

AMTS – Empanelment



RFP for IT Application Maintenance & Technical Services (AMTS) Empanelment

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Introduction

Canara HSBC Oriental Bank of Commerce Life Insurance Company Ltd, an Insurance company (hereinafter referred to as Canara HSBC) has branches and administrative offices spread across the country. As part of its IT initiatives, the company has already deployed various IT applications / products like Core Policy Admin System (PAS), Web Portal, Financial Accounting & Fund Management, Virtual Private Network, Email, Call Center, etc. In addition to these, the Company is continually developing and deploying suitable technology solutions as part of several new IT projects on an on-going basis depending upon the needs of the business. To provide suitable and appropriate Application and Architecture Development & Maintenance and related technical consultancy services for the existing as well as the future IT initiatives, Canara HSBC intends to empanel one or more reputed Organizations, as Information Technology consultants.

Canara HSBC invites Request for Proposal from reputed IT Organizations to assist the Company to draft, architect, develop, implement and maintain technology solutions.

Scope of work

- 2.1. Assess and advice on the current domestic / global technology environment and the technology impact of the emerging trends like e-commerce, web services etc., on the Company.
- 2.2 Support in the area of software development and maintenance through project deliveries in offshore/onsite model and/or through staff augmentation. Vendor candidate resources will be required to have previous experience in similar capacity to those defined by Canara HSBC Life Insurance.
- 2.3. Assess, design and develop the various statutory and regulatory compliance requirements under IRDA, RBI, IBA, etc., and other requirements as informed by the regulator or as per fiscal policy of the country and recommend the technology requirements to Canara HSBC for such compliances.
- 2.3. Study, as and when required, the existing IT infrastructure, identify and implement, as needed, the various Information Technology requirements which will provide strategic direction in the next 5 years, and how IT can be aligned with the business strategies, duly outlining the approach to be adopted by the Company for integrating the technological requirements of the company's systems with the CBS and non-CBS branches of its partner banks.
- 2.4. Identify, evaluate and implement various Products / Services which can be supported by the suggested IT Strategies and suggest methods to integrate / streamline existing and new delivery channels.

- 2.5. Study the Annual Technology Plans / Business Targets / Achievements and IT infrastructure investments of the Company, recommend & implement suitable actions for maximizing Return on Investments in IT.
- 2.6. Assess the need, efficacy and coverage of the existing IT Training programs conducted for the company's personnel and suggest measures to improve the training effectiveness.
- 2.7. Evaluate the current network infrastructure in the company, identify gaps or overlapping, if any, and implement appropriate strategies to streamline the network infrastructure so as to put in place a secure and unified enterprise-wide network infrastructure.
- 2.8. Evaluate the existing MIS framework, design and develop the desired IT applications' solutions and Data Collection strategies.
- 2.9. Suggest, develop & implement ways of leveraging existing technology deployments to bring enhanced products and services to customers and to improve the quality of customer service.
- 2.10. Based on assessments / evaluations; help design and develop the Annual Technology Plans covering the various Information Technology Strategies to be adopted by the Company during the next 5 years.
- 2.11. Identify the approximate cost of each product/project by suitable price discovery mechanism.

Key Deliverables

The key deliverables will but not limited to include: -

- Design, Development & Implementation of various applications across the enterprise to enable smooth operations of the company
- Providing technical and non-technical resources and/or subject matter experts to work in various projects as per the Annual Technology Plan of the company.
- Submission of Projected Budgetary Estimates for Annual Technology Plans - both under Capital and Revenue expenditures heads, as per requirements of the Company.

Expected timeline for resource on board

The Company expects resource to be on board in 2 weeks from the date of issue of letter of intent.

Eligibility

- 1.1. Bidding Organizations should have resource people (with requisite qualifications) on their rolls on a permanent basis. They should have proven expertise in the field of technology consultancy services offered to insurance companies / Banks / large business organizations on IT projects like Core Insurance and/or Banking, Enterprise Wide Networking, MIS , Call centers, Business Intelligence, web portals, etc
- 1.2. Bidding Organizations that have handled similar assignments for an insurance company or bank.
- 1.3. Institutions with a minimum of Rs. 2000 crores of annual revenue alone need to respond.
- 1.4. They should have independently undertaken similar assignments within the last 2 or 3 years.
- 1.5. References of a few clients for whom similar assignment was handled in the past, with the name, address, designation, contact phone number, email-id etc. of the contact person in such organizations must be furnished with the responses.
- 1.6 Company empanelled vendors having skilled resources (with requisite qualifications) on their rolls on a permanent basis. Vendor should provide 5 times the resource requirement per skill for the Company's shortlisting.

The Bidding organizations must comply with the above mentioned criteria. Non compliance of any of the criteria will entail summary rejection of the offer. Photocopies of relevant documents / certificates must be submitted as proof in support of the claims made for each of the above mentioned criteria. Canara HSBC reserves the right to verify / evaluate the claims made by the Bidding Organizations independently.

Cancellation of Empanelment

The empanelment is subject to cancellation/ termination due to any of the reasons mentioned hereunder:

- a) If the consultant is found to have submitted false particulars /fake documents for securing empanelment.
- b) The IT consultants' performance on the job will be constantly monitored for quality, commitment to delivery schedules mentioned in contract with the utility, adherence to guidelines, statutory regulations, conduct/discipline etc. while executing jobs. Any deviations from stated conditions can lead to unilateral cancellation/ termination by the Company.



- c) If the IT consultant refuses to execute the job as per the agreed scope/ rates.
- d) Material breach of one or more of the terms of the contract.
- e) Any other reason deemed fit by the Company for cancellation.

Empanelment Formula

All the short listed intending bidders will have to make a presentation before a panel of Senior Managers of Canara HSBC.

Commercial Bid

After making the presentation Canara HSBC will shortlist a panel of consultants and basis the commercials the final decision would be taken.

Proposal Preparation

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

Proposal Format

Evaluation of proposals is made easier when Bidders respond in a similar manner. The response should contain the following information, in addition to the information that the bidder is willing to provide on bidder's own.

- Bidder's name and address, telephone number, email address and a contact person.
- One page letter of introduction identifying the Bidder and signed by the person or persons authorized to sign and bind the Bidder to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. This document has to be uploaded and mapped with this corresponding schedule.

Competency Details

Please provide the competency of your organization in various areas of technology and the different skill sets that the resources possess with their years of experience. The strength of the competency consists of architects, developers, business analysts and administrators and their experience in the areas of governance models, delivery maturity models, etc.

Notification of Changes

The Company reserves the right to add/ delete/ modify any or all requirements contained in this RFP at its sole discretion. Such changes will be notified on the Company's website at www.canarahsbclife.com. Bidders must keep themselves abreast of any changes of their own accord and at their own risk.

Changes to Proposed Wording

The Bidder will not be permitted to change the wording of its proposal after submission to the Company. No words or comments will be added to the general conditions or detailed specifications unless requested by the Company for the purposes of clarification.

Bidder's Expenses

Bidders are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Company, if any.

Currency and Taxes

Prices quoted are to be:

- In Indian rupees;
- Exclusive of all taxes

Completeness of Proposal

By submission of a proposal, the Bidder warrants that all information declared in the proposal are true and can be held accountable for deviation of any.

General Information

1. The Policy Administration System, PAS, is core system used for policy management, built on MF COBOL and deployed in AIX and DB2.



2. The FEP system is J2EE Application with DB2 as database.
3. If the bidder provides any incorrect/wrong information during the bidding process and the project suffers due to the same, then Company can take appropriate action against the bidder, to recover the damages.
4. The Bidder is required to initiate the project with-in 2 weeks or by the time specified by Company, after notifying the selection of Bidder.
5. The Project Billing Rate Card can't be changed during the agreement period.

Terms & Conditions of the contract

Acknowledgement

Please acknowledge the receipt of this document by sending an e-mail to **RFP.IT@canarahsbclife.in**. Please include the contact information for person who will be directly responsible for completing the RFP.

Proposal Deadlines

The Company must receive duly completed and signed proposals not later than **28th Oct 2011 at 1800 hrs (IST)**.

Bidders are requested to note that they have to submit their response to the RFP in hard copy as well as electronic (CD) copies before the expiry of the submission date. Any decision to extend the submission date will be at the sole discretion of Company. Technical and Commercial (Annexure 1 and 2) responses including the printed, signed documents and CDs should be enclosed in separately sealed envelopes duly marked "Technical Bid" and "Commercial Bid". The two envelopes must then be enclosed in a master envelope which should be received at the address mentioned below before the due date.

Title: RFP for AMTS
Kind Attn: Capt. C K Bhandari
Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd.
2nd Floor, Augusta Point
DLF Golf Course Road
Sector 53, Gurgaon – 122002.

Proposals received after the time and date specified above will, at Company's sole discretion, be rejected and will remain unopened, or destroyed and eliminated from consideration. Please do not send your RFP responses to any other Company employee. Responses sent to any other location other than the above address and email id will not be considered.

Format of proposals

Proposals must be submitted in accordance with the instructions contained in the RFP and must include all information and materials requested in the RFP. Bidders are cautioned that proposals that do not follow the form required by, or contain the information requested in, the RFP shall be subject to rejection without review.

Bidders may include any additional information and material they wish; however, such material (e.g. alternative services and/or features) shall be identified in a separate attachment ("Attachment"). Any such attachment shall identify the applicable RFP Section or Subsection to which it is responsive and shall be incorporated into and be made a part of the proposal.

If a Bidder believes that it can offer Contract conditions that may be more favorable to the Company than those set forth in the RFP, Bidder shall include such conditions in a labeled addendum to their response as an Attachment to the proposal. However, Bidder must still complete all specifications as set out in the RFP.

An authorized officer of the Bidder or other person authorized to bind Bidder in this matter must sign the returned proposals.

Further Inquiries and Questions Regarding RFP

All inquiries that arise regarding the RFP must be submitted in writing (via email) by close of business on **14th Oct 2011**. Inquiries must be made only via e-mail and only to **RFP.IT@canarahsbclife.in**. Responses to such inquiries will be mailed from the same email ie or posted on our website, www.canarahsbclife.com. No confidential information will be shared.

Bidder agrees to designate one point of contact for all RFP and/or proposal communications. This point of contact should be clearly defined in the RFP response, as the single point for questions and clarifications on the RFP response.

Company's Obligations

The submission and receipt of proposals does not obligate Company in any way. Company shall not be liable for any costs incurred by Bidders in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is Company obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder's best interests. Company makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, as-ordered agreements.

Proposal Evaluation

Proposals submitted may be reviewed and evaluated by any person at the discretion of Company's internal evaluation team, including non-allied and independent consultants retained by the Company now or in the future for the sole purpose of obtaining evaluations to proposals.

Bidders may be asked to further explain or clarify areas of their proposal in writing during the evaluation process.

The evaluation will be two stage:-

1. Stage 1: - Technical evaluation to assess bidder's capability to provide the service to the company. Company may request for customer reference and visit to bidder's development centers in India.
2. Stage 2: - Commercial evaluation of the various skill sets.

Bidders are expected to submit their best bid in response to the RFP.

All the proposals should be submitted within a master envelop clearly specifying the purpose at the top of the envelopes.

Process of Awarding the Final Contract

Company will award the contract to the Bidder(s) on the basis of the combined score of Technical evaluation and Commercial evaluation.

RFP Terms and Conditions Applied to Final Contract

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at Company's sole discretion, part of the final Contract (the "Contract") between Company and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify Company in writing of the impairment. If Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

Terms Binding on Bidder

Following the date for submission of proposals, and prior to the empanelment, the RFP shall be binding upon Bidder in all respects for a period of 180 days.

Hold Harmless

In submitting a proposal, Bidder understands that Company will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.

Company reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP. In addition, Company reserves the right to add or waive any requirements contained in this RFP at its sole discretion with regard to proposals submitted. Company's decision on award of Contract shall be final and binding on all the Bidders.

Confidentiality Provision

The terms of this RFP, the information provided by Company herein and all other information provided by Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of Company and upon the written agreement of the intended recipient to treat the same as confidential.

RFP Schedule

Listed below are the key steps and dates for this RFP process:

- **Company electronically distributes RFP to Bidders** **28th Sep 2011**
- **All inquiries regarding RFP due by close of business** **14th Oct 2011**
- **Bidders' deadline for submitting responses to RFP** **28th Oct 2011 (18.00 Hrs IST)**

Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be



provided by the Bidder directly employing their employees, and the Bidder shall not subcontract the work/ project to any third party.

Acceptance of Proposals

Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder not to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. Company is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

Evaluation and Selection

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Subject to the result of technical evaluation being satisfactory, it is the intent of Company to call for a discussion to showcase the bidder's capabilities to fulfill the requirements as stated above. This includes review of organization history and the organization competency to support our needs. Based on the discussion and subsequent commercial evaluation, Company will empanel the successful bidders. Company's decision on evaluation shall be final and binding on all the bidders.

Liability for Errors

While Company has used considerable efforts to ensure an accurate representation of information in this RFP as per its current understanding of the requirements, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by Company, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event Company finds that the objectives of the intended system is better achieved by processes/procedures other than those mentioned in this document, Company shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.



Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

Ownership of Proposals

All documentation, including proposals, submitted to Company will become the property of Company.

Use of Request for Proposal

This document or any portion thereof, is the property of Company and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

Bidder Exception Notice

If the Bidder believes that either the process or evaluating officer is biased or partial (either for or against) then Bidder is to provide Notice of this exception (in writing) to the email id given above.

Annexure 1 – Technical Format

Please answer the following questions mandatorily:

Financial

S. No	Question	
1	3 Years Financial Statements	
2	Last 3 Yrs revenue from IT software Services	
3	Revenues of last 3 years	
4	Is the company listed on any publicly traded exchange in India	
5	No. of years in IT software services business	

Background

S. No	Question	
1	Provide Customer References	
2	Number of new customers acquired in last 1 year	
3	Number of existing customers lost in last 1 year with reasons. Provide contact details.	

Service/Support

S. No	Question	
1	No. of java professionals with 2+ Yrs of relevant experience	
2	No. of WPS and WAS (Web sphere) professionals with 3+ Yrs of relevant experience	
3	No. of Cognos professionals (developers)	
4	No. of SharePoint professionals	
5	No. of PMP certified professionals	
6	No. of Project management professionals(Including project managers and program managers)	
7	No. of System/Business Analysts in Life Insurance Domain	
8	Bench Strength (%)	
9	Flexibility to ramp up and ramp down resources on projects based on project requirements	
10	Total staff strength	
11	CMMi certification	
12	ISO 27001/BS7799 certification	
13	No. of projects (offshore model) greater than 150 person months	

14	No. of staff augmentation engagements (greater than 500 person months/year)	
15	No. of clients	
16	Customers in Financial Industry	
17	No. of delivery centers in India	
18	Delivery centre in Hyderabad	
19	Delivery centre in Gurgaon	
20	Customers in Life Insurance Industry	
21	No. of filenet / imaging professionals with 3+ Yrs of relevant experience	
22	No. of DB2 professionals	
23	No. of Oracle professionals	
24	No. of AIX administrators	
25	No. of AS/400 administrators	
26	No. of Ingenium professionals with 3+ Yrs of relevant experience	
27	No. of Group Asia professionals with 3+ Yrs of relevant experience	

Annexure 2 - Commercial Format (Rate Card)

	Skill Set	Onsite Rate/ Day	Offshore Rate/ Day
1	Java Swing, J2EE, Portal, spring, hibernate, web services		
2	PL/SQL		
3	Sharepoint, .Net developer		
4	Cognos		
5	Filenet		
6	DB2 DBA		
7	Peoplesoft HRMS Technical, Functional		
8	Peoplesoft Finance Technical, Functional		
9	Ingenium Developer		

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10.	Group Asia		
11.	Manual Testing		
12.	Auto Testing		
13.	Websphere application server admin		
14.	Websphere Portal Server admin, Directory Server Tivoli & Active directory		
15.	Oracle DBA		
16.	AIX administrators		
17.	AS/400 administrators		
18.	Project Manager		
19.	Ingenium BA		
20.	Non-ingenium BA		
21.	HTTP Server cgi/shell scripting		