility Criteria" of this RFP are eligible to participate in the RFP.

1.3. Terms & Conditions

Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s), clarifications issued, if any, will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure(s), clarifications issued will form the part of the purchase orders/any resulting contracts, to be issued to the successful bidder/s from time to time as an outcome of this RFP Process.

1.4. Cost of Bidding

The bidder shall be responsible for and bear all the costs incurred in connection with participation in the RFP process, preparation and submission of its bid, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by DICGC to facilitate the evaluation process. DICGC will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

1.5. Relationship between DICGC and the Bidders

It is clarified that no binding relationship exists between any of the bidders and DICGC till the execution of a contractual agreement.

1.6. Earnest Money Deposit

Please refer Section 7.12 – "Terms and Condition" for Earnest Money Deposit (EMD) Details

1.7. Pre-Bid Meeting and Clarifications

a) DICGC shall hold a pre-bid meeting with the prospective bidders as stated in Activity Schedule. Only 2 representatives per bidder will be allowed to attend the meeting and the names of the attendees will have to be informed to DICGC by

the prospective bidder through the mail id for correspondence as mentioned in the Activity Schedule above, two working days in advance. Representatives of the bidder(s) attending the pre-bid meeting will have to bring their company Identity Cards at the time of pre-bid meeting for verification. The Bidders will have to ensure that all their queries are submitted in one consolidated mail in a single excel sheet as per the format mentioned in Appendix 9 – Queries on RFP, latest by the date & time mentioned in the Activity Schedule.

b) Clarifications, if any, regarding the terms & conditions of this RFP, any error, omission or discrepancy found in this RFP document, have to be obtained by the bidder latest by the date & time mentioned in the Activity Schedule. Thereafter, no representations/ queries will be entertained in this regard. Later on if any issue(s) arise DICGC will consider the matter on merits and decide the same, prior to opening of commercial bids.

c) The queries should necessarily be submitted in the format as per Appendix 9 – Queries on RFP to the email id dicgcpmc@rbi.org.in the file size should not exceed 5MB per mail. No other form of communication shall be entertained.

d) DICGC will endeavor to provide timely response to all queries. However, DICGC shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained by DICGC.

e) At any time prior to the last date for receipt of bids, DICGC may, for any reason, whether at its own initiative or in response to clarifications requested by prospective Bidders, modify the RFP Document by clarifications.

f) The clarifications will be notified to the Bidders on the DICGC Website www.dicgc.org.in. These clarifications (if any) issued by DICGC at any time before the due date of submission of the bid will become a part of the RFP document.

g) In order to provide prospective bidders reasonable time for taking the clarifications into account, DICGC may, at any time prior to the date of bid submission extend the date for the submission of Bids.

h) Verbal Requests for clarification will not be entertained.

1.8. Bid Process

1.8.1. For the purpose of the selection of System Integrators (SI) for this project, the below bidding process will be followed. The response to the present tender will be submitted in two parts, i.e., the Technical Bid and the Commercial Bid through the 'e- Auction' based reverse bidding process. The bidder will have to submit the separate 'Technical Bid' & 'Commercial Bid' within the stipulated date and time in the prescribed formats.

1.8.2. The 'Technical Bid' will contain the exhaustive and comprehensive technical details, whereas the 'Commercial Bid' will contain the pricing information. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid

contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.

1.8.3.   **Step 1** - The Technical Bids will be opened and evaluated. All Technical Bids that contain the necessary information supported by the documents sought in the RFP will be taken up for the evaluation.

In this step, the bidders' Technical responses will be evaluated and given a score as per the evaluation matrix (refer Section 8 for the evaluation process).

1.8.3.1.   The Bidder needs to achieve a cut – off score 75% marks of the Total Score for the Technical Proposal Evaluation independently to be eligible for commercial evaluation. In the event only one Bidder qualifies DICGC will have the right to open the commercial bid of that single qualified Bidder or also consider the next closest bidder for commercial evaluation subject to that bidder scoring a minimum of 60% score. In the event that none of the Bidders qualify, then DICGC at its discretion may choose to select two Bidders who have achieved the top 2 scores to qualify for the next stage subject to both bidders scoring a minimum of 60% score. The decision of DICGC shall be final and binding in that regard.

1.8.3.2.   Based on the sum of the proposal evaluation scores obtained, the qualified Bidders will be categorized as T1, T2, T3 etc. on the basis of their individual scores obtained. (In the descending order, i.e. T1 being the Bidder with the highest score, followed by T2 with the next highest score and so on.)

1.8.3.3.   Technical Scores of the qualifying bidders will not be disclosed to any of them.

1.8.4.   **Step 2** – Commercial Bids will be opened and be evaluated only for the qualified bidders (T1, T2, T3, etc.) based on the Technical bid evaluation (as mentioned above). Rest of the Commercial bids of non-qualified bidders will not be opened & returned back to bidder.

The Shortlisted bidders will be invited to put in the commercial bid through the e-Auction Based Reverse Bidding Process".

1.8.5.   **L1 bidder will be declared as the successful bidder**. DICGC will inform the successful bidder.

1.9.   Instructions for Bid Submission

The Bidders should submit their Bid along with required demand draft towards the EMD, Annexures, Certificates and other required documents as stated in the Section "Eligibility Criteria" or elsewhere in the RFP, in sealed envelopes in the following manner:

a)   Eligibility Bid –The Hardcopy and Softcopy on CD of the Eligibility Documents should be submitted in a sealed envelope super-scribed as:

"ELIGIBILITY BID for RFP Ref: **DICGC/IASS/2014/01**

For

Deposit Insurance and Credit Guarantee Corporation - Integrated Application Software Solution

SUBMITTED BY _____ (Bidder's Name)" at Mumbai, Due Date_____

b) Technical Bid – The Hardcopy and Softcopy on CD prepared towards the response of Technical Bid should be submitted in a separate second envelope super-scribed as:

"TECHNICAL BID for RFP Ref: **DICGC/IASS/2014/01** for

Deposit Insurance and Credit Guarantee Corporation - Integrated Application Software Solution

SUBMITTED BY _____ (Bidder's Name)" at Mumbai, Due Date_____

c) Commercial Bid (Indicative) – Hardcopy & Softcopy on CD for the Commercial Bid should be in a separate sealed envelope super-scribed as:

"COMMERCIAL BID for RFP Ref: **DICGC/IASS/2014/01**

for

Deposit Insurance and Credit Guarantee Corporation - Integrated Application Software Solution

SUBMITTED BY _____ (Bidder's Name)" at Mumbai, Due Date_____

Please Note that Prices must not be indicated in the Technical Bid but should only be indicated in the Commercial Bid failing which the Bid may be rejected. The Commercial bid will be an indicative price and will be used to arrive at the Base Price for e-Auction Based Reverse Bidding Process.

d) All the envelopes should indicate clearly the name, postal address, telephone number, E-mail ID and fax number of the bidder.

e) All hardcopies of the bid must be spirally bound and pages should be serially numbered.

f) The hardcopies of the bid (all documents and Annexures submitted as a part of bid or called for by DICGC) must be duly signed on each page and stamped on each page. Bid shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. Authorization by the bidder for the signatory shall be in form of a Power of Attorney or a duly certified copy of the Board resolution appointing the authorized signatory. The person signing the bid shall sign all pages of the bid, except for an un-amended printed literature.

g) The bid will be treated as legally void and will be rejected if:

  i.   Bid is not signed by the duly authorized person or
  ii. Bid submitted is unsigned or partially unsigned or
  iii. Scanned bid is submitted

By submitting a signed bid, the bidder's signatory certifies that in connection with this RFP:

- The bidder's organization or an agent of the bidder's organization has arrived at the technical offer and prices in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,

- The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor.

- No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.

1.10. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and DICGC shall be in English language.

1.11. Bid Currencies

Prices for all the components shall be quoted in Indian Rupee (INR). The Bids in currencies other than INR will be rejected.

1.12. Arithmetical Errors

The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

1.13. Documents Required for Bid Submission

1.13.1. The Bidder's proposal must effectively communicate their proposed approach and be formatted in the specified formats in order for DICGC to assess the alternatives. The proposal should contain the details as requested in this RFP. Kindly refer to the below checklist points:

a) Eligibility Bid

The eligibility envelop should have the following documents:

Sr. No	Document Reference	Document Title
1		Non-Disclosure Agreement
2	Annexure 1	Eligibility Criteria Compliance
3	--	Supporting Documents as detailed in Annexure 1

b) Technical Bid

The technical bid envelop should have the following documents:

Sr. No	Document Reference	Document Title
1	Annexure 2	Functional Requirements
2	Annexure 3	Technical Requirements
3	Annexure 6	Bandwidth Requirement
4	Annexure 7	Bill of Material (Masked)
5	Annexure 8	Commercial Bid Details (masked)
6	Annexure 9	Mapping of responsibility to partners
7	Annexure 10	Network & Security Requirements
8	Annexure 11	Space & power requirements
9	Annexure 12 (Appendix A & B)	Reverse e-Auction guidelines and procedures
10	Appendix 2	Technical offer Cover Letter
11	Appendix 3	Bid Security letter for EMD
12	Appendix 5	Conformity with Hardcopy
13	Appendix 6	Conformity letter
14	Appendix 7	Manufacturer Authorization form
15	Appendix 8	Letter from Hardware OEM
16	Appendix 10	Personnel Deployment

1.13.2. The Technical proposal must be made in a structured and neat manner and should cover the points as mentioned under sections for scope of work and detailed scope of work. Brochures / leaflets etc. should not be submitted in loose form.

1.13.3. If DICGC is not satisfied with the technical specifications in any RFP response and observes deviations, the technical proposal of such Bidder/s may not be short-listed and the Commercial Proposals of such Bidder/s may not be opened. No further discussions shall be entertained with such Bidders in respect of the subject technical bid. The decision of DICGC shall be final and binding in that regard.

c) Commercial Bid

The Commercial Proposal should give all relevant price information and should not contradict the Technical Bid in any manner.

The format for submission of Commercial offer is as follows:

▪ **Annexure 7** – Bill of Material (unmasked)

▪ **Annexure 8** - Commercial Bid Details (unmasked)

1.13.4. The above list of requirement is indicative. The bidder should refer to the complete RFP for all requirements that are required to be submitted along with Eligibility Bid, Technical Bid and Commercial Bid(s). The Annexure and their contents should be

submitted as stated in the format only. The Bid may be rejected in case of non-adherence to any of the above instructions.

Any request for the change in the terms and conditions of the RFP document, will not be accepted.

1.14. **Procedure for opening of the Bids**

Bids received within the specified closing date and time in the Activity Schedule will be opened in the presence of bidders' representatives (maximum two representatives per bidder in each of the bid openings) who choose to attend the opening of the bids on the specified date, time and venue as given in the Activity Schedule.

a. The date and venue of the opening of the bids shall be as per the Activity Schedule. The outer sealed Envelope shall be opened by DICGC in the presence of the bidders/their authorized representatives who choose to attend, as per the activity schedule.

b. The commercial bids of technically short listed bidders will be opened by DICGC in the presence of the bidders/ their authorized representatives who choose to attend.

c. The representatives of the bidders should carry the photo identity card or a letter of authority bearing a photograph from the bidder organization to identify their credentials for attending the opening of the commercial bids.

2.   Introduction

2.1.   About the Corporation

Deposit Insurance and Credit Guarantee Corporation (DICGC) established under DICGC Act, 1961 is a wholly owned subsidiary of Reserve Bank of India (RBI). As a part of its statutory responsibility, the Corporation insures all the deposits in banks across India subject to various terms and conditions as contained in the DICGC Act and the Rules and Regulations made there under. DICGC mission is ' to contribute to financial stability by securing public confidence in the banking system through provision of deposit insurance, particularly for the benefit of the small depositors' and in its pursuit be recognized as one of the most efficient and effective deposit insurance providers, responsive to the needs of its stakeholders.

2.2.   Overview of the functions of the Corporation

2.2.1.   The functions of the DICGC are governed by the provisions of 'The Deposit Insurance and Credit Guarantee Corporation Act, 1961' (DICGC Act) and 'The Deposit Insurance and Credit Guarantee Corporation General Regulations, 1961' framed by the Reserve Bank in exercise of the powers conferred by sub-section (3) of Section 50 of the said Act. As no credit institution is participating in any of the credit guarantee schemes administered by the Corporation, presently it is not operating any of the schemes and deposit insurance remains the principal function of the Corporation. However DICGC may be entrusted to operate/implement credit guarantee schemes for education loans, loans granted for vocational courses / skill development and such other credit guarantee schemes that may be introduced from time to time.

2.2.1.1.   DICGC is also the member of International Association of Deposit Insurers (IADI) which works towards enhancing the effectiveness of deposit insurance systems by promoting guidance and international cooperation. Core Principles for Effective Deposit Insurance have been developed by the Basel Committee on Banking Supervision (BCBS) and IADI. These Principles recognize the importance of the overall safety net in judging the effectiveness of deposit insurance systems. These standards are broadly accepted as representing minimum requirements for good practice that all countries are encouraged to meet or exceed. A field test of the Draft Assessment Methodology for the Core Principles for Effective Deposit Insurance Systems by IADI and IMF has indicated that DICGC is compliant or largely compliant with about half of the eighteen Core Principles for Effective Deposit Insurance Systems. However, in its "paybox" function, the DICGC is fully or largely compliant on all core principles. A faster implementation of IT initiatives in the deposit insurance system in India would improve compliance with IADI-BCBS Core Principles for Effective Deposit Insurance Systems.

A detailed write up of the functions of DICGC, institutional coverage, insurance coverage, insurance premium and all other related, relevant functional aspects of DICGC is given in Annexure 13.

2.3.   Objective of IASS:

The existing suites of applications presented in the following chapter of this RFP, have been functioning in the Corporation. However, keeping in view the current state of advancement in the banking technology, both products and IT infrastructure, as

well as future requirements, it has been decided to revamp the current systems with Integrated Application Software. The core objective of implementing IASS is to have a cross functional and seamless integration of all the existing functions of the Corporation into COTS applications under the IASS project. The objectives of IASS have been detailed in below section of this RFP. In brief, IASS should give all round benefit to the Corporation as well as other stakeholders i.e. banks, Depositors of insured banks going under liquidation / amalgamation / restructuring, authorities / agencies such as liquidators and other bank safety net players such as RBI by establishing an efficient single point gateway between them.

2.3.1. For the depositors of failed banks to maintain confidence in the banking system, it is essential to provide depositors quick access to their funds. In the Indian context, shorter payout periods would entail significant reforms in deposit insurance system aimed at ensuring early access to information about failing institutions, detailed and current information about deposits, and techniques for providing rapid access to funds apart from availability of adequate funds. The Corporation has initiated sincere efforts in this direction. As part of the integrated computerization of the Corporation covering all operational areas, DICGC has taken an initiative for implementation of an Integrated IT Solution in the Corporation. The proposed software applications would integrate all aspects of the functioning of the Corporations viz. treasury operation, accounting, premium collection, claims settlement and payment, recovery systems, etc. Broadly the solutions will have the following distinctive functionalities:

a) Operations-Front – Banking Registration, Insurance Operations (Deposit Insurance and Credit Guarantee), Claims Settlement, Recovery Management and Treasury Dealing Room

b) Operations-Back – Accounts and Taxation, Treasury Back Office

c) Support Services – Administrative Affairs, Budgeting, Audits/Inspections / CSAA, Transactions with Estate Department/Suppliers and IT Support & IT Infrastructure Management

d) Governance

2.3.2. An Integrated applications would also be beneficial for consolidation of financial data at one place and significantly improve the MIS, CRM and Risk Management in the Corporation thereby improving the decision making process. This would further aid maintenance of the life-cycle history of depositor-wise claim, payment history, recovery, etc. which would be useful for policy formulation. We may be able to have the entire profile of the banks at one place. In addition to improving the efficiency and effectiveness of the functioning of the Corporation, it would obviate the necessity of dealing with multiple vendors even for a simple problem.

2.4. Project Stakeholders

2.4.1. Depositors of all insured banks including the banks going under liquidation / direction / amalgamation / restructuring receiving deposit insurance claims from the Corporation.

2.4.2. All Insured Banks, Banks under liquidation / direction / amalgamation / restructuring Banks, etc.

2.4.3. Credit Institutions participating in credit Guarantee schemes of corporation.

2.4.4. The authorities / agencies such as liquidators who are instrumental in preparing the claim list and seeking reimbursement from the Corporation and getting involved in final payment to depositors. In case of State or multi-state co-operative banks, State and Central Governments respectively are also consulted.

2.4.5. The Deposit Insurance and Credit Guarantee Corporation which has the statutory responsibility for paying out the depositors in a time bound manner.

2.4.6. Other bank safety net players such as Reserve Bank of India who take decisions on best options for problem bank resolution.

3.   **Overview of Existing Suite of Applications**

3.1.   The Corporation was established for the purpose of deposit insurance and for other matters connected therewith or incidental thereto. In order to carry out the functions mandated in the DICGC Act 1961, the Corporation is segregated into several departments. The main activity of Corporation is to insure all deposits upto Rs.1.00 lakh of all banks in the country and settle the claims of failed banks by making payment to the depositors. For this purpose it receives premium from all banks as per rate prescribed in the Act. The amount so collected is invested in Central Government Securities. To carry out the duties / obligations as per the statutory mandate in a computerized environment, the Corporation broadly depends on following applications

3.2.   **Current IT Applications**

Current IT Applications deployed in the Corporation are as under:

1	Accounting System	Description
A	Orion	The software is mainly for Premium Accounting, General Ledger Accounting for receipt and payments
B	Kastle / Kastle Risk Management	The software is for accounting of the various deals carried out in the Treasury Dealing Room and shows fund position and also access risk
2	Trading System	
A	NDS-OM	All these applications are for trading in Government Securities, Developed by RBI / CCIL and used in the Treasury Dealing Room
B	CROMS	
C	e-Kuber Auction	
3	Payment System	
A	RTGS	These applications are used for making / receiving payments to/from all the banks and also vendors
B	NEFT	
C	ECS	
4	RBI Systems	
A	IES	This system is mainly used for establishment related transactions
B	HRMS	This system is mainly used for HR details of the Staff
C	Mail – Outlook	Corporate mailing system
D	IRSS	Hindi usage application used by Rajbhasha Cell
E	DMIS	This system is mainly used for inward-outward documentation

| F | e-Kuber | RBI's CBS portal |
| G | CHRS | Proposed Comprehensive Solution for HR and Establishment |

3.3. BCP/DR Set up

3.3.1. The Corporation has its own Business Continuity Plan and Disaster Recovery Plan document which is approved by the Board Level IT Committee of the Corporation. The present BCP/DRP document has been prepared taking into account the prevailing IT infrastructures and systems in the Corporation. The document covers the eight chapters viz., Introduction, General Profile of Applications Systems, Business Impact Analysis, Application System Backup Procedures and Recovery Strategies, Contingency Plan for Applications Support, Disaster Recovery Plan, Key Disaster Recovery Aspects, Use of Plan, Review Periodicity and DR Drill. The successful bidder will have to revise the above mentioned document based on the IASS. The document will be reviewed by the Consultant and approved by the Corporation.

3.3.2. The DR drill is to be conducted as per the frequency and schedule provided in Data Centre guidelines and in consultation with DICGC. Presently the Corporation conducts DR Drill on quarterly basis preferably towards the end of the respective quarter. The Successful bidder has to carry out such DR drills in agreement with DICGC.

4. Scope of Work

Based on the contents of the RFP, the Bidder shall be required to independently arrive at a solution, which is suitable for DICGC, after taking into consideration the effort estimated for implementation of the same and the resource and the equipment requirements. The Bidder shall be required to perform all such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire project at no additional cost to DICGC.

Below is the Scope of applications to be implemented as part of the IASS project

Applications within the Dotted Red box are in Scope for IASS
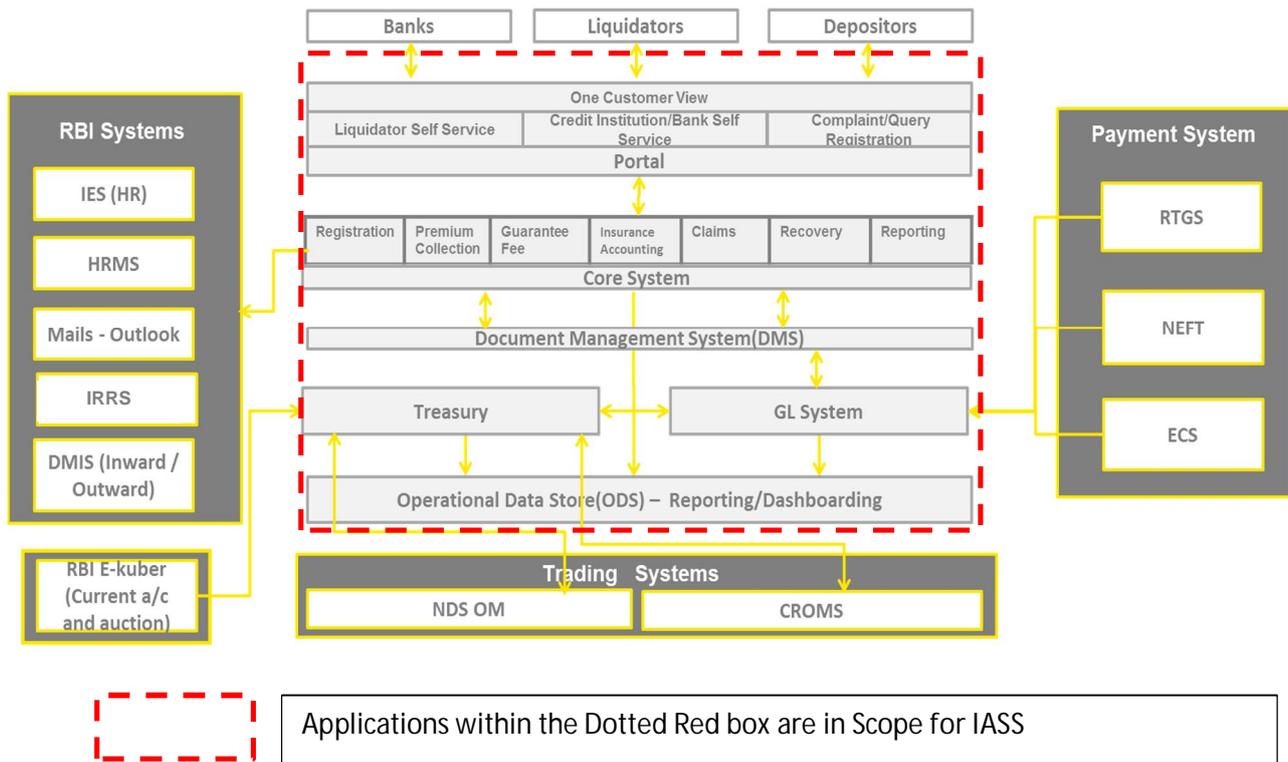
Note: IES & HRMS systems are planned to be replaced with single corporate HRMS system

Following applications need to be implemented and maintained during the contract period as part of IASS –

1. Core system
2. Portal
3. General Ledger System
4. Document Management System
5. Operational Data Store

In addition to these 5 applications, Treasury application is also in scope. DICGC currently uses treasury application – Kastle(version 4.0.2.2) which is implemented and supported by 3i Infotech Ltd. The bidder has following two choices –

a) Retain existing treasury application but upgrade it to latest version and then maintain and support it during the full contract period adhering to the SLAs.

b) Implement a new treasury application and maintain and support it during full contract period.

Bidder must refer to the Annexure 2 – Functional Requirement & Annexure 3 – Technical Requirements for the functions of the above applications mentioned in the scope diagram.

Below are an indicative list of activities that bidder is required to undertake as a part of its scope of work. Bidder must detail, as part of the response to this RFP, any additional area that it deems necessary to adhere to the scope of work

- Requirement Analysis and Management
- System Design & Architecture
- System Interface and Integration design
- Application configuration and development management
- Implementation management
- Continuous Monitoring and Application lifecycle management
- Data Migration
- Hardware, Storage & Bandwidth Sizing
- Testing
- Go Live
- System Maintenance & Support
- Application Support
- Data Backup & Archival
- Performance Benchmarking
- Training
- Knowledge Transfer
- Project Documentation
- Physical Space Requirements (for Hardware)
- Backup Requirements
- Power & Cooling Requirements
- New Single portal for DICGC's website in place of existing portal and its management
- Procurement & installation of all servers , OS, DB licenses, Tapes, Racks and Fiber cables
- Other Requirements

4.1. Requirement Analysis and Management

4.1.1. The purpose of system requirements analysis is to transform the defined requirements into a set of desired system technical requirements that will guide the design of the applications to meet the needs of DICGC. The specific intended use of the applications to be developed must be analysed to specify system requirements.

4.1.2. The Bidder will have to do a detailed requirement gathering and build on the baseline functional requirements as provided in Annexure 2 – Functional Requirement DICGC will have a team of business users, subject matter experts formed to provide the details on the current and the expected functionality of the IASS application. Bidder will have to interact by way of interviews, requirement workshops, questionnaires etc. with the team to gather business and technical requirements. The detailed System Requirement Document will have to be provided at the end of the requirement

analysis cycle to DICGC. The documented system requirement specification must include:

- Business, organizational and user requirements
- Functional capability specifications, including performance, environmental conditions under which the software component is to perform
- Interfaces between software components within the enterprise
- Interfaces with external systems representing communications to and from the software systems of other organizations
- Safety specifications, including those related to methods of operation and maintenance, environmental influences, and stakeholder risk, design constraints and qualification requirements
- Security specifications, including those related to compromise of sensitive information
- The IASS application should be compliant to all provisions of the Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008) and be in conformity with the guidelines issued by the RBI which has been adopted by DICGC and other applicable laws with latest amendments at the time of delivery. The IASS application should also comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the implementation of the Project
- Communication specifications, such as web service interface specifications and standards-based communication content specifications (including security features like SSL encryption, etc.)
- User operation and execution requirements
- User maintenance requirements

4.1.3. The Bidder must evaluate the software requirements according to the criteria listed below:

- Bi-directional traceability (to and from) of system requirements to/from design and to/from test scripts
- Testability, including testing of both user-based scenarios and standards-based transaction testing with other software systems
- Feasibility of software design
- Feasibility of operation and maintenance

4.1.4. The system requirement document will be reviewed by DICGC and any feedback as received should be immediately incorporated in the document and should be resubmitted for review by the Bidder. Upon satisfaction of the completeness of the document, the document shall be signed-off by DICGC.

4.1.5. The following are an indicative list of deliverables (Refer to section 4.22 for details);
1) Requirement Documentation
2) Requirement Validation and Traceability
3) Requirement Change Control Plan

4.1.6. All deliverables and documents/manuals/procedures will be vetted by the Consultant of the Corporation before obtaining final approval from the Corporation.

4.1.7. Requirement Documentation

4.1.7.1. The Bidder will conduct a detailed systems requirements study and provide a Functional Requirements Specification ("FRS") document relating to the

functionalities as required to support the various products and services to be offered by DICGC. As part of the preparation of FRS the selected bidder shall be responsible for preparing and submitting detailed requirement specification documents which meets all the Business, Functional and Technical requirements of DICGC.

- The Bidder shall develop and provide DICGC the FRS document, including at a minimum:
  i. A comprehensive list of functional specifications to implement the functionality detailed in Annexure 2– Functional Requirements
  ii. Recommendations on how to close specific gaps that require changes to DICGC's business processes
  iii. Standard operating procedure proposed for aligning the applications to meet the Business requirements
  iv. Aligning the applications with the business requirements to enable centralisation of desired business process, eliminate redundant and duplicate processes, increase operational efficiency and improve customer service
  v. Business rules definition
  vi. Reporting capabilities
  vii. User profiles and security role permissions
  viii. System functionality traceable back to the Requirements Traceability Matrix
  ix. System overview diagrams illustrating which Solution components provide what functionality, linking back to the functional capabilities
  x. Data Integration/Interface Design Document – Bidder will gather data specifications from internal/external hosted systems, servers, applications that will be used in the target architecture
  xi. Use Cases – a list of workflows mapped to business processes mapped to System requirements
  xii. User Interface screens for the applications
  xiii. Identification of functions or user roles that initiate workflow, receives the workflow, and any processes that occur as a result of the workflow
  xiv. List of assumptions made during the design as well as recommended next steps and required actions that shall be confirmed by DICGC before the development

- The Bidder shall perform the detailed assessment of the functional requirements and MIS requirements and prepare the FRS document, incorporating list of additional features that shall result in further improvement in the overall application performance for consideration of DICGC.
- The Bidder shall provide the FRS to DICGC for review and comment and any comments or suggestions of DICGC should be incorporated therein
- DICGC will identify the functional heads for each process that would be responsible for comments and sign-off of the FRS.
- The bidder is required to update the FRS as and when any enhancements / modifications are made to the applications till the duration of the Contract
- The FRS will deem to be completed when signed – off by DICGC.
- As and when required, DICGC will share information on process and other relevant documentation to assist the Bidder in understanding DICGC's existing business and operations

- As part of the requirements gathering the bidder is expected to segregate each functional requirement into the three following categories:
  a. Requirements that are unique to DICGC
  b. Requirements that will address the existing pain points of DICGC
  c. Requirements that are leading practices in the industry that are being incorporated in this project by the bidder

4.1.8. Requirement Validation and Traceability:

4.1.8.1. Bidder should clearly document the approach for requirements validation and traceability to ensuring that all requirements mentioned in this RFP and its annexures are captured and met.

4.1.8.2. Requirements Traceability Matrix: The bidder shall ensure that developed applications are fully compliant with the requirements and specifications provided in the RFP such as functional, non-functional and technical requirements. For ensuring this, the bidder shall prepare a Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), Non Functional Requirements Specification, and Technical Requirements provided by DICGC (updated, expanded and fine-tuned by the bidder). The matrix should provide requirements traceability across SRS/FRS, Use Case, and Test case.

4.1.9. Requirement Change Control Plan:

The Requirement Change Control Plan describes the Bidder's approach to deliver the requirements, including the tracking of requirements, reporting of requirements, assignment, resolution, and escalation of requirement change control requests.

4.2. System Architecture and Design

From a solution perspective, the Corporation prefers the architecture to at least have the following capabilities/features; the Bidders' proposed solution would also be mapped back to these requirements as part of the comprehensive evaluation along with the Bidder response to the Annexure 2 –Functional Requirements and Annexure 3 – Technical Requirements.

All application & database licenses provided by bidders should be perpetual and have no exclusion on working on specific platform or hardware or operating system.

4.2.1. Supporting Bi-lingual (Eng/Hindi)
Solution should provide for Hindi and English language support. Data entry screens and all reports should be in Hindi and English language

4.2.2. Modular, Multi-tier and Customer Centric Architecture

4.2.2.1. The solution architecture of the system should be open and multi-tiered (e.g. presentation layer, business logic layer and data layer as independent tiers with well-defined interfaces between the layers to enable loose coupling) with a modular object oriented component based design using the latest cutting edge technology and service oriented architecture best practices. The software solution should be independent of any hardware and operating systems.

4.2.2.2. The solution architecture should not have any single point of failure and all the critical systems should provide the high availability and fault tolerance.

4.2.2.3. The solution should comply to Information Security policy of RBI

4.2.3. End to End Architecture

4.2.3.1. As part of the scope, Bidder should design end to end IT architecture covering the following architectural domains in detail;

- End to end solution architecture
- End to end Information architecture (with enterprise data model) that explains how data integration and interoperability is achieved between software components/modules.
- End to end Integration architecture (using SOA best practices with supporting integration patterns and standards used)
- End to end Infrastructure architecture namely, hardware, network, storage, etc
- End to end Security architecture

4.2.3.2. The architectures should be documented using a commercial architecture modeling tool supporting UML (e.g. enterprise architect).

4.2.4. Operating System Independence

The system should support more than one Operating systems such as HP UNIX, IBM AIX, Sun Solaris, Microsoft Windows, Linux etc. It should also allow integration with other software deployed across heterogeneous operating system platforms.

4.2.5. Database Independence

The system should support more than one databases such as DB2, Oracle, and Microsoft etc. The system should allow integration with other heterogeneous databases irrespective of the choice of database for the enterprise system.

4.3. Scalability, Performance and Variance

4.3.1. The solution should be highly scalable to support the Volumes based on the Annexure 5.

4.3.2. The system should provide fast and steady response times. The maximum user response time should be less than 2 seconds and average response time should be less than 1 second. The speed and efficiency of the system should not be affected with growing volumes, customer de-duplication, data warehousing, data mining, reporting, MIS, online processes and batch processes etc.

4.3.3. The portal should be operational with good response time using low band width in the region of about 15Kb per user, especially for internet users.

4.4. System Interface and Integration

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

4.4.2. 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

4.4.3. The developed applications should be able to interface / integrate with the Support applications which would be proposed by the Bidder in order to fulfill the requirements of this RFP. It is the expectation of DICGC that the integration architecture is based around the Service Oriented Architecture (SOA) 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 applications to the systems as mentioned in Annexure 4 – List of Interfaces, 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.
- 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.
- All third party and Support applications proposed by the Bidders to meet the functional & Technical requirements and 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 applications, 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.

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

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

4.4.6. The applications should be able to integrate with third party applications over LAN, WAN and internet. e.g. Integration with the Payments systems / Trading systems and RBI Systems along with databases of Third Party Administrators and any other third party service providers. The integration should allow a user to complete transactions

seamlessly across systems. From end user perspective it should be a straight through processing without logging in multiple systems e.g. payout from RTGS/NEFT/e-Kuber etc., user should be able to complete transaction from GL system seamlessly without logging separately into NEFT system.

4.5. Application configuration and development management

4.5.1. The objective of Configuration Management is to establish and maintain the integrity of all identified versions of the application artefacts throughout the lifecycle of the project, and to make them available for reference purposes e.g. for system backup, rollback and recovery, and problem identification and resolution. The Bidder's configuration management plan must define a strategy for the disposition, access, release and control of changes to the items that are subject to configuration control. Items must be identified that are subject to configuration control and ensure that the execution is recorded, evaluated, approved, incorporated, and verified.

4.5.2. The development activity is to produce executable software components that properly reflect the software design. The Bidder will create the Software Development Plan, which must describe the Bidder's methods and processes for a systematic, documented approach for all software development activities and the environment in which this work will be accomplished

4.5.3. The Software Development Plan must include the following;

- Software Development Methods – Description of the software development methods that will be used in the project, including descriptions of manual and automated tools and procedures that will be used in support of these methods
- Standards for Software Development – Description of the standards to be followed for design, code, and testing
- Coding Standards – Description of the programming language used and, at a minimum, format for, header and other comments, naming conventions, use of programming language constructs or features, and the approach and methodology to construction
- Quality Assurance – Activities that ensure adherence to design and development requirements

4.5.4. Change and Release Management

4.5.4.1. The Bidder should add an additional 500 mandays of customization over and above the customizations identified by the Bidder based on the RFP requirements. The cost of additional 500 mandays of customizations should be mentioned as a separate line item as part of the commercial bid submitted to DICGC. DICGC reserves the right to use these man days over the life-cycle of the product for changes, development of customizations/ new modules or newer versions of the software. The Successful bidder will be paid for the customizations based on the Utilized efforts as per the man day rate mentioned in commercial bid.

4.5.4.2. Reporting requirements provided with this RFP are indicative and the Bidder is required to provide for 200 reports over and above the standard reports available from IASS application. The Bidder will only raise a change request for reports after the limit of 200 reports is crossed, with the Corporation's permission. The cost of development of 200 reports should be part of the commercial bid submitted to DICGC. This shall be exclusive of 500 man days of customization effort added over

and above the customizations identified by the Bidder based on the RFP requirements.

4.5.4.3. DICGC will not entertain any change requests from the Bidder for functionality which as per Bidders response is already present in the application at the time of signing the contract.

4.5.4.4. The price payable to the bidder will be inclusive of carrying out any modifications, changes / upgrades to the application or other software or equipment that is required to be made in order to comply with any statutory or regulatory requirement or any industry-wide changes arising during the subsistence of contract between bidder and DICGC. DICGC will not pay any additional cost for the same.

4.5.4.5. As a part of the Change and Release Management, the Bidder will be required to manage and document changes to the applications and any of the constituent components being developed. This will include the following;

a) Library Management

The Bidder will create the Development Library, which should consists of the program source code, code documentation, executable software, and associated artefacts to build and operate the IASS applications. At a minimum, the outcomes of this task must include detailed descriptions of the following:

- Tools and business processes to control software development, including check-in/check-out procedures and a responsibility audit trail
- Business processes and procedures for controlling migration of code from design through coding , testing as well as promotion into production
- Organization structure to control all system development and maintenance

b) Version Control

The Bidder should have a proper version control tool to maintain, tracking and auditing of any modifications to an application's components over the time and to facilitate the restoration of an application to any prior development stages.

4.6. Implementation Management

4.6.1. Implementation shall include hardware, software, and licensing necessary for all environments for design, development, testing, training, implementation, operation, and maintenance of the applications.

4.6.2. The Bidder must implement all applications functionality and must satisfy functional and technical requirements specified in this document. All functions must work correctly and efficiently according to the approved Implementation Plan.

4.6.3. The Bidder should create the Implementation Plan, which describes the plan for implementation and how the objectives of the plan will be achieved. At a minimum, the plan must include:

- Description of the activities needed immediately prior to implementation such as identification of the number, type, skill level, and roles of the personnel needed, and a definition of the issue management process

- Description of the implementation activities, including a description of each task and inclusion of the schedule, including timelines and dependencies such as completion of knowledge transfer
- Inventory of all hardware and software necessary for the application to support the design, testing, training, staging and production environment
- Inventory of all hardware and software necessary for efficient ongoing operation and maintenance of the applications
- Disaster recovery provisions to include hardware and software necessary to assume all of the functions of the production environment
- Checklist of all items that must be verified prior to onset of production operations
- Checklists of work to be performed and/or outputs to be produced on the first day and at the end of the first week, month, quarter, and year of operation
- Outstanding issues and mitigation plan for the same
- Roll back plan to include in detail what will be done if the implementation does not succeed. This plan must include risks (decision points and triggers), identification of individual decision makers and recovery actions to be taken
- Performance monitoring
- Risks and contingencies
- Implementation verification and validation
- Definitions of the criteria for both success and failure of the system implementation

4.6.4. Readiness Assessment

The Bidder should create the Final Readiness Assessment to assist in the determination of final implementation readiness. At a minimum, the assessment must address the following:

- User Acceptance Testing approval
- Knowledge transfer sign-off, documenting that technical, business user and super-user knowledge transfer has been completed and has been duly approved
- Readiness that all application users and security profiles have been identified and set up in the applications.
- Assessment Summary that includes the analysis completed, risks, and mitigation associated with implementation and a recommendation for proceeding
- Disaster Recovery plan is to documented and ready

4.6.5. Set up of required Environments

4.6.5.1. The Bidder will be responsible for setting up the environments. The required environments are the following:

1. Development environment – for development of changes to the software configuration and software code. The environment will be maintained by the bidder.
2. SIT environment- for integration testing environment where data integrity between modules or other applications will have to be maintained. The environment must be provided to conduct regression testing of the applications which will include all functionalities, modules their interdependencies and testing the various integration touch points of the application.

3. UAT environment – for user acceptance testing of changes / enhancements in the software configuration and code. It should be possible to move the software configuration and code changes using front end automated processes and not through manual copying of code. There should be proper versioning and change control procedures built in the applications to ensure integrity of the software and to build a proper audit trail of all change management.

4. Training environment- Training Environment must be provided to avoid disruption of other production and implementation activities. The Training Environment must include a database that replicates (or sufficiently emulates) the Production Environment, including copies of all software, databases, tables, and files loaded with sanitized training data.

5. DC/Production environment- this is the live production environment where all master and transaction data would reside. The production environment should also have provision for a simulation environment for a new product set-up or to make changes to an existing product set-up to gauge its implications on the underlying policies and premium, after which it should be possible to migrate the set-up/changes to the live area. This requirement becomes more pronounced, since the UAT environment may be running on a higher version of the software for testing of changes before moving to production environment. This should not hold up the process of launching new products and workflows.

6. DR environment - For replication of data (synchronized or asynchronised or manual restoration of backup) to be used in a scenario wherein a DR is activated. Users should be able to connect to this environment, from all the production points of sale and service, for the purpose of regular testing as well as to use the same when the DR is activated. The test data entered during periodic DR testing drills should be managed separately and should not interfere with the replica of the production database in the DR environment.

4.6.5.2. The Bidder has to provide physically separate environment for the Production Environment (DC & DR – production replica) and for the other above stated environments.

4.6.5.3. Development and test environment should include configuration management capabilities and tools for system configuration, versioning scheme, change control processes and procedures to manage deployment of applications.

4.6.5.4. In the event of an Onsite-Offsite model, the bidder will have provision for use of its own systems for carrying out development, unit testing activity out of DICGC premise as would be identified by DICGC.

4.6.5.5. Bidder will have to configure all the above mentioned environments on DICGC's infrastructure for use by DICGC or the Bidder as may be the case.

4.7. Continuous Monitoring and Application Lifecycle Management

4.7.1. Bidder must ensure there is provision for continuous monitoring of the development, testing and implementation activities. Monitoring should allow DICGC visibility into the status of each step of the project and enabling the project teams to put in place effective controls to better regulate the development effort.

4.7.2. There should be complete visibility and traceability on application life cycle activities from software development to requirement management, software configuration management and change management.

4.7.3. Monitoring and Life Cycle Management should allow DICGC to perform the following (indicative activities are listed below);

- View and monitor daily developer plans
- Code reviews and bug reporting
- End to end traceability between requirements, designs, test plans and implementation
- Integrated Change Management and capability to assess impact of change on other requirements, release timelines and resource allocation
- Quickly track down issues with complete audit trails of builds and releases
- View Backlog Plan
- View and monitor Release Plan
- Multi-level review and approval of requirements
- View planned activities and time tracking for activities
- Reporting and provision for custom dashboards for individual users, projects, and teams to focus on the right level of data
- Review the real time project status online using standard web browser or mobile device

4.8. Data Migration

4.8.1. Data migration is primarily concerned with the transfer of data from the source system to the target system. It is a subset of Implementation. This section describes the scope for Data Migration from existing source systems to IASS.

4.8.2. The scope of migration for Master data and transactional data is outlined below:

4.8.2.1. DICGC expects the selected Bidder to migrate the master from existing GL system, Premium Module and Treasury system (new treasury system or upgraded version of existing treasury system) into the new applications.

4.8.2.2. Transactional data from existing GL system, Premium Module and Treasury system will need to be loaded into a common database.

4.8.2.3. Claims data is maintained in Foxpro format or in CDs by the corporation. This data needs to be converted into portable form and needs to be loaded in the common database along with data from other existing systems.

4.8.2.4. Bidder needs to provide a person with sound knowledge of the loaded data and other data base administrative skills to query and extract old data in the required format as and when required by the Corporation.

4.8.2.5. If there are any updates required on the historical data, there should be a utility to pull the data into Production database and do the updates through front end screen.

4.8.2.6. The selected Bidder will be responsible for successful data migration from the legacy systems to the new environment. The Bidder's Proposal needs to contain a proposed data migration strategy and implementation plan, taking into account DICGC's priorities as outlined in the RFP.

4.8.2.7. The Bidder will be responsible for formulating the Data Migration Strategy and process documents which will have to be reviewed by the Consultant and signed off by DICGC prior to commencement of the data migration exercise.

4.8.2.8. The Bidder should provide a reconciliation tool to facilitate the migration process. In the event of any gaps in the field mapping reports the same would be discussed with DICGC and the agreed solution would be documented by the Bidder and signed-off from DICGC. The Bidder shall ensure that workarounds or default values, moved to the production database as a result of gaps in the field mapping, are duly taken care of after successful migration to the new application, and that DICGC officials are informed of the same in writing.

4.8.2.9. It will be the responsibility of the Bidder to ensure complete data cleansing and validation for all data migrated from the legacy systems to the new applications. The bidder will use scripts to check the data quality, validation results and share the results of same with DICGC for review and assessment of quality data migration carried out. The Bidder must also highlight any gaps in the data. DICGC will then capture and provide these data.

4.8.2.10. It will be the responsibility of the bidder to study the data architecture and schemas of the current applications and plan for the migration into the new environment

4.8.2.11. Load the data using ETL tools into the new applications and the other related data storage for the applications to function correctly

4.8.2.12. The Bidder shall ensure that sufficient training is imparted to the data migration team of DICGC with regards to the new application data structure, field mapping requirements, field validations, default values and gaps in field mapping reports.

4.8.2.13. The Bidder shall perform mock data migration tests to validate the migrated data.

4.8.2.14. The Bidder will be responsible for assisting DICGC in conducting the acceptance testing and in verifying the completeness and accuracy of the data migrated from the legacy applications to the new applications.

4.8.2.15. DICGC / Third party appointed by DICGC/consultants may, at its will, verify the test results provided by the Bidder.

4.8.2.16. DICGC reserves the right "to audit" / "appoint an external auditor to audit" the process of data migration and / or the completeness and accuracy of the data migrated during the entire exercise of data migrations

4.8.2.17. The Bidder will be responsible to develop control reports for verification of the data both before and after migration

4.9. Setup of Infrastructure at Data Center ("DC"), Disaster Recovery Site ("DRS") and UAT & Training Environments.

4.9.1. DICGC has decided to host the Primary Site (DC) infrastructure required for the in scope applications at Nagpur Maharashtra, India. DICGC will provide Network infrastructure, bandwidth, storage, tape library, space, cooling and power required for the proposed infrastructure. The Bidder is required to provide the space & power requirement in Annexure 11- Space & Power Requirement.

4.9.2. DICGC has decided to host the Secondary site (DRS) infrastructure required for the in scope applications at Navi Mumbai, Maharashtra, India. DICGC will provide

Network infrastructure, bandwidth, storage, tape library, space, cooling and power required for the proposed infrastructure. The Bidder is required to provide the space & power requirement in Annexure 11- Space & Power Requirement.

4.9.3. DICGC has decided to host the UAT & training environments required for in scope application at Khargar / Belapur, Navi Mumbai. DICGC will provide Network infrastructure, bandwidth, storage, tape library, space, cooling and power required for the proposed infrastructure. The Bidder is required to provide the space & power requirement in Annexure 11- Space & Power Requirement.

4.10. Hardware Requirements

4.10.1. The Bidder should size for adequate hardware based on the volumes for the Core Applications & databases and all other applications relevant for DC & DRS.

4.10.2. The hardware sized for all the applications should be redundant and scalable. All the components within the server should be hot swappable and should incur no downtime due to component failure.

4.10.3. All the servers suggested should have dual power supplies. The power input to the power supplies will be from separate Uninterrupted Power Supplies which will be fed from two different power sources. In case of failure of one power supply, the second power supply should be able to take the full load without causing any interruption in services.

4.10.4. All servers should have at a minimum of dual 1000 Mbps network interface cards (NIC) installed on different slots. Each NIC will be cabled from a different module on the switch using gigabit speed cabling.

4.10.5. The Bidder should size the requirement for the external SAN storage capacity for the project at the DC & DRS each. The capacity requirement for each solution along with the RAID details to be provided by the bidder in Annexure 7-Bill of Material. DICGC will make available the required capacity. The bidder is however required to factor for the requisite Fiber channel interfaces in the server, Fiber patch cables, connectors & other accessories required for the connectivity between the server & the DICGC SAN switches. The Fiber channel cables should be at least 60 meters in length.

The below table depicts the DC & DRS requirement for each solution. Based on the information provided below, the Bidder shall plan the sizing & deployment of the infrastructure.

Solution Name	DC	DRS	UAT & Training
Core system (Operations & Claims)	Yes	Yes	Yes
Portal	Yes	Yes	Yes
General Ledger & Accounting system	Yes	Yes	Yes
Treasury system	Yes	Yes	Yes
Document Management System	Yes	Yes	Yes
ODS (MIS reporting)	Yes	Yes	Yes

For Hardware Sizing:

- The Bidders need to consider vertical and horizontal scalability as the suggested hardware needs to scale based on the business volumes mentioned in Annexure 5-Volume Projection on the same hardware with additional processors, memory etc.
- For sizing purposes, empirical third party reports / evidence would be required in the form of benchmarks on that class of hardware with the suggested processors for the proposed application solutions to accept the hardware sizing calculations.

The Bidder is expected to provide separate environments for:
1. Test and Development,
2. Training,
3. Production and
4. DR.
.

- The Bidder should provide the same class of servers for Test and Development as that of the proposed servers in Production environment.
- The server in web & app layer can be virtualized to optimally use the server resources. However, the each server to have one to one redundancy for server level failover. If the web & app servers are being proposed to run in Active-Active, then in case one server fails, the load of failed server should be catered by the other server such that the utilization of the server does not go beyond 70% as per SLA.
- The database server should be separate server and should not be virtualized with the Web & app layer servers. However, one physical server can be partitioned to configure the database server requirement of all the application solutions. Similar to servers in web & app layer, the server level redundancy to be maintained at the database layer as well.
- The Test, development and the Training environment should be sized at 30% of the production environment.
- The hardware proposed for DR should be 100% compute capacity of DC, which means the hardware at DR need not have high availability / redundant hardware but in the disaster situation the hardware at DR should take the complete load of DC without impacting the performance.

The required hardware including application licenses, Servers, Operating System licenses, Database licenses, tapes, racks and fiber cables will be supplied, installed & maintained by the bidder.

Bidder may propose cost effective solution that will comply to the service level agreements (SLAs) based on projected volumes.

Refer to the Business Volume projections that have been stipulated in Annexure 5-Volume Projection

4.11. Network & Security Deployment

4.11.1. DICGC's Data Centers (Proposed Primary & Secondary/ DR) is already equipped with the network & Security equipment. It is envisaged that the proposed server hardware & applications by the bidder will use this Network & Security infrastructure.

The Bidder shall provide their Security & network design & size the requirement. The Bidder shall provide the requirement as per the template in Annexure 7-Bill of Material & Annexure 10 – Network & Security requirement. DICGC will arrange to provide the requisite from its existing deployed infrastructure.

4.11.2. The Bidder shall coordinate with DICGC appointed team at the time of commissioning & maintenance for the network, links & security infrastructure.

4.11.3. The bidder is required to factor for the Antivirus licenses required for the proposed servers at all the locations in TCO.

4.11.4. Network – Logical Design

4.11.4.1. The connectivity envisaged among the DC, DRS, DICGC office and Internet is as indicated in the below network diagram.
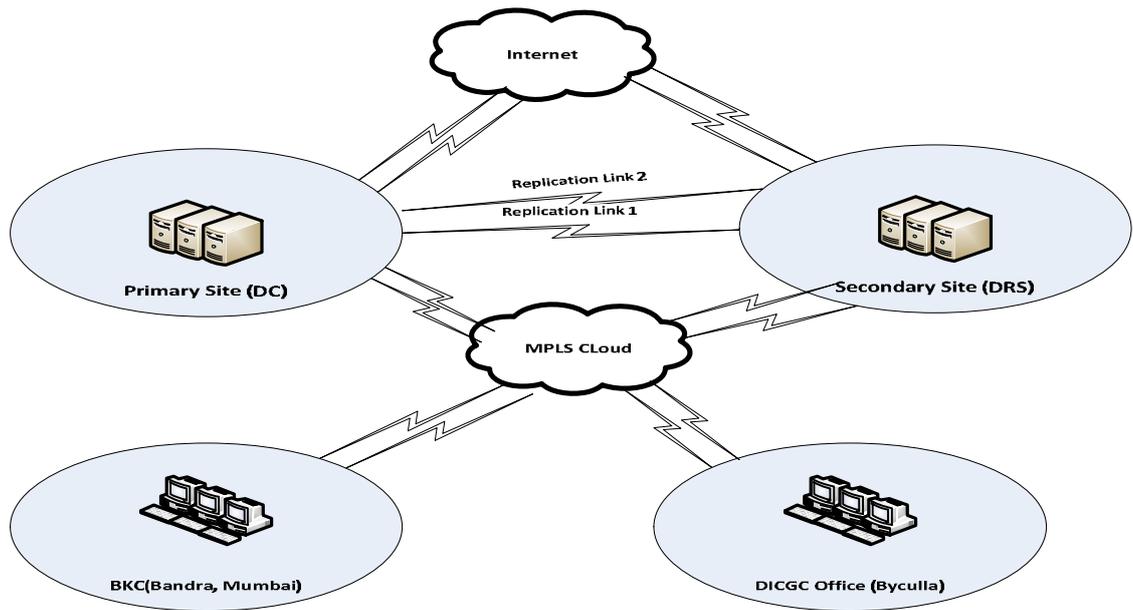
4.11.4.2. The DICGC Offices at Byculla shall connect to the Data Centre and Disaster Recovery Site via MPLS and leased lines to access the applications. The Bidder is required to size these links based on the user projections provided in Annexure 5 Volume Projection.

Replication Links:
These links between DC & DRS to be used for data replication between Primary & Secondary sites. The Bidder shall size the bandwidth requirement to meet the RTO & RPO as per SLAs.

Internet links:
These links between DC, DRS and Internet service provider to be used for accessing internet by the DICGC users (outward) and by DICGC clients / customer to access DICGC portal (inward). The Bidder shall size the bandwidth requirement based on the user projections provided in Annexure 5 – Volume Projection.

The Bidder is expected to size all the above mentioned links based on the requirements specified in this RFP. The sizing would need to be mentioned by the

Bidder as per the solution requirements in the Annexure 6– Bandwidth requirement details.

Network & Security equipment

DICGC has the network infrastructure in place. Procurement of the network equipment is not in the purview of this RFP scope. The Bidder is however expected to provide their requirement in the following arrears at the Data Centre and Disaster Recovery Site and DICGC shall arrange to meet the requirement:

- Routers,
- Switches,
- Firewalls,
- IPS equipment,

4.11.4.3. The Bidder however will be responsible for the sizing & needs to be specific on the requirement. Bidder shall provide such requirement in the template provided in Annexure 10 – Network & Security requirement. Adequate redundancy needs to be considered by the Bidder which shall conform to the required uptime of the total solution as defined in RFP.

4.11.5. Network & Security design Details

4.11.5.1. The Network logical diagram provided in section 4.11.4.1 of this RFP document is a high level diagram. The Bidder is expected to provide the detailed Network Schematic, end to end Network & Security Architecture of the proposed solution including connectivity. The Bidder shall submit the same along with the technical proposal as per their proposed solution.

4.11.6. The Bidder needs to do the sizing based on the details provided in Annexure 5 – Volume Projection. The Bidder shall, in their security design highlight the placement of their proposed infrastructure in the required logical zones (Demilitarized zones). In its design consideration, bidder should note that the SSL off load will happen on the DICGC's existing load balancers. The web & front facing portal infrastructure will need to be placed in the DMZ. The other application & database servers will need to be placed in the secured environment. No connectivity including remote desktop access would be provided from DICGC location (DC/DRS/DICGC office) to the Bidder's development centre or any other Bidder location

4.11.7. IPv6 Compliance

The solution should be IPv6 compliant. If the solution is not IPv6 compliant, then the bidder should provide the roadmap for making the solution IPv6 compliant.

4.12. Security Management

The software for policy management must be installed on the network to ensure well–defined policy and monitoring for any deviation from the Corporation policies which would be in line with global standards like ISO 27001, BS7799 & DICGC security policies, standards principles and guidelines, etc.

The IASS application should be compliant to all provisions of the Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008).

4.13.   Testing

4.13.1. Master test plan

The Master Test Plan must address the Bidder's test strategy and outline the plan for all levels of testing. The Bidder must address, at a minimum, the following;

- Definition of the Test Phase and Objectives
- Entrance and Exit Criteria for the Test Phase
- Approach to testing including test data, test standards, verification approach, test tasks, test techniques and methods, etc.
- Testing processes including test preparations, orientation and kickoff, test execution, test monitoring, test status meetings and reporting, closure evaluation criteria, etc.
- Approach to creating the test environments
- Key milestones associated with each Testing Phase, including:
  a) Test Case Approval
  b) Test Environment Readiness
  c) Test Start and End dates
  d) Code Freeze Date(s)
  e) Required Approval Dates for Test Cases, Entrance and Exit Criteria, etc.
  f) Regression Testing start and end dates
  g) Test Results Review Meeting Completion
  h) Code Promotion Go / No-Go Decision

For each type of testing, the Bidder must use an appropriate mix and volume of transactions and data.

Complete testing shall also be required for every system interface that is built and put into production. The testing functions of the Project shall be iterative and span the entire length of the Project.

4.13.2. Unit Testing

The Bidder should ensure that the various objects that make up the application are individually tested. The Unit test plan must document the Bidders' plan to execute and document the results of unit and integration testing, which must include at a minimum:
a) User Interface Test: verifies the graphical user interface (GUI) is usable and works as specified
b) Business Layer Unit Test: testing the process as expected (valid data) or by performing "prescribed error handling" (invalid data)
c) Data Layer Unit Test: validates that the graphical user interface, the business layer, and the data layer integrate correctly

4.13.3. System Integration Testing

4.13.3.1. The system integration testing is aimed at proving that the systems meet the stated requirements and objectives by validating the total system in a real world scenario. This testing shall be performed by the Bidder.

4.13.3.2. System testing shall utilize "real" data, and shall be performed by the Bidder. The system test shall be intended to demonstrate the critical business functions of the application and the overall effectiveness of the user-facing aspects.

4.13.3.3. The following activities shall be covered during system testing;

- Business Function Scenarios as defined– data and business processes must be fully integrated across functional areas and that integration should be fully demonstrated
- Business Transaction Testing
- Error Message Testing
- Documentation Testing
- End-to-end Business Process Testing
- Report Generation and Printing
- Interface Testing (all Interfaces included as a part of the application)
- Usability Testing
- Regression Testing
- Integration Testing
- Integrity Testing
- Performance Testing (stress, load testing)
- Security Testing
- System Recovery and Restoration Testing

4.13.4. User Acceptance Testing

4.13.4.1. DICGC shall appoint a third party firm for User Acceptance Testing. The costs related to the appointment will be borne by the Corporation

4.13.4.2. UAT will enable DICGC to ensure that the applications meets the functional, technical, and operational requirements as mentioned in this document and that it is ready for enterprise deployment and operational use. This activity will include preparation of the test environment, specification of dates and times for end users to conduct testing, knowledge transfer for any tools that will be used to assist end users during testing or for the production or viewing of results, and reporting of test results. Testing will ensure the operations, hardware/software and integration aspects of the proposed IASS applications are functioning as designed, will certify the applications meets contract requirements.

4.13.4.3. At a minimum, the following activities shall be performed by the Bidder as a part of the UAT:

- Bidder to support UAT activities conducted by Third party appointed by DICGC. The costs related to the appointment will be borne by DICGC
- DICGC shall commence the User Acceptance Testing only after the System Integration Testing has been completed by the Bidder and a formal confirmation that the system is ready for UAT is submitted to DICGC. The results thereafter will be jointly analysed by all concerned parties.
- The Bidder is expected to fix the identified bugs within 3 days of the issuance of report by DICGC.
- DICGC shall accept the application software only after the critical or major Bugs are fixed. DICGC shall not be obliged to make partial acceptance or accept the solution unless the solution meets the specifications and the team composition is as per agreed service levels.
- Development of the defect resolution management plan

4.13.5. System Regression Testing

The Bidder shall perform regression testing throughout the testing process to verify system integrity after functional improvements or fixes have been made as a result of System Integration and User Acceptance test activities. Regression testing shall be designed to confirm that fixes have not created any new problems and that the results are as planned. The Bidder shall document all tests performed. It shall be the responsibility of the Bidder to ensure all automated test scripts have been assessed to ensure their proper function.

4.13.6. The Bidder will be responsible for the below as a part of the Testing Phase;

a. The Bidder will be responsible for Unit Testing and SIT and will support UAT.

b. Bidder will be responsible for providing Unit Test cases and provide all details associated with the testing

c. Support "User Acceptance Test" ("UAT") testing

d. The Bidder will convey all the modifications and development work required , as agreed upon and signed off by DICGC, are completed and the application is ready for testing.

e. The Bidder will set up the test systems, to accommodate a minimum of 25 concurrent users for the new applications and install the applications including the modifications, parameters as per the requirement. DICGC expects the test environment to be available at all times, for the purpose of testing. The Bidder is expected to implement, commission and maintain the requisite test and development infrastructure including hardware, software, operating system and database for all applications including any third party solutions being offered by the Bidder. DICGC shall not pay any additional amounts to the Bidder for the purpose of creating the test environment.

f. As part of System Integration Testing, Bidder will develop comprehensive Test Scenarios, Test Cases and Test Scripts that test each requirement in a logical and business process-oriented manner including the all the test data to support all the Business scenarios. The Bidder should dedicate resources for this to work with the project team

g. The tests that are developed must be repeatable and must be directly traceable to the requirements

h. Bidder shall provide minimum 5 full time resources conversant in all business areas, for trouble-shooting during the entire UAT process.

i. Any deviations / discrepancies / errors observed during the testing phase will be formally reported to the Bidder and the Bidder will have to resolve them on priority . However, workaround solution should be provided ON THE SAME DAY with the approval of DICGC prior to implementing the work around, in respect of errors and bugs affecting the functioning of the business.

j. The Bidder will be responsible for maintaining appropriate program change control and version control for all the modifications / enhancements carried out during the implementation / testing phases.

k. The Bidder will be responsible for providing and updating system & user documentation as per the modifications.

l. All errors, bugs enhancements / modifications required during and after testing will be immediately resolved by the Bidder, and sign-off for the same will be obtained from DICGC.

m. The Bidder will be responsible for using appropriate tools for logging, managing, resolving and tracking issues and its progress, arising out of testing and ensuring that all issues addressed in a timely manner to the satisfaction of DICGC.

n. The test environment would not be required for the disaster recovery site.

o. DICGC will not provide any desktops for the Bidder personnel

4.14. Go Live

The Bidder needs to roll out the applications as specified in the RFP

4.14.1. Roll Out Plan:

DICGC wants all the Applications to be implemented within the timeframe of 9 months (inclusive of UAT of 3 months). The period of 9 months will start from the date of issuance of Purchase order or signing of the contract whichever is earlier.

Bidder is expected to submit Implementation Methodology and Project plan for the complete rollout of the Integrated Application Software Solution.

The Bidder is expected to factor in all effort required to adhere to these timelines. DICGC will not accept any plea by the Bidder at a later date for deviating from these timelines on the pretext that the same was not explicitly mentioned in the RFP. Bidder can decide to having sub-phasing but needs to adhere within the 9 month timeframe for complete implementation.

DICGC, at its discretion, shall have the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises. Thus DICGC, at its discretion, may decide to accelerate the implementation and the Bidder would need to meet the requirements.

4.15. System maintenance & Support

4.15.1. The Bidder must activate the applications in its intended operational situation to deliver the services according to its intended purpose. Continuous service capacity and quality must be maintained when the applications replaces an existing system. Types of service include requirement analysis, testing, verification, and installation of Bidder supported software, in accordance with bug fixes, emergency changes and program changes initiated by the users.

4.15.2. The selected Bidder will be responsible for the day-today maintenance of the applications as well as DICGC's website portal for the entire period of Contract. The Bidder will be responsible for smooth Operations and Maintenance Services for the period covering onsite support for 7 years post roll out which would include the Warranty for period of 3 years and AMC of 4 years, from the date of contract, covering the following:

- All product upgrades, modifications, enhancements will have to be provided to DICGC free of charge.

- Upgrades would include product releases made by the Bidder to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by DICGC.

- Modifications would include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the applications.

- Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Insurance practices in India. It will also include all the functionalities mentioned in Annexure 2 - Functional Requirement.

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

- Changes to the applications will go through all phases of testing by the Bidder. The test results must be documented and provided DICGC for approval before a decision is made to put the new release into Production. All relevant system documentation should be updated and provided to DICGC at the conclusion of any system changes.

- Overall monitoring and management of all IT and Non-IT infrastructure deployed by the selected Bidder for the Project,   system software, application and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP.

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

- Performance tuning of the applications to ensure adherence to SLAs and performance requirements as indicated in the RFP.

- User support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental.

- Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software and supply of information and advice on such deficiencies.

- Installing/commissioning the software at the designated locations/changed designated location / Data centres (DC)/ Disaster Recovery (DR) sites at no additional cost or fees or expenses to DICGC.

- Installing/commissioning the upgrades / new versions / new releases of software at the designated locations/changed designated location / Data centres (DC) / Disaster Recovery (DR) at no additional cost or fees or expenses to DICGC.

- Unscheduled, on call, corrective and remedial maintenance and support services.

- The Bidder shall use its best efforts in remedying any program error. All Program Errors shall be reported in accordance with the procedure prescribed in respect thereof and shall be accompanied by sufficient information including the input data that generated the program error so as to enable the Bidder to reproduce and verify the reported program error. On receipt of request together with all such information and data the Bidder shall use all-out efforts, consistent with the severity of the program error, to remedy such program error which is within the purview of the system logic, that it has been able to reproduce and verify. Such remedies may include providing instructions to DICGC to cure the program error

or delivering updates at no additional cost. The Bidder warrants that any or all program errors that are reported will be remedied.

- In the event, the Bidder determines that the error reported/ problem notified in the support request in not a Program Error, it shall advise DICGC whether it can correct or assist in resolving such error/problem on a best effort basis.

- The AMC period may be extended beyond 4 years at the discretion of the Corporation.

4.15.3. The following documentation, at a minimum, shall be prepared by the Bidder and included in the System Maintenance and Support Plan provided to DICGC:

i. System Installation and Administration Manual / procedures
ii. System troubleshooting and system tuning procedures
iii. Operating Procedures Manual: Includes Diagnostic procedures, backup and restore procedures, batch and online processing procedures, monitoring procedures and disaster recover procedures
iv. Maintenance Manual: Information to aid in analyzing and debugging the software, apart from information already available in other delivered documentation
v. Updated system architecture diagrams and inventory (systems, servers, etc.) that clearly identify what is in production use
vi. Solution Database Schema
vii. Complete Data Dictionary

4.16. Application support

4.16.1. The Software maintenance and support services contemplated herein shall be provided for all licensed software implemented by the bidder. The Bidder shall render both on-site and off-site maintenance and support services to the corporation. The Bidder shall provide remote trouble shooting / customer support mechanism.

4.16.2. The Bidder will have to service, track and route requests for service and to assist end users in answering questions and resolving problems related to the IASS applications and covering basic functionality. In addition bidder will have to provide support at Data Centre to address issues in hardware, storage etc, .This will have to be provided onsite.

4.16.3. Bidder has to provide an Application support Tool for Tracking, servicing and routing requests for issues/requests/changes raised by DICGC.

4.16.4. The Bidder has to provide the resolution / service as per the defined service levels irrespective whether the issue can be resolved by the onsite team or not. The Bidder has to make sure that the methodology proposed for addressing and resolving problems is aligned to the required and defined service levels.

4.16.5. The Bidder should staff persons in support who are conversant with the solutions deployed and are capable of resolving routine problems and queries through the service desk application or over the phone.

1. Onsite Application Support

a. Will serve as the front-end for all users and provide services request sorting, information and non-functional information, ticket routing for support of the Applications

b. Onsite support would typically address queries all end user issues pertaining to:

- Business application related issues/queries,
- Operating System, Generic IT Queries
- Queries related to business process

c. The key activities that the Bidder is expected to perform as part of Onsite support are:

- User Management
- Creation or modification of user profiles
- Assessment in case of specific rights assignment
- Provision for assigning user rights only for certain fixed period
- Categorization of requests into functional clarification, bug etc.
- Providing functional clarification / work around
- Bug / change requests to be logged and reported for further processing
- Provide telephonic and / or electronic mechanisms for problem reporting requests as well as for service and status updates.
- Escalate / assign unresolved issues to next level

d. The Bidder should have a minimum of 5 full time resources onsite for the initial period of 2 years. From year 3 onwards 3 resources will be required. DICGC reserves the right to increase or decrease the number resources in Onsite support depending on its requirements at DICGC. The Bidder is expected to quote a per man-month rate for onsite support, which shall be used in case DICGC asks for less or more number of resources for onsite support. DICGC expects the Bidder to provide for onsite support for all activities and services that are part of scope. Onsite support will be required during business hours on all the working days on which DICGC is functioning. On need basis, the onsite team will have to extend support beyond business hours and on holidays.

2. **Data Centre Support**

DICGC expects the Bidder to provide support in Data centre in two shifts i.e. 2 resources per day on all working days. On need basis the support will be required on weekends and non-working days also. The expected indicative services are as below;

a. Provide continuous onsite support at Data centre. Day to day administration of the solution will have to be done from Data Centre only.

b. Provide support for any issue in hardware, servers, storage etc.

c. Performing and troubleshooting End of Day, End of Month, End of Quarter and End of Year activity

d. Maintenance of hardware

e. Manage patch upgrades

f. Resolve calls within stipulated timeframe as defined in Service Level Agreement

g. Escalate the unresolved calls as per escalation matrix

h. Monitor & fix system Performance issues (high utilization levels)

i. Decide on preventive maintenance schedule with DICGC

j. Ensure patch releases are ported to the production environment with no business disruption or business losses

k. Perform application replication across the Data Centre and Disaster Recovery site to ensure zero data loss

4.17. Continuity of Operations

4.17.1. The selected Bidder must provide a methodology for resumption of applications, data, hardware, communications (such as networking) and other IT infrastructure related to the IASS application in the event of a disaster. The methodology must also address activities for the prevention and detection of an event and the regular testing of these controls and strategies to ensure the protection of data.

4.17.2. The Bidder must develop a Business Continuity and Disaster Recovery Plan in conformity with RBI guidelines that provides for adequate backup and recovery for all IASS operations, both manual and automated, including all functions required to meet the backup and recovery. In the Disaster Recovery Plan, the Bidder must identify every resource that requires backup and the extent backup as per Backup policy is required. In addition, the Bidder must identify the software and data backup requirements. The plan must include at a minimum the following:

- Recovery procedures from all events ranging from a minor malfunction to a major disaster
- Checkpoint/restart capabilities
- Retention and storage of backup files and software
- Hardware backup for the main processor
- Application and operating system software libraries, including related documentation
- Identification of the core business processes involved in the IASS applications
- Documentation of contingency plans
- Definition of triggers for activating contingency plans
- Plan for replacement of hardware and software

4.17.3. An indicative list of activities to be performed by the selected Bidder is mentioned below:

1. Designing and implementing adequate data backup, business continuity and restoration procedures for the application data (including but not limited to the database, attachments and all other data elements created in and generated by the application and users)

2. Restoration of data backup at the DC and DRS centres should be done on a quarterly database. The Requisite infrastructure will be provided to the bidders.

3. Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP.

4. Ensuring data backup till the last transaction occurring in the application to ensure enhanced service levels and following RPO and RTO objectives:
    i.   RPO: 15 minutes
    ii. RTO: Upto 2 hours

5. Any storage space / media required to maintain backups and other requirements of the RFP should be provisioned for by the selected Bidder in his Bid.

6. Designing and implementing data synchronization procedures for the DR Site. Periodic testing may be done to ensure that all replication and data synchronization procedures are in place all the time. **Replication between Data**

Centre and DR Site as well as change-over during disaster should be automatic and real-time for minimal impact on user experience.

7. Any changes to the operating system, applications, like version upgrades/ patches/ configuration changes should be in-sync between DC & DRC.

4.18. Data Backup & Archival

DICGC's Data Centres is equipped with the Backup solution and the bidders are expected to make use of the same to conduct the backups of the solutions deployed by them. The bidder is not required to propose any backup products. The bidder will be required to use the existing backup solution (backup software & tape library). The bidder will be conducting regular backups of all the proposed solutions. The bidder shall also conduct the restoration check once in every quarter. The bidder shall provide its requirement for the Backup solution in Annexure7 – Bill of Material & the same will be organized by DICGC. The Bidder is expected to propose an approach to Data Backup and Archiving design to meet the proposed system backup and recovery requirements. At any given point in time, all the data must be maintained in the Data Archival Solution for business continuity requirements. Users must be allowed to query historical data. Archival policy should ensure that there is no loss of data. It must be possible to restore the archived data for specific queries by the users. The bidder shall supply 50 tape media for each site, DC & DR. During the tenure, should DICGC need to procure any additional tape the same may be procured at the rate provided by the bidder in the commercial bid.

4.19. Performance Benchmarking

4.19.1. Product Benchmark Report – It is mandatory for the bidder to submit a copy of the benchmark results for the purpose of this project, incorporating the proposed technology architecture and estimated capacity of the solution offered in meeting DICGC's requirements with consideration for current business volumes and scalability for future volumes. The report should include clarity on response times, number of users and number of transactions.

4.19.2. The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting DICGC's current and terminal year transaction and business volumes. Empirical evidence of the appropriateness of the server sizing by means of comparison with independently assessed benchmarked data on a similar environment as proposed to DICGC will be mandatory. The Bidder has to provide all necessary supporting to DICGC to prove that the Solution sizing is appropriate.

4.19.3. DICGC will appoint a third party testing agency to conduct performance testing to ensure that the proposed solution is meeting the volume and SLA requirements. The bidder will have to resolve the performance issues (if any) identified during this testing.

4.20. Training

4.20.1. The Corporation believes that training imparted to their personnel is a very important component for the successful implementation of the IASS project. The Corporation expects the Bidder to train the end users till Corporation's personnel gain sufficient expertise in the system and capable of taking over the training function. Training should be imparted at various levels depending on the roles and responsibilities of the

users such as executives, core team, implementing officers, end-users, auditors, trainers etc. The training should cover features, facilities, operations, implementation, troubleshooting, system administration, database administration etc.

4.20.2. The bidder will be responsible for Training of DICGC in-house technical teams on all the aspects of solution, development, and support functions. This should be a continuous process and should not be a onetime activity as a part of the knowledge transfer / handover exercise.

4.20.3. Bidder will have to plan activities around these trainings. The types of trainings that the Bidder is expected to provide are:

- Executive Awareness Program
- Technical Training
- End User Training

4.20.4. The training should cover the following areas:

- At a minimum, the Bidder is expected to provide the following as part of training:

  Training for core team of 10 members in all modules including but not limited to:

- Features and functionalities available in the solution
- Various troubleshooting techniques commonly faced by users of the product
- Customization features available
- Parameterization techniques
- Data Migration to match new product's requirements
- Advanced User Training
- Advanced trouble shooting techniques
- Various Auditing techniques and developing new audit reports and tools when required
- Development and deployment of new products using the proposed solution
- Generation of MIS/ EIS reports
- Interfacing with other products/ services
- System/ Network & Database Administration
- Security Awareness
- Advanced training on the operating systems, database systems and network systems to be used by the proposed solution
- Training for Report Writer facility to create new reports and modify existing reports
- Development and deployment of new products using IASS Application and developing any new corresponding reports
- Application architecture and development;
- Impact Analysis;

- Deployment of various products / packages provided as part of the applications including the delivery Channels;

- System & Application Administration at various locations to use off-line functionality.

- Production support and trouble shooting

4.20.5. DICGC will be responsible for identifying the appropriate personnel for all the training requirements.

4.20.6. The Bidder is expected to conduct the following Trainings;

Sl. No.	Training Type	Audience	Min. No. of Days/ Weeks per Batch	Batches	No. of Trainees per batch
1	Executive Awareness	DICGC Management Team	2 days	1	15
2	End User Training (including core team)	Users at DICGC Central office	1 week	3	20
3	Technical Training – Pre Implementation	DICGC software development team and support staff	1 week	1	10
4	Technical Training – Post Implementation	DICGC software development team and support staff	1 week	1	10

a. DICGC expects all trainings to be conducted from its premises or as may be mutually agreed.

b. The Bidder will be responsible to install the required applications / systems, training server and also ensure connectivity to the training server, for the purpose of training. The training environment at the data centre should at a minimum support 30 concurrent users. DICGC expects the training environment to be available at all times, for the purpose of training. The infrastructure for training will be made available by DICGC.

c. The Bidder will impart training to 100% of the end users on the application prior to the going live. The Bidder must ensure that proficient personnel conduct the training at the respective training centres identified for the same. The Bidder should ensure that the end user training is scheduled and completed at least a week prior to the Unit / office going live.

d. The Bidder will be responsible for providing the users with the requisite training material in both hard, soft copies, e-learning courseware. The onus of preparing the training material will be on the Bidder.

e. The Bidder will also be responsible for creating the training material for the Learning management application which would be reviewed and signed off by DICGC. The content should be kept up-to-date at all times. The content should be updated for every modification throughout the tenure of the contract.

f. The Bidder will be responsible for preparing, circulating and collecting training feedback forms from the participants.

g. The feedback forms will be prepared by the Bidders, reviewed and given to DICGC. The changes, if any, suggested by DICGC should be incorporated and implemented by the Bidder.

h. The Bidder will provide a detailed training schedule to DICGC for review and sign – off prior to commencement of the training including the training material.

i. The Bidder needs ensure that the trainers have adequate domain knowledge, a minimum two year work experience and sufficient experience on the application being developed (or similar application).

j. The bidder has to provide a fixed rate cost for conducting trainings post implementation. Annually DICGC will require one Training to be provided to end users covering Functional & Technical aspects of the IASS applications.

k. The frequency of end user training will be half-yearly basis. Duration of the training will be one week for one batch of twenty persons.

l. The requirement of this will be indicated by the Corporation to the bidder in one month advance

4.21. Knowledge transfer

4.21.1. The selected Bidder must propose methods to develop and deliver both knowledge transfer and related documentation and must include an understanding of DICGC's knowledge transfer requirements and high-level knowledge management strategy. The knowledge management plan should address, at a minimum, the knowledge transfer requirements for business users, technical staff for both pre- and post-implementation periods including a description of how the Bidder plans to transfer the knowledge necessary to further develop, maintain, and support the applications to DICGC or other any other vendor as may be appointed by DICGC.

- The selected Bidder will have to create a comprehensive Knowledge Management Plan to document the plan to train all staff, which includes business users, technical teams, other vendor / system integrators. This plan must include at a minimum:

  o Description of the group(s) who will receive knowledge transfer and objectives/expected results of the knowledge transfer

  o Approach to providing knowledge transfer during the development, system integration testing, user acceptance testing, and implementation tasks of the project

  o Written methodology for resolving system problems, including troubleshooting techniques, problem identification and tracking, and problem resolution

  o System documentation and other resources required to familiarize DICGC staff with the System, produce training materials, and provide the actual knowledge transfer

        o   Develop a hands-on knowledge transfer program and classroom training materials

        o   Provide system documentation, onsite support, and other resources to familiarize trainer with the System and post-implementation training staffing

- The selected Bidder will be required to provide necessary handholding and transition support to designated staff or any other agency that is selected for maintaining the application post the Contract with the selected Bidder. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the design, development and architectural details, IT Infrastructure, handing over all relevant documentation, addressing the queries / clarifications of the DICGC staff / new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.

- Knowledge Transfer is an integral part of the scope of work of the selected Bidder. This will have to be done even in case the Contract with the Bidder ends or is terminated before the planned timelines.

4.21.2. Any other activity, over and above these, as may be deemed necessary by the selected Bidder to meet the service levels and requirements specified in this Contract, are also required to be performed by the selected Bidder at no additional cost.

4.22. Project Documentation

4.22.1. The bidder shall create and maintain all project documents that shall be passed on to DICGC as deliverables as per the agreed project timelines. The documents created by the bidder will be reviewed by the Consultant and approved by DICGC.

4.22.2. The bidder shall share a list of deliverables that they shall submit based on the methodology they propose. The bidder shall prepare the formats/templates for each of the deliverables upfront based upon industry standards and the same will be approved by DICGC prior to its use for deliverables.

4.22.3. All project documents are to be kept up-to-date during the course of the project. The bidder shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to DICGC on regular basis.

4.22.4. Selected bidder is required to use standard project management tools such as precedence diagrams, critical path charts, etc. to create and manage implementation plan and schedule.

4.22.5. The table below shows the minimum stages, activities and the associated deliverables for each stage:

Stage	Activities	Deliverables
Project Planning	• Project Planning and Management • Project Quality Assurance • Documentation of Project Plan • Project Status Reporting	• Project Management Plan • Weekly and Monthly Status reports
Business and Functional Requirements Analysis	• In-depth analysis of existing business, system, and user requirements • Resolution of all outstanding issues related to the requirements	• Business Requirement Specification • Requirement Validation and Traceability Plan

Stage	Activities	Deliverables
	• Document final set of business requirements • Define and document Functional Requirements • System study for Data Migration Preparation • Data Migration Preparation	• Software Requirements and Specifications Document • Data Migration Plan
System Architecture Design	• Document a preliminary set of business rules and workflows • Conceptual Architectural system Design Methodology • Develop a strategy to ensure a final integrated design • Documentation of a comprehensive design style guide • Prepare and develop strategy for design session results and validation of these results	• Solution Architecture • Information Architecture • Integration Architecture • Infrastructure Architecture • Security Architecture
Implementation	• Conduct ongoing reviews of the hardware and software performance and reliability to determine if hardware requires additional capacity • Monitor and ensure hardware and software requirements mentioned in the Commercial Bid meet or exceed the service level agreements • Develop implementation strategy • Create procedures and processes for implementation and co-existence • Certify that the application , its domains, functions, data, processes, operational procedures, staffing and all other associated support are in operation • Chart contingency plans • Resolution of all issues • Approval from Project Team to move to the Implementation phase of the project	• Application Implementation Plan • Release notes
Testing	• Develop a strategy for testing the application processes and creating test environments for all levels of testing System Testing • Develop the criteria for promotion from unit to integration test • Integration Testing • Demonstrate readiness for UAT • Data Migration tests	• Master Test Plan • SIT test case • Data Migration Testing reports • Performance Monitoring Plan • Performance, Volume and Stress Testing reports

Stage	Activities	Deliverables
	• Stress Testing • Load Testing • Performance Testing • Make recommendations for changes to hardware or software requirements to improve performance • Documentation of the knowledge transfer materials that will be used to provide orientation and kick-off for testing • Identification of the tools and reports that will be used to support all testing efforts • Steps to ensure any design changes are reflected in the system test scripts • Resolution of all issues identified as design issues • Resolution of all defects that prevent completion of test scripts	• SIT Execution Report - Daily
System Maintenance Support and Operations	• System Incident Resolution • Application Enhancements • Minor changes, bug fixes, error resolutions and minor enhancements • Application Upgrades and updates • Apply regular patches to the licensed software(if any)	• System Maintenance and Support Plan • System Incident Resolution report • Adaptive Maintenance report • Application Enhancements report
Training and Knowledge Transfer	• Documentation of the Knowledge Management Strategy • Documentation of the approach for evaluating the effectiveness of the knowledge transfer and improvement plan Training courses and sessions • Documentation of the train-the-trainer strategy • Develop knowledge transfer program and classroom training materials • Conduct Trainings as per the details provided in the RFP • Develop a methodology for reporting, reviewing, and improving knowledge transfer • Collect and monitor Training Feedback	• Knowledge Transfer and training plan • Training and Instructional Material • Application User Manual • Online user Aids

4.23. Escrow Mechanism

4.23.1. DICGC and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the proposed IASS applications supplied / procured by the bidder to DICGC in order to protect its interests in an eventual situation. DICGC and the Bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be equally shared by DICGC and successful bidder. As a part of the escrow arrangement, the final selected bidder is also expected to provide a detailed code documentation of the IASS which has been duly reviewed by an external independent organization.

- Any document, other than the Contract itself, shall remain the property of DICGC and all copies thereof shall be returned to DICGC on termination of the Contract.
- The bidder shall not, without DICGC's prior written consent, make use of any document or information above except for the purposes of performing the Contract.
- Intellectual Property Rights (IPR) for all major modules / products developed specifically for DICGC and integrated with IASS will rest solely with DICGC. This is a mandatory requirement and will form a part of the final contract between the bidder and DICGC
- DICGC wishes to place the source code of IASS in Escrow to protect DICGC's investment. The requirement of DICGC is as below:
  (1) A perpetual right to access, use and modify the solution delivered as part of this project (including the entire source code for all application software) for internal business purposes is essential. The bidder must confirm that DICGC would have unrestricted perpetual rights for such usage and modification, upon termination or non-extension (upon expiry) of the contract.
  (2) The bidder must confirm that:
    a) Entire system documentation including design document, system requirements specifications, system administration documents, configuration documentation, technical documentation and user manuals shall be kept up to date
    b) Source code of the proposed solution shall be maintained in an Escrow or with DICGC. The said copy of source code shall be kept up to date on a half-yearly basis for the entire period of the contract.
  (3) A certification for the same shall be submitted to DICGC on a quarterly basis.

4.23.2. DICGC clarifies that such right shall only be exercised for internal business purposes and only upon termination / non extension (upon expiry) of the contract between the bidder and DICGC. The above does not require bidder to transfer the IPR to DICGC, i.e. bidders are not restrained from commercial use of such developed IPR

5. Service Level Agreement (SLA)

This section describes the service levels that have been established for the Services offered by the Bidder to the Corporation. The Bidder shall monitor and maintain the stated service levels to provide quality customer service to the corporation.

5.1. System availability

System availability (%) is defined as :((Scheduled business operation time in minutes – System downtime in minutes) / (Scheduled business operation time in minutes)) * 100%

Where:

1. "Scheduled business operation time" means the scheduled operating hours of the System for the year. All planned downtime on the system would be deducted from the total operation time for the year to give the scheduled operation time.
2. "System downtime" subject to the SLA, means accumulated time during which the System is totally inoperable due to in-scope system or infrastructure failure, and measured from the time Corporation and/or its employee log a call with the Bidder IASS help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation.
3. The business hours are 9 AM to 7 PM on any calendar day the Corporation Office is operational. The Bidder however recognizes the fact that the corporation employees will require to work beyond the business hours on need basis.
4. The Bidder will need to resolve the issues within response resolution window.
5. Service Levels should be complied with irrespective of the changes / customizations that the application would undergo during the tenor of the Contract.

5.2. Service Levels

Service Levels will include **Availability measurements and Performance parameters**

Availability Report will be provided on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to the Corporation at the end of every month containing the summary of all incidents reported and associated Vendor performance measurement for that period. All Availability Measurements will be on a monthly basis for the purpose of Service Level reporting.

Audits will normally be done on monthly / quarterly basis or as required by Corporation and will be performed by Corporation or Corporation appointed third party agencies.

5.2.1. Availability Measurements

Category	Function / Application	Measurement	Service Level	Cost Reference
Critical	Core General Ledger Portal Treasury	Availability of critical Business Applications	99%	Software Application
Key	ODS DMS	Availability of Key Business Applications	97%	Software Application

5.2.2. Application Implementation

The SLA for Application Implementation (timely delivery of each milestone in the project plan, reporting and resolution of bugs during testing phase) is to be mutually agreed between the Bidder and the Corporation, based on the Project Plan.

Any delay in the delivery of application will be charged with flat penalty of Rs. 3 Lakh per week.

5.2.3. Training

The Bidder shall provide the following service levels:

Service Level Description	Measurement	Minimum Service Level	Cost Reference
User Training for Applications	100% of Users of DICGC shall be appropriately trained prior to any implementation.	100%	Training
User Training Material	The Bidder will be responsible to prepare and provide all training material as required for core team training, end–user training, train the trainers training, technical training (for all components) and executive training	100%	Training
System Administration for Applications	System Administrators of the Data Centre, Disaster Recovery Site shall be appropriately trained prior to any implementation.	100%	Training
Database Administration	Database Administrators of the Data Centre, Disaster Recovery Site shall be appropriately trained prior to any implementation.	100%	Training
Operating System Administration	System Administrators of the Data Centre, Disaster Recovery Site shall be appropriately trained prior to any implementation.	100%	Training

5.2.4. Production Support

The Bidder shall provide the following service levels:

Category	Measurement	Response & Resolution Time	Service Level	Cost reference
Critical	Any show-stopper issue. Problem due to which the entire system is inoperable. No user of any single channel can access the application	During Business hours- within 1 hour Non-Business Hours – within 2 hours or earlier as per Business hours, if Business hours Begin	99%	Support (AMC & ATS)
Key	Any problem due to which the system is not entirely down, but some major functionality is down, and no workaround for it is available.	During business hours - Within 2 hours Non-business hours - Within 4 hours or earlier as per business hours, if business hours begin	97%	Support (AMC & ATS)
Significant	Any incident due to which some major functionality is down, but for which a (for the Corporation) acceptable workaround has been provided	Within 8 hours	95%	Support (AMC & ATS)
Minor	Any other issues	(To be mutually agreed)	90%	Support (AMC & ATS)
Downtime for Servicing	Each planned down-time for application, database and operating system servicing, delivery channels and interface servicing (upgrades, bug fixing, patch uploads, regular maintenance etc.) will not exceed the mutually agreed timeframe. This activity will not be carried out during business hours. However, such activities which require more time or are required to be carried out during business hours will be scheduled in consultation with the Corporation.	-	Max 1 exception per Quarter	Support (AMC & ATS)

System Backup	Zero Data Loss DICGC to measure this through periodic audits based on logs to be provided by Bidder	-	100%	Support (AMC & ATS)
Backup Success Rate	Backup success rate for all the solutions implemented as part of the IASS implementation	-	100%	Support (AMC & ATS)
System Security	Number of security breaches: zero security breach DICGC to measure this through periodic audits based on logs to be provided by Bidder	-	100%	Support (AMC & ATS)
IT Policies & Procedures management	Compliance of the IT infrastructure to the Corporations Policies & Procedures	-	100%	Support (AMC & ATS)

5.3. Calculation of Liquidated Damages

5.3.1. Availability Service Level Default

Availability Service Level will be measured on a monthly basis.

The Bidder's performance to Availability Service Levels will be assessed against Minimum Service Level requirements for each criteria mentioned in the Availability measurement table.

An Availability Service Level Default will occur when:

The Bidder fails to meet Minimum Service Levels, as measured on a monthly basis, for a particular Service Level.

5.3.2. Availability Service Credit Computation

In the event of an Availability Service Level Default, the Bidder shall pay the Corporation an Availability Service Credit that will be computed in accordance with the following formula:

Monthly Service Level Default = Minimum Service Level – Monthly Actual Service Level

Availability Service Credit = Monthly Service level default X (Summation of Cost References)

In the event that an Availability Service Level Default has occurred for more than one service level requirement, the sum of the corresponding Availability Service Credits shall be credited to the Corporation.

The Bidder shall review with the Corporation, on a monthly basis from the start of Contract Execution, any entitlement of the Corporation to an Availability Service Credit.

The total amount of Availability Service Credit that the Bidder is obligated to pay the Corporation shall be reflected on the invoice provided to the Corporation in the quarter after the quarter in which the Service Levels were assessed. The Corporation shall be entitled to deduct the Availability Service Credit amount from the amounts payable by the Corporation to the Bidder as per the invoice.

Production support Service levels defined in section 5.2.4 will work in similar fashion.

Example 1

Assume for a particular service level requirement (e.g. Production support SLA for critical application), the minimum service level is 99% During a Service Assessment period; the service level of 95% is achieved:

Support, AMC & ATS Cost   =   Rs 10 crores
The Service Credit due to the Corporation would be computed as follows:

Monthly Service Level Default =   M1 = 99% - 95% = 4%
Service Credit for M1   =   4% * 10 crores
     =   Rs 40,00,000/-

6.   **Payment Terms & Milestones**

6.1.   **Payment Schedule**

6.1.1.   Application License Cost

- 25% of the application license & Integration on successful completion, acceptance and sign-off of the system specification study and gap analysis.
- 25% of the application license & Integration on User Acceptance Test sign-off.
- 25% of the application license & Integration on successful completion of Performance testing
- 25% of the software cost on successful implementation & acceptance of all customizations.

6.1.2.   Cost of Database Systems (DC and DR) for all applications

- 100 % of the cost for Database systems would be payable on successful installation and commissioning of the database systems at the DC & DRC respectively.

6.1.3.   Hardware cost

- 30 % of hardware cost would be payable on delivery, inspection and acceptance of hardware at the DICGC's site;
- 50 % of the hardware cost would be payable on successful implementation and commissioning of hardware along with its referenced application
- 20 % of the hardware cost would be payable on completion of 3 months from the date of successful implementation and error free functioning of the hardware.

6.1.4.   Customisation Cost

- 50% on successful and satisfactory implementation of the customization for all items of Annexure '2' – Functional Requirements where Corporation Rating (CR) is marked as "2".
- 30% on successful and satisfactory implementation of the customization for all items of Annexure '2'– Functional Requirements where Corporation Rating (CR) is marked as "1".
- 20% on completion of 3 months from implementation of all the customizations.
- The cost of customization of gaps identified during proof of concept, functional requirements specifications study, system testing, user acceptance testing and Launch implementation should be included by the Bidder as Implementation costs. DICGC will not pay the Bidder any additional charges at a later date for all such customizations.
- The Bidder should be able to quantify the customization required in terms of time and logic for arriving at the same.

6.1.5.   Implementation cost

- 25 % of the Implementation cost, would be payable on successful completion of gap analysis and systems specifications definition phase;
- 25 % of the Implementation cost, would be payable on successful completion of the User Acceptance Testing phase;
- 50 % of the Implementation cost, would be payable on successful implementation of all the IASS applications.

6.1.6.   Training Cost

- 100% of the payment for the training, if any, will be made by the Corporation on successful completion of the training as mentioned in the RFP.

6.1.7. Data Migration Cost

100% shall be paid out upon successful completion of independent testing of the migration and no issues identified.

6.1.8. AMC & ATS payment

AMC & ATS shall be paid on half yearly basis at the end of period fulfilling all terms and conditions as per SLA.

6.2. Other Payment Terms

6.2.1. The successful bidder recognizes that all payments to the bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of milestones / deliverables / activities set out in the project plan and therefore any delay in achievement of such milestones / deliverables / activities shall automatically result in delay of such corresponding payment.

6.2.2. Prices payable to the successful Bidder will be fixed as derived from the Final L1 quote quoted through e-Auction Based Reverse Bidding Process and it will be inclusive of all applicable taxes etc. The Bidder will need to provide the details for the tax rates as considered in the pricing. Prices once fixed will be valid throughout the entire contract period.

6.2.3. Escalation of Costs: The bidder will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.

6.2.4. Octroi incurred until delivery of the contracted services to DICGC, if any, will be reimbursed only at actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the Bidder.

6.2.5. DICGC will deduct taxes from the amounts due and payable to the successful Bidder wherever applicable. DICGC will provide the Bidder with the statement of any taxes deducted by DICGC on payments under the contract. The Bidder agrees to reimburse and hold DICGC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between DICGC and the Bidder.

6.2.6. If there is any variation (upwards or downwards) in the tax rates, the benefit or burden arising from such change will be passed on to the Corporation.

7. Terms & Conditions

7.1. General Terms & Conditions

7.1.1. The following are the general terms and conditions proposed to be included in the Contract. DICGC reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner, as deemed necessary before signing the final agreement.

7.1.2. DICGC reserves the right, to waive / modify any of the requirements or conditions of this RFP through addenda and corrigenda that may be issued. Bidder will have to comply with such revised requirements or conditions.

7.1.3. The selected Bidder will have to enter into a contract agreement directly with DICGC. The contract agreement will contain various terms and conditions relating to payment, delivery, installation & operationalization, training, commissioning & acceptance, support during periods of warranty & maintenance, penalty due to delay in performance etc. All the diagrams, drawings, specifications and other related literature & information, provided by the Bidder for the solution and agreed to by DICGC, will also form a part of the agreement.

7.1.4. The successful Bidder should initiate work on the project within one week of issuance of Purchase Order(PO) or signing of the contract whichever is earlier.

7.1.5. The successful Bidder at his own expense will register the contract agreement by paying the appropriate amount of stamp duty. The first page of the contract agreement shall be on a stamp paper of appropriate value. The stamp duty and contract agreement will be based out of Mumbai jurisdiction only.

7.1.6. The bill for the services rendered should be furnished along with the prices thereof as per the terms and conditions contained in this document. The successful Bidder will undertake to ensure that the prices are reasonable and in the range of prices for similar / same services available in the market. If any irregularity is detected anytime in respect of the above, DICGC will have the right to take appropriate action against the successful Bidder, as deemed fit by DICGC.

7.1.7. Payment shall be made on the actual procurement however the commercial evaluation shall be on the Total Cost of Ownership (TCO).

7.2. Application

7.2.1. These conditions shall apply to the IASS to be implemented in DICGC.

7.2.2. For the purpose of the Purchase Agreement as well as for the purpose of the Tender Document, the Purchaser is:

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, Maharashtra, India

7.3. Standards

The services and other materials including all deliverables and reports under the contract shall conform to the standards mentioned in the Technical Specification,

indicated in this RFP as well as the Technical Bid submitted by the Bidder and/or agreed between DICGC and the Bidder, and when no applicable standard is mentioned, the services / products / deliverables shall be supplied under the authoritative and appropriate international standards of the such services/products/deliverables and such standards shall be the latest issued by the concerned institution/s.

7.4. Governing Language

All correspondences and other documents pertaining to the contract shall be in English.

7.5. Applicable Law

The Contract shall be governed and interpreted in accordance with the Indian Laws.

7.6. Notices

7.6.1. Any notice given by one party to the other pursuant to the contract shall be sent to the other party (as per the address mentioned in the contract) in writing either by hand delivery or by registered post or by courier and shall be deemed to be complete only on obtaining acknowledgement thereof; or by telex or by facsimile or by other electronic media and in which case, the notice will be complete only on confirmation of receipt by the receiver.

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

7.7. Right to Alter Quantities

7.7.1. DICGC reserves the right to alter the requirements specified in the Tender. DICGC also reserves the right to delete one or more items from the list of items specified in the Tender. DICGC will inform all Bidders about changes, if any.

7.7.2. The Bidder agrees that DICGC has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities.

7.8. Contract Amendments

7.8.1. Any change made in any clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an Amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, subsequent to which the amendment is duly signed by the parties and shall be construed as a part of the contract. The details of the procedure for amendment shall be as specified in the contract.

7.9. Use of Contract Documents and Information

7.9.1. The successful Bidder shall not, without DICGC prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of DICGC in connection therewith, to any person other than a person

employed by the Successful Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far, as may be necessary for the purposes of such performance.

7.9.2. Any document, other than the Contract itself, shall remain the property of DICGC and all copies thereof shall be returned to DICGC on termination of the Contract.

7.9.3. The successful Bidder shall not, without DICGC prior written consent, make use of any document or information above except for the purposes of performing the Contract.

7.10. Indemnification

7.10.1. The successful Bidder shall, at its own cost and expenses, defend and indemnify DICGC against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India or outside India.

7.10.2. The successful Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If DICGC is required to pay compensation to a third party resulting from such infringement, the Successful Bidder shall be fully responsible there for, including all expenses and court and legal fees.

7.10.3. DICGC will give notice to the successful Bidder of any such claim and shall provide reasonable assistance to the Successful Bidder in disposing of the claim.

7.10.4. The successful Bidder shall also be liable to indemnify DICGC, at its own cost and expenses, against all losses or damages, which DICGC may suffer on account of violation by the Successful Bidder of any or all national/international trade laws, norms, standards, procedures, etc.

7.10.5. Subject to clause 7.10.6, successful bidder will undertake to indemnify DICGC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, DICGC or any other entity attributable to the bidders' negligence or willful default in performance or non-performance under the contract. If DICGC promptly notifies bidder in writing of a third party claim against DICGC that any Service provided by the bidder infringes a copyright, trade secret or Indian patents of any third party, bidder will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against DICGC. Bidder will not indemnify DICGC, however, if the claim of infringement is caused by:

a. DICGC's misuse or modification of the service;

b. DICGC's failure to use corrections or enhancements made available by the successful bidder;

c. DICGC's use of the Service in combination with any product or information not owned or developed by successful bidder;

d. DICGC's distribution, marketing or use for the benefit of third parties of the Service; or

e. Information, direction, specification or materials provided by DICGC's or any third party contracted to it. If any Service is or likely to be held to be infringing, Bidder will at its expense and option either

   i. Procure the right for DICGC's to continue using it,
   ii. Replace it with a non-infringing equivalent,
  iii. Modify it to make it non-infringing.

The foregoing remedies constitute DICGC's sole and exclusive remedies and Bidders entire liability with respect to infringement.

7.10.6. The indemnities set out in above Clause 7.10.5, shall be subject to the following conditions:

a. DICGC as promptly as practicable informs the successful bidder in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;

b. DICGC will, at the cost of the successful Bidder, give the Bidder all reasonable assistance in the defence of such claim including reasonable access to all relevant information, documentation and personnel provided that DICGC may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defence;

c. If the successful bidder does not assume full control over the defence of a claim as provided in this Article, the bidder may participate in such defence at its sole cost and expense, and DICGC will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of DICGC will be included in losses to be indemnified by the Bidder;

d. DICGC shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Bidder;

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

   i. be entered into only with the consent of DICGC, 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

   ii. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;

f. DICGC will account to the successful bidder for all awards, settlements, damages and costs (if any) finally awarded in favour of DICGC which are to be paid to it in connection with any such claim or proceedings;

g. DICGC will take steps that the successful bidder may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;

h. In the event that the successful bidder is obligated to indemnify DICGC pursuant to this Article, the bidder will, upon payment of such Indemnity in full, be subrogated to all rights and defenses of DICGC with respect to the claims to which such indemnification relates; and

i. If a Third Party makes a claim under the indemnity set out under Clause 7.10.5 above in respect of any particular Loss or Losses, then that Third Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

7.11. Cancellation of Contract and Compensation

7.11.1. DICGC reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by DICGC on the following circumstances:

1. The selected Bidder commits a breach of any of the terms and conditions of the bid/contract.

2. The Bidder goes into liquidation voluntarily or otherwise.

3. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.

4. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.

5. In case the DICGC decides at any point of time not to go ahead with the IASS project or any part thereof. In that case the SI will only be entitled to contract fee commensurate with the last completed phase and shall not be entitled to any other charges, expenses, or compensation from the DICGC

6. If deductions on account of liquidated damages exceeds more than 10% of the total contract price.

7.11.2. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, DICGC reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which DICGC may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

7.11.3. DICGC reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of the DICGC.

7.12. Earnest Money Deposit

7.12.1. The Bidder will submit as part of its Bid, an EMD of Rs. 20,00,000/-(**Rupees** Twenty lakhs **only**)

7.12.2. The EMD shall be denominated in Indian Rupees and shall be in the form of a Demand Draft drawn in the name of **Deposit Insurance and Credit Guarantee Corporation** issued by Scheduled Commercial Bank in India, payable at **Mumbai**

7.12.3. No interest on EMD would be paid by the Corporation.

7.12.4. The EMD is required to protect DICGC against the risk of Bidder's conduct, which would warrant the EMD's forfeiture.

7.12.5. The EMD of unsuccessful Bidders shall be returned within 30 days from the declaration of the successful Bidder.

7.12.6. The successful Bidder's EMD will be discharged upon the bidder signing the contract.

7.12.7. Offers made without the Earnest Money Deposit will be rejected by the corporation, as non-responsive.

7.12.8. The amount of Earnest Money Deposit would be forfeited in the following scenarios:

1. In case the Bidder withdraws the bid prior to validity period of the bid for any reason whatsoever;

2. In case the successful Bidder fails to accept and sign the contract as specified in this document for any reason whatsoever; or

3. In case the successful Bidder fails to provide the performance bank guarantee within 30 days from the date of placing the order by the Corporation or signing of the contract, whichever is earlier, for any reason whatsoever.

7.13. Performance Bank Guarantee

7.13.1. The successful Bidder shall at his own expense deposit with the

7.13.2. 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, Maharashtra, India

within thirty (30) days of the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of Appendix 4 – Performance Bank Guarantee Format, for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract by the Bidder.

7.13.3. Without prejudice to the other rights of the Purchaser under the Contract in the matter, the proceeds of the performance bank guarantee shall be payable to DICGC as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. DICGC shall notify the Bidder in writing of the invocation of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default.

7.13.4. The Performance Bank Guarantee may be discharged upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. The Performance Bank Guarantee shall be valid till the end of the contract.

7.13.5. The performance security shall be denominated in the currency of the Contract and shall be by bank guarantee or another form acceptable to DICGC.

The performance bank guarantee will be valid till the end of the contract. Failure of the successful Bidder to comply with the above requirement, or failure of the Bidder to enter into a contract within 15 working days from the formal intimation of issuing the letter of intent or within such extended period, as may be specified by the *General Manager, Deposit Insurance and Credit Guarantee Corporation, project management cell, Reserve Bank of India Building, 11 Floor, Opposite Mumbai Central Railway*

Station, Mumbai – 400008, Maharashtra, India, shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

If the bidder fails to submit the Performance Bank Guarantee, DICGC will have an option to withhold 10% amount from each payment. The same may be released at the end of contract period subject to successful fulfilment of contractual obligations of the SI.

7.14. Resolution of Disputes

7.14.1. The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.

7.14.2. All dispute or differences whatsoever arising between the selected Bidder and DICGC out of or in relation to the construction, meaning and operation or effect of the Contract, with the selected Bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, after issuance of 30 day's notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of the purchase contract, executed between DICGC and the Bidder. In case, the decision of the sole arbitrator is not acceptable to either party, the disputes / differences shall be referred to joint arbitrators, one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings. The arbitration shall be governed by the provisions of the Rules of Arbitration of the Indian Council of Arbitration under the exclusive jurisdiction of the courts at Mumbai, India.

7.14.3. The award shall be final and binding on both the parties and shall apply to the purchase contract.

7.14.4. Work under the Contract shall be continued by the selected Bidder during the arbitration proceedings unless otherwise directed in writing by DICGC or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by DICGC, to the Bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matters thereof.

7.14.5. The venue of the arbitration shall be at Mumbai, India under the exclusive jurisdiction of the courts at Mumbai, India.

7.15. Delays in the Bidder's Performance

7.15.1. The Bidder should strictly adhere to the implementation schedule, as specified in the purchase contract, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the Bidder will enable DICGC to resort to any or both of the following:

1. Claiming Liquidated Damages
2. Termination of the purchase agreement fully or partly and claim liquidated damages.

7.16. Liquidated Damages

7.16.1. The liquidated damages is an estimate of the loss or damage that DICGC may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalization, implementation, training, support/services, acceptance, etc.), of the solution by the Bidder and the Bidder shall be liable to pay DICGC – As per section 5.3, by way of liquidated damages, details of which will be specified in the purchase contract. Without any prejudice to DICGC's other rights under the law, DICGC shall recover the liquidated damages, if any, accruing to DICGC, as above, from any amount payable to the Bidder either as per the purchase contract, executed between the parties or under any other purchase agreement/ contract, DICGC may have executed / shall be executing with the Bidder. Further DICGC shall have right to invoke performance bank guarantee for appropriating the liquidity damages.

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

7.16.3. The Liquidated Damages will be capped at 10% of the Overall Contract Value. If this cap is breached, DICGC may initiate Termination of the contract.

7.17. Force Majeure

7.17.1. The Bidder or DICGC shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

7.17.2. If a Force Majeure situation arises, the Bidder shall promptly notify DICGC in writing of such conditions and any change thereof. Unless otherwise directed by the Purchaser in writing, the Bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

7.18. Confidentiality

7.18.1. All materials generated during the project cycle by the corporation along with or by the bidder for the corporation, including but not limited to documentation concerning project plans, design, application software, customized system software, Bidder analyses, gap analyses, studies, ideas, reports, survey, training materials, projections, certifications, signed UATs, memoranda, customer lists and financial reports etc. are the property of the corporation and shall be treated as "Confidential" by the bidder to be appointed under this RFP (except such information and materials as may be established to be in the public domain). The same shall not be disclosed or parted with by the bidder to third parties without the corporation's prior written approval even after the expiry of the contract or completion of the project. In other words, these are to be treated permanently as "Confidential".

7.18.2. All project plans, software, plans, reports, ideas, documentation, etc. developed for the corporation by the bidder or the SI, while providing services, for which the bidder had received payment from the corporation, pursuant to the agreement signed on the basis of selection of this RFP, shall be the property of the corporation, including rights of intellectual property for the content, unless otherwise agreed upon explicitly in writing.

7.19. Ancillary Services

7.19.1. The Bidder shall provide the necessary services for the supply, delivery at final destination, installation and putting into satisfactory operation of the goods/products.

7.20. Audits

7.20.1. DICGC can conduct any third party inspection/ audit for any phase. The Bidder should make all necessary changes as mentioned by the results of these audits.

7.20.2. DICGC will incur the cost of appointment of a third party for audit. Only after the successful completion of the third party audits, will the Bidder be allowed to proceed to the next phase.

7.21. Prices

7.21.1. The price charged by the Bidder for the services performed for the IASS project shall not vary from the contracted prices.

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

7.21.3. The price would be inclusive of all applicable taxes under the Indian law.

7.21.4. The prices, once offered, should remain firm and should not be subject to escalation for any reason within the period of validity. The entire benefits/advantages, arising out of fall in prices, taxes, duties or any other reason, should be passed on to DICGC
.

7.22. Taxes and Duties

7.22.1. The Bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed within and outside India.

7.22.2. The Bidder is expected to submit the Commercial bid inclusive of the applicable taxes for each line item as mentioned in the Annexure 8 – Commercial Bid details

7.23. Non Negotiability on RFP

7.23.1. DICGC is not responsible for any assumptions or judgments made by the Bidders for arriving at any type of sizing or costing. DICGC at all times will benchmark the performance of the Bidder to the RFP documents circulated to the Bidders and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Bidder should make good the same at no extra costs to DICGC, in order to achieve the desired service levels as well as meeting the requirements of these documents.

7.23.2. All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this Tender will remain unchanged unless explicitly communicated by DICGC in writing to the Bidder. The Bidder shall at no point be entitled to excuse themselves from any claims by DICGC whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.

7.23.3. The Bidders shall adhere to the terms of this RFP and shall not deviate from the same.

7.24. Performance Assessment / Penalties

Bidder will submit project plan and detailed timelines covering all the phases of all activities listed in the RFP to be completed within the mentioned project duration. This project plan and detailed timelines should be submitted with signed contract; else contract will not be accepted by DICGC. Once approved by DICGC this plan and timelines will be final.

7.25. Warranties

The Bidder will have to represent and warrant that:

a) It has the right to enter into the Contract resulting this RFP;
b) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
c) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services;
d) The Services will be complete, accurate and free from material faults; and

e) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into DICGC systems or any Deliverables any Harmful Code.

7.26. Sub-Contracting

The Bidder will not be allowed to sub-contract any portions of the scope of this RFP to any other party. However, the Bidder is free to enter into contract with any third party for procuring any application, software, etc. connected with the successful implementation of the project by the Bidder. In such cases, the Bidder shall ensure that a non-disclosure agreement is entered in to with such third party and also shall ensure that clauses under this agreement are not violated. For any claims arising out of such contract, Bidder shall be solely responsible.

7.27. Assignments

The Bidder will not be allowed to assign, in whole or in parts, its obligations under the Contract, to any other entity.

7.28. Documentation

7.28.1. Provision of Documentation

The Bidder will provide DICGC the comprehensive and complete documentation of and as specified in the Scope of Work in the format and at the times specified in the Scope of Work.

7.28.2. Documentation Requirements

The documentation must at the time of delivery:

a) Be current and accurate;
b) Adequately explain key terms and symbols; and
c) Be in English.

The bidder shall arrange for and provide all documents that are signed as deliverables during signing of the contract agreement such as initial assessment report, system study report, BPR document, SRS, Functional and business manuals, UAT and other testing methodology, data migration methodology, migration reports, commission report, etc. This is only an indicative list of documents deliverable while actual list would be frozen on signing the contract agreement with the successful bidder.

7.29. Intellectual Property Rights – Ownership, Grant & Delivery

7.29.1. The Bidder shall procure and provide a non-exclusive, non-transferable, perpetual license to DICGC for all the software to be provided as a part of this project. DICGC can use the software without any restrictions and use of software by service providers on behalf of DICGC would be considered as use thereof by DICGC and the software should be assignable / transferable to any successor entity of DICGC.

7.29.2. The license, which must be perpetual, shall specifically include the right –
A. To Use

i. To use the executable code version of the Software and all Enhancements, Updates and New Versions made available from time to time solely for business operations of DICGC;

ii. To use the Program Documentation for purposes of installing or operating the Programs and supporting the use of the Software by DICGC;

iii. To use the technical Training Materials for purposes of supporting Users.

B. To Copy

i. To copy the Software that operates on server systems to support the maximum number of Users;

ii. To make additional copies of the Program Material for archival, emergency back-up, testing, or disaster recovery purposes; and

iii. To copy the Program Documentation to support its Users.

C. To Work as interface

i. To work with other Application software packages including API's at DICGC as interface;

ii. To allow other application software packages at DICGC to work as interfaces to the Software. If such interfacing requires any modification or change to the Software, such modification or change has to be carried out by the Bidder free of any additional License charge or fees or expenses.

7.30. Delivery

7.30.1. The successful Bidder, at the time of installation shall deliver to DICGC required copies of the object code version of the Software and the associated Program Documentation including operation manual and training material. The Bidder, after customisation shall deliver to DICGC required copies of the object code version of the customised Software and the associated Program Documentation including operation manual and training material. The Bidder, after modifications, updates or new versions shall deliver to DICGC required copies of the revised object code version of the latest Software and the revised associated Program Documentation including operation manual and training material. The Program Documentation shall consist of required number of User Manuals for Data Centre and Disaster Recovery Centre. The program documentation shall be supplied by the Bidder to DICGC both in hard copy form except where hard copies are not available and soft copy form (MS Word format and HTML Browser format). The operational manual shall be provided by the Bidder under help menu in the software as dynamic online documentation / help files, wherever applicable. The object code version of the Software, executables and required run-time files shall be on Compact Disc or on any such media as desired by DICGC as may be applicable.

7.30.2. The grant of license by the Bidder herein shall be for processing the internal business of DICGC or its permitted affiliates and does not, without limitation, include the rights to reverse engineer, reverse compile or otherwise arrive at the source code of the Software nor does it include the rights to sell, lease, license, sublicense or otherwise transfer, convey or alienate the software for commercial consideration to any person.

(i) Except as specifically agreed by and between Bidder and DICGC, the ownership of all rights, title and interest, including without limitation, all patents, copy right, trade secrets and any other form of intellectual property rights in and to software, any derivative works thereof and enhancements thereto are and shall at all times remain with the Bidder or its Licensors and be the sole and exclusive property of the Bidder or its Licensors. DICGC acknowledges and agrees that nothing contained in this Agreement shall be construed as conveying by the Bidder or its licensor's title or ownership interest in any licensed software or any derivative works thereof and enhancements thereto. Nothing contained herein shall be construed to preclude the Bidder from owning, using, improving, marketing, including without limitation, licensing to other persons any and all licensed software.

7.31. **Rights:** The Bidder shall ensure that the equipment (software) does not infringe third party intellectual property rights. If a 3rd party's claim endangers or disrupts DICGC's use of the software, the Bidder shall be required to, at no further expense, charge, fees or costs to DICGC,

7.31.1. Obtain a license so that DICGC may continue use of the equipment in accordance with the terms of this Agreement and the licence agreement; or

7.31.2. Modify the equipment without affecting the functionality in any manner so as to avoid the infringement; or

7.31.3. Replace the equipment with a compatible, functionally equivalent and non-infringing product; or

7.31.4. Refund to DICGC the amount paid for the infringing software and bear the incremental costs of procuring a functionally equivalent equipment from a third party, provided the option under the sub-clause 7.31.4 shall be exercised by DICGC in the event of the failure of the Bidder to provide effective remedy under options 7.31.1 to 7.31.3 within a reasonable period which would not affect the normal functioning of DICGC.

The Bidder shall have no liability for any claim of infringement based on –

7.31.4.1. A claim which continues because of DICGC's failure to use a modified or replaced software that is at least functionally equivalent to the software, or DICGC's failure to use corrections, fixes, or enhancements made available and implemented by the Bidder, despite notice of such failure by the Bidder in writing,

7.31.4.2. Any change, not made by or on behalf of the Bidder, to some or all of the software/deliverables supplied by the Bidder or modification thereof; or

7.31.4.3. DICGC's continued misuse of some or all of the software/deliverables or any modification thereof despite notice from the Bidder of such misuse in writing.

7.31.4.4. Proposed Application Software would be procured by DICGC from the third party software Bidder through a tri-partite agreement, to which the Bidder would also be a party. This is because the Bidder is the Prime Bidder for purposes of all deliverables and services under the master agreement, with the single-point responsibility for the same.

7.31.4.5. Should the software provided by the successful Bidder be infringing, it would have a serious business impact on the business of DICGC. Therefore, the Bidder should take responsibility of its actions. Even if DICGC would have used the deliverables before the infringement was noticed, legally each such use constituted infringement and therefore the Bidder is in breach of the Bidders warranty and obligation.

7.32. Liability

Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by DICGC, the Supplier/Bidder shall not be liable to DICGC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/Bidder to pay liquidated damages to DICGC and the aggregate liability of the Supplier/Bidder to DICGC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment

8.   Evaluation Process

The evaluation will be a *three-stage* process:-

- Stage 1 – Eligibility Criteria Evaluation

- Stage 2 – Technical Bid Evaluation

- Stage 3 – Commercial Evaluation

The Evaluation of the various options available to DICGC to identify the most suitable partner to implement the IASS solutions -

- Ability to meet detailed Functional Requirements

- Ability to meet detailed Technical Requirements

- Implementation Capabilities

- Total Cost of Ownership (TCO)

DICGC would use a scoring mechanism elaborated in the sections below to score each of the RFP responses with appropriate apportionment of scores.

8.1.   Stage 1- Eligibility Criteria Evaluation

The Bidder needs to comply with all the eligibility criteria mentioned in Annexure 1- Eligibility Criteria of the RFP to be eligible for evaluation in Stage 2. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided has to be in line with the details mentioned in "Annexure 1 - Eligibility Criteria" Eligibility Evaluation Details. Any credential detail mentioned in "Annexure 1 - Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters/purchase orders/contract copies should be appropriately bound, labeled and segregated in the respective areas. The Bidder needs to provide the minimum number of credentials mentioned in Annexure 1 – Eligibility Criteria, but there is no restriction on the number of credentials a Bidder can provide.

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

8.2.   Stage 2- Technical Bid Evaluation

The evaluation will be done on a total score of 1000.

The proposal evaluation would be split into Four Steps:

Steps	Evaluation	Sub Scores	Total Score
1	**Functional Evaluation** 1.1. Functional Requirement Evaluation **100 marks** 1.2. Proof of Concept (POC) **400 marks**	500	

Steps	Evaluation	Sub Scores	Total Score
2	**Technical Evaluation** 3.1. Technical Proposal Evaluation **150 marks** 3.2. Technical Presentation **150 marks**	300	
3	**Implementation and Project Management methodology** **100 Marks**	100	
4	**Post Go Live support Services scoring methodology** **100 Marks**	100	
	Total Marks		**1000**

At the sole discretion and determination of DICGC, the Corporation may add any other relevant criteria for evaluating the proposals received in response to this RFP and also may make modifications to the marks / weightage given under various categories for evaluation of the technical proposals.

8.2.1.   Functional Evaluation (500 Marks)

8.2.1.1. Functional Requirement Evaluation (100 Marks)

Reponses received in **Annexure 2**– Functional Requirements would be used for evaluating the Bidder on the functionality being proposed by the Bidder. The Functional Score for each area in **Annexure 2- Functional Requirements** would be worked out as follows:

8.2.1.2. Corporation Rating (CR)

As part of the Annexure 2 – Functional Requirements, DICGC has classified the Functionalities as per the following table:

Classification	Corporation Rating	Description
Required	1	The requirement is necessary for efficient functioning
Critical	2	The requirement must be satisfied in its entirety

8.2.1.3. Bidder Score

The Bidder is expected to provide a score in the "Bidder Scores (BS)" column for each requirement requested for, as per the following table:

Bidder Score	Description
0	Can be Customized by end of 9 months from the date of sign-off on the Contract
1	Is available as a workaround and can be Customized and implemented before Go Live
2	Can be Customized before the beginning of the UAT
3	Is available as requested

In Annexure 2,

For every section,
S = CR * VS
Where
S = Score
CR = Corporation Rating
VS = Bidder Score.

The total score of each section (within each sheet of Annexure 2-Functional Requirements) of the requirement would be:
$TS = \sum S$

Where:
TS = Total Score for the section
$\sum S$ = Sum of all the derived scores of the section.

Each section within the RFP would have an appropriate weight and the weighted score for that section would be as follows:

$WS = W * \sum S/M$
Where:
WS = Weighted Score for the section
W = Weight for the section
$\sum S$ = Total of the derived scores of the section
M = Max score for the section

Weighted score of every section will be summed up to arrive at consolidated score

8.2.2. Proof of Concept – POC (400 marks)

DICGC will provide a set of business scenarios and requirements to all eligible bidders at the same time. The Bidders will have to configure and demonstrate the

system capability to execute the business scenarios and produce the required outputs successfully.

The Bidders would also be expected to provide a walk-through of the proposed applications highlighting the features and capabilities.

This will also enable the Corporation to understand the solution's features and fit with the proposed architecture and identify the level of customization required. Bidders will have to bear the expenses involved in such an exercise.

DICGC would decide on the location for conducting the POC.

DICGC will communicate a date, time and location to all qualified Bidders any time after the last date for submission of proposals.

8.2.3. Technical Evaluation (300 Marks)

8.2.3.1. Technical Proposal Evaluation (150 Marks)

The evaluation of the Technical Proposals will be done by DICGC on the basis of the Technical Requirements offered for analysis in relation to:

- Completeness of the Technical bid in all respects and availability of all information/details asked for in the RFP.

- The compliance mentioned by the Bidder to the application architecture requirements **Annexure 3** – Technical Requirements document. It is the sole discretion of DICGC to disqualify a Bidder if that Bidder is unable to comply with the requirement set in this document.

- Point to point conformity to the technical requirements provided in the Technical and Functional RFP.

8.2.3.2. Technical Presentation (150 Marks)

The Corporation may require the Bidders to make presentations regarding the various aspects of the proposed solution. This process will also enable the Corporation to clarify issues that may be identified from the Bidders response to the RFP.

8.2.4. Implementation and Project Management Methodology (100 Marks)

The bidder will be scored based on the methodology proposed for designing, developing implementing and maintaining the complete Insurance Application along with the Support applications and the necessary interfaces. The methodology proposed would be examined against the completeness and adherence to the requirements stipulated in the RFP document.

The Bidder needs to elaborate on the proposed end to end solution architecture covering:

1. Information
2. Integration
3. Application
4. Infrastructure and Security Architecture

The Bidder needs to elaborate on the methodology for project implementation and management. These should include:

- Detailed Project Plan

- Bidder personnel qualifications, including education, certifications, relevant work experience- Reponses received in **Appendix 10** – Personnel Deployment would be used for evaluating the Bidder on the skills and experience in accordance with the requirements of this project

- Control Measures for a quality implementation

- Operation and Maintenance Support

8.2.5. Post Go Live Support Services Scoring Methodology (100 marks)

The Bidders would be scored on the People Deployment and the Methodology for the support services.

The Bidders will have to provide the following:

- People Deployment Plan with resource allocation
- Process for Change Management
- Process for Release Management and Software Development Lifecycle (SDLC)
- Roadmap for future development of their application
- What they propose as value-adds in scope of the support services.

8.2.6. Short Listing

8.2.6.1. The Bidder needs to achieve a cut – off score of 750 out of 1000 (75% of the Total Score) for the Proposal Evaluation independently to be eligible for commercial evaluation. In the event only one Bidder qualifies DICGC will have the right to open the commercial bid of that single qualified Bidder or also consider the next closest bidder for commercial evaluation subject to that bidder scoring a minimum of 600 marks out of 1000. In the event that none of the Bidders qualify, then DICGC at its discretion may choose to select two Bidders who have achieved the top 2 scores to qualify for the next stage subject to both bidders scoring a minimum of 600 marks out of 1000. The decision of DICGC shall be final and binding in that regard.

Based on the sum of the proposal evaluation scores obtained, the Bidders will be categorized as T1, T2, T3 etc. on the basis of their individual scores obtained. (In the descending order, i.e. T1 being the Bidder with the highest score, followed by T2 with the next highest score and so on.)

Technical Scores of the qualifying bidders will not be disclosed to any of them.

8.2.6.2. Basis the Technical Bid Evaluation, only for those qualified bidders (as mentioned above) commercial bids will be opened and evaluated. Rest of the Commercials bids of non-qualified bidders will be not be opened/returned back to bidder.

8.2.6.3. Based on the commercial bid submitted, the shortlisted bidders will be invited to put in the commercial bid through the e-Auction site through "Reverse Bidding Process".

8.2.7. Normalization of Bids

Also DICGC may, at its sole discretion, decide to seek more information from the respondents in order to normalize the proposals. However, respondents will be notified separately, 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 and to the extent and that the interest of DICGC is protected. DICGC reserves the right to normalize any or all of the technical bids. If such normalization has a bearing on the price; DICGC 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 DICGC in the following two manners:

- Incremental technical bid and / or incremental price submissions in part of the requested clarifications by DICGC

OR

- Revised technical and / or price submissions of the part or whole bid

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

- Post the normalization process in case any Bidder has not quoted for any of the components, the response would be deemed to conclude that the unquoted components required for meeting the functional and technical requirements including the service levels specified in this RFP have been included in the total fixed cost in the **Annexure 8 – Commercial Bid**

- The bidder by participating in this tender agrees to the normalization process being followed and adopted by DICGC 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

- This clause is applicable for only those items where the bidder has quoted inadequately in terms of quantity or description or sizing, in such cases the bidder will provide the additional quantities at the same rates quoted in the price bid

- This clause is not applicable for items where the bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to DICGC.

DICGC can repeat this normalization process at every stage of bid submission till DICGC is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to DICGC during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

8.3.   Stage 3- Commercial Evaluation

The commercial bid has to be in the format as provided in **Annexure 8 - Commercial Bid Details (Unmasked)**. The commercial Bid details will need to be provided for all requirements of DICGC to arrive at TCO (Total Cost of ownership) of the solution. DICGC will discount the future cash-flows at 8% to arrive at net present value (NPV). This NPV will be considered as TCO.

The total cost to be specified by the Bidder must cover the following as detailed in Annexure 8 - Commercial Bid Details. This would include;

- Application License Cost
- Database and OS Cost
- Customization, Design and Development Cost
- Implementation Cost
- Training Cost
- Data Migration Cost
- Maintenance and Support Cost for the solution
- Cost for Additional Requirements (man-month rate)

8.3.1. Reverse Auction

The commercial bid as per **Annexure-8 Commercial Bill** shall be submitted in separate sealed cover. After the opening of Commercial Bids of Technically qualified bidders, e-Auction Based Reverse Bidding will be held. For details on guidelines please refer to Annexure 12 – Reverse e-Auction guidelines & procedures.

a. The commercial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives. Thereafter, the technically qualified bidders will be required to participate in e-Auction Reverse Bidding Process for which web-based platform will be made available by DICGC. The date, time, platform and process of online reverse auction will be communicated to the bidders by DICGC.

b. Price quoted by the Bidders at the end of e-auction will be taken as the final commercial quote for evaluation of that bidder.

c. During reverse auction, the participating Bidders shall input only the total cost that they have to offer. This amount shall be arrived at by the bidder themselves off-line by using the formula mentioned for evaluation to outbid the earlier bid.

d. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

e. The commercial figure quoted will be an all-inclusive figure – inclusive of out of pocket expenses, traveling, boarding, lodging, all taxes, duties, license fees, road permits and transit insurance etc, except VAT/GST, Services Tax and Octroi/LBT. No such expenses will be reimbursed separately.

f. Any conditional bid would be rejected.

g. The bidder shall arrange the Digital certificates (at no cost to DICGC) from a Certifying Agency notified by Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time.

h. In case, only one bidder is technically qualified, no reverse auction will take place. However, DICGC reserves right to negotiate price with the lone bidder.

i. DICGC will determine the Start Price and other parameters for the Reverse Auction –
   i. on its own and / or
   ii. evaluating the price band information available in the commercial bids of the technically qualified bidders

j. The Bidder with the Lowest Bid amount will be declared as L1

The L1 bidder will be declared as the successful bidder. DICGC will inform the successful bidder.

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