



Request for Proposal

**Selection of Service
Provider for
Operations and
Maintenance of
Project Panchdeep,
ESIC**

**Scope of
Services
(Volume I)**

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Disclaimer

This Request for Proposal (RFP) for Selection of Service Provider is issued by Employee's State Insurance Corporation (ESIC), Ministry of Labour & Employment, Government of India, New Delhi.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive.

The purpose of this RFP is to provide the bidder(s) with information that may be useful to them in the formulation of their proposals in pursuant to this RFP. The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of ESIC.

ESIC nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any party with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein which may become apparent.

Each Party must conduct its own analysis of the information contained in this RFP, and is advised to carry out its own investigation, assessment into the proposed Panchdeep Project and to seek its own professional advice on the legal, financial, compliance and regulatory consequences of entering into any agreement or arrangement relating to the Panchdeep Project.

Before making the bid proposal the prospective bidders are expected to make their own projections and estimations. The ownership for the projections made by the bidders for the purpose of submission of the bids shall be that of the bidders. ESIC shall not hold any liability on account of such projections.

1 RFP Structure

The RFP documents are those stated below, and should be read in conjunction with Addendum/ Corrigendum issue if any. Addendum/ Corrigendum will be published only on the website of the ESIC (www.esic.nic.in/tenders). Prospective bidders are requested to visit ESIC website on regular basis.

The Request for Proposal or RFP (this document) for selection of Service Provider is segregated into the following three volumes:

Volume I: Scope of Services

Volume I of RFP intends to bring out all the details with respect to scope of services required from the Service Provider that ESIC deems necessary to share with the potential bidders.

Volume II: Commercial and Bidding Terms

Volume II of the RFP details the General Terms & Conditions with respect to the bid process management including the evaluation criteria and bid submission forms to be adopted for the proposed project.

Annexures to RFP

Annexure 01 - Existing Base System

Annexure 02 - Existing DC and DRC Asset Details

Annexure 03 - SLA

Annexure 04 - Scope of Panchdeep Operations and Maintenance Activities

Annexure 05 - List of Locations

Annexure 06 - Transition Responsibilities of Service Provider

Annexure 07 - Profile of Software Manpower required for Additional Software
Application Functionalities Development and Change Request

Annexure 08 - Profile of the Project Team

Annexure 09 - Training Locations

Annexure 10 - Building management System Details of DC & DR

Annexure 11 - Instructions for online Bid Submission

The Information security management system (ISMS) policies and Application SRS will be provided to potential bidder, in CD, on submission of request from potential bidder, on their letterhead with Non-Disclosure Agreement. The information may be collected from Room No. 16 ICT Division, ESIC Headquarters (Extension Building), Ground Floor Indian Express building. It may also be collected at the end of the Pre-bid Conference on submission of requisite documents.

This volume is the **Volume I** of the RFP.

2 Scope of Work for the Service Provider

2.1 Takeover of existing infrastructure from existing Service Provider

2.1.1 To Take over the existing Panchdeep Applications, Infrastructure, Network interfaces and Building Management System at DC & DRC on 'as is where is' basis. Service Provider will be responsible for smooth transitioning from the current Service Provider, ensuring business continuity and performance.

2.2 Operations & Maintenance Support

2.2.1 Operations & Maintenance Support for Panchdeep Applications as per Service Levels defined in this RFP.

2.2.2 Operations & Maintenance Support for Panchdeep Infrastructure, Network interface Management System and Building Management System as per Service Levels defined in this RFP.

2.2.3 For Operations & Maintenance Support as described above, during normal operations, the services have to be delivered from DC. The Services from DRC are to be delivered, as decided by ESIC, as per mutually agreed schedule. However Service Provider shall ensure Business Continuity of ESIC Project Panchdeep and carry out DR readiness check and DR Drills and submit a report on 4th day following end of the quarter

2.2.4 The Service Provider is required to carry out activities as listed in Annexure 04 - Scope of Panchdeep Operations and Maintenance

2.2.5 The Service Provider has to take the AMC of the non IT equipment like UPS, AC, BMS (Building Management System), Fire Protection and Suppression System, Video Display Monitor and controllers, CCTV System, Access control system, Water leakage detection system and rodent control system, Rack Power System, LT panel, lighting and passive electrical cabling etc. of DC & DR, during the contract period. Entire cost for this shall be borne by the Service Provider.

2.2.6 Service Provider shall setup a Project Office, with key personnel of the project team from the Service Provider, at ESIC Headquarters within one month of the award of Letter of Intent. For this purpose, ESIC will provide 600 sq. feet space. Key Personnel shall include:

- Project Director (1)
- Transition Manager (Till transition completion and stabilisation)
- Project Manager – Infrastructure (1)
- Project Manager – Software (1)
- Project Manager – SLA (1)
- Project Manager – Information Security (1)
- Project Manager – Service Desk and Support (1)

Educational qualifications and experience of the person for these positions has to be provided in response to the Clause 56.2.4 of Volume II of the RFP. Minimum essential education qualifications and experience have been mentioned in the Annexure 08- (Profile of the Project Team).

- 2.2.7** At DC & DR Internet based connectivity and MPLS will be provided by ESIC. Interface, coordination and support will be provided by Service Provider.

2.3 Facilitation & support to ESIC for carrying out upgrades/ updates /replacements

- 2.3.1** Service Provider in addition, has to carefully examine various Hardware & Software tools and components used in developing, provisioning, configuring and monitoring of the Panchdeep Applications which may require upgrade/update/replacement including defective part replacement; patch and version update during the entire period of the contract and accordingly carry out such changes.
- 2.3.2** Based on the recommendation and the support received from service provider, ESIC will procure Hardware and Software OEM Annual Technical Support, OEM Annual comprehensive maintenance contracts, from OEM till the end of the contract period for Assets consisting of Servers, Storage, network equipment, Security equipment, NMS/EMS, NOC/SOC, Operating system of servers, Database software and other middleware software and tools. Bidder shall also suggest for replacement of Items for which OEM support is not available. The cost of these upgrades/updates/replacements will be borne by ESIC.
- 2.3.3** The Service provider will have to facilitate & support ESIC for carrying out such upgrades/ updates /replacements for which service provider is required to quote in commercial bid.
- 2.3.4** Service Provider to ensure that any procurement for use in this project such as Hardware, Software tools, components, equipment, device, application, license etc. shall be in the name of Employee State Insurance Corporation (ESIC).

2.4 Technology Improvements

In addition to the O&M activities, it is expected that Service Provider will provide manpower, on such terms, as detailed at Para 2.5.1, for the following technology improvements activities. For the items mentioned under Para 2.4 specific work order will be issued as and when need arises. The bidder will be required to provide software resources of the required profiles as mentioned in RFP (Annexure-07), as per ESIC requirement to meet modifications. Other terms will be as per Para 2.5.1. Bidder need not furnish quote in respect of Para 2.4.1, 2.4.2, 2.4.3, 2.4.4 and 2.4.5.

- 2.4.1** Service Provider shall make all ESIC application compliant with all leading browser (Internet Explorer, Mozilla Firefox and Google Chrome, Opera, Safari) and will support all new releases/versions of the browsers made available during the tenure of the contract. ESIC Applications are working with Mozilla Firefox (version 43) browser. Applications are also compiled on Microsoft IE (Internet Explorer), but not certified. This needs to be complied, certified and work with Browsers Mozilla Firefox, IE, Chrome, Opera and Safari with the latest versions and also to make them version agnostic. This may require upgrades / changes in Third Party Solutions like Glassfish, which may result in Application Code Changes as well. Application has about approximately 5,000 web screens.

- 2.4.2** Decoupling and componentization of key Application Modules (HIS, Insurance, ERP) to help in better and effective Change Request, Implementation & Code Management by replacing feathers like SOAP interfaces with JSON, Devart connector of HIS with MySQL Connector and other similar feathers limiting the effective use of the system. The connectors between HIS Application and MySQL Data base need to be changed from DEVART to MySQL or any other OPEN Standard DB Connector. Replacing the feature such as SOAP Web Services with RESTFUL Web Services with JSON. Single Sign On needs to be changed to Respective Application Based Authentication.
- 2.4.3** DB virtualization (Redhat & MySQL DB). ESIC Applications have MySQL DB Servers in DC and DR which are running on Redhat Linux. DR Servers are exact replica of DC Servers. Currently all DB Servers are running on Physical Mode. This needs to be converted from Physical to Virtual mode. DB Transformation from Physical and Virtual, will have to be on an agnostic basis so that the Virtual DBs can be loaded on to any Virtualization platform (VM Ware, Redhat, etc). The DB Servers are designed for High Availability in Active - Passive Mode. There are about 35 DB servers in DC and equivalent number in DR. Expectation after virtualization of DBs is that the current performance should be equal or better than the present one.
- 2.4.4** Migration to public/ private Virtual Environment with minimum necessary changes in the code. ESIC applications are currently running in the virtualized environment in both DC and DR. Expectation to shift the current Applications to NIC DC / CDAC DC by Lift and Shift Mode with minimum source code changes as cloud enabled application.
- 2.4.5** Upgrading the existing middleware, wherever required with appropriate product to provide better support and performance like replacement of old un-supported Glassfish, and similar such upgradations in the applications. The vendor should examine and indicate a plan for the same.
- 2.4.6** Any hardware/systems software for the above shall be procured by ESIC on the advice of the Service Provider. Based on the requirement, tool such as Application performance monitoring tool, code diagnostic tool, Load testing tool, Stress Testing Tool, Application lifecycle automation management tool, automating web applications, mobile app diagnostic tool for testing may be procured by ESIC on the advice of Service Provider.

2.5 Resource Requirement for Technology Improvement and Application Change Requests

- 2.5.1** The bidder will be required to provide software resources of required profiles as mentioned in RFP (Annexure - 07), as per ESIC request, at ESIC premises to cater to change requirement/modifications. ESIC will provide their seating arrangement and connectivity to Data Centre Server. ESIC may decide subsequently whether to seek services of manpower for Application Change Request or Not or in how many numbers. The manpower may be sought in manpower mode in which case payment will become due based on number of man months for which services are hired or in Project Mode. In case manpower is hired in Project Mode, Level of Manpower & Man month will be decided on mutual agreement basis & Financial Implications would be worked out based on Manpower Rate quoted & a Value will be assigned to a Change.

Amount of the Change would be released on Completion of the Change Request & successful implementation.

- 2.5.2** Provisioning of Laptop/Desktop, development tools and all necessary equipment's as required will be provided by O & M Service Provider for its own team.
- 2.5.3** The changes will be verified by ESIC before deploying it in production environment. Application development must be done using secure coding best practices. After the function UAT approval, the application changes should be security validated by the application security team of Service Provider.
- 2.5.4** The Software expert team shall conduct technical impact analysis for the changes and Requirements Traceability Matrix
- 2.5.5** Activities related to ESIC set up and maintenance of all the environment, testing for all phases, test Plans, test scripts and results of testing, build and deployment, Software Quality Report (Report with details relating to post Deployment defects) shall be performed by the Operation & Maintenance Team to support the change request team.
- 2.5.6** ESIC may request Service Provider to augment its team with additional resources, if required for a short period of time for a specific project. Man-month charges for this will be borne by ESIC. Rates for manpower will be as given for Change Request Manpower.

3 Responsibilities of the New Service Provider during Transition and takeover

The new Service Provider will perform all functions and services necessary to accomplish the Transition of the entire suite of applications, infrastructure, and services under Panchdeep from the current Service Provider on or before the specified completion dates. Service Provider will be responsible for the overall management of the Transition in accordance with the Transition Plan and will work to ensure the Transition is completed on schedule and to identify and resolve any problems encountered.

Responsibilities of the New Service Provider during Transition include:

- 3.1** Perform a smooth transfer of Services from current Service Provider in order to meet ESIC business requirements without any disruption to ESIC's services.
- 3.2** Implement a detailed Transition Plan as per Annexure – 6 Transition Responsibilities of the Service Provider that will reflect a granular level of detail required to carry out and manage the Transition within the timelines provided in the RFP.
- 3.3** Develop and submit a detailed Transition Risk Management Plan that will identify potential risks, set out possible mitigation approaches, and identify specific tasks the Service Provider will undertake to help avoid identified risks connected with the Transition.
- 3.4** Bidder will put Management Team immediately on receipt of Work Order. Sufficiently staffed experienced team to take over the transition/knowledge

acquisition shall be deployed within 30 days of acceptance of LOI. The transition phase will be for a period of 3 months (shadow and reverse shadow, 1.5 months each) that will include a period of Parallel Run of one month with the incumbent service provider.

- 3.5** Meet with ESIC on a regular basis and provide ESIC with a detailed weekly progress report during Transition.
- 3.6** Service Provider shall prepare Report on requirement of AMC and ATS and Licenses from OEM for existing equipment's & future IT hardware equipment's and software requirement.

3.7 Transition Completion Certification

Upon completion of Transition, the Service Provider is required to issue Transition Completion Certificate which will be scrutinized by ESIC. Transition Completion Certificate to be submitted by the Service Provider must necessarily be accompanied with the following document:

- a) List of Assets taken over
- b) Details of deployment of Manpower as per Solution Document
- c) Details of AMC & ATS & Licenses from OEM to be taken by ESIC for the Project Duration.

Based on scrutiny, ESIC will issue Transition Acceptance Certificate. It will be responsibility of the Service Provider to take corrective action required to remove any shortcomings listed by ESIC in Transition Acceptance Certificate.

4 Responsibilities of the Service Provider on Transition out

- 4.1** Transition and exit management will include all assets handover including environment in DC/DRC (Development, Testing, Staging/pre-production and Production) along with artefacts.
- 4.2** In order to assist ESIC in terminating applicable services from the Service Provider and takeover of the System and Project Assets by ESIC or its nominee and continuation of the those services by use of the System, the Service Provider shall provide to ESIC the following services (the "Transition Services") at the time of Transition-Out:
 - 4.2.1** Service Provider in collaboration with ESIC shall prepare a transition plan setting forth the respective tasks to be accomplished by each party in connection with the orderly transition and a schedule pursuant to which the tasks are to be completed.
 - 4.2.2** Service Provider shall handover to ESIC
 - a fully executable copy of the Licensed Application Software in existence,
 - a copy, in appropriate machine-readable format, of the applicable data of ESIC, and

A copy of relevant application program/module with source code.

- 4.2.3** Cure all Project Assets, including the equipment, of all defects and deficiencies so that the System is compliant with the Maintenance Requirements.
- 4.2.4** Handover all updated records and reports pertaining to the Systems and its design, engineering, construction, operation and maintenance, including all Programmes and manuals
- 4.2.5** Comply with all other requirements as may be prescribed or required under Applicable Laws for completing the divestment and assignment of all rights, title and interest of the Service Provider in the Systems free from all Encumbrances absolutely unto the ESIC or to its nominee.

5 Role of ESIC

5.1 ESIC will facilitate handover from the incumbent Service Provider to the new Service Provider:

- Project assets (software and hardware)
- Inventory of systems in place
- Software and hardware licences
- Location and particulars of Project Assets
- Admin ID and Password of running devices
- SRS, UAT Document, Application deployment document

5.2 Other Responsibilities:

- Provide necessary secure space to store & install all the material required for Panchdeep project as may be required for project implementation and support.
- Facilitate smooth operation and conduct of work as in the scope of agreement.
- Provide raw power requirements and general facility & infrastructure support other than those stated as the Service Provider's responsibility.
- Provide permission/authorization required to carry out interior work/alterations, electrical & environment appliance related work, networking & communication related work, data & document migration work in ESIC premises - before, during & after project implementation as may be required.
- Establish necessary processes and procedures for entry and exit of all operating personnel and for working on 24x7 timeframe in all facilities that would demand such presence.
- Provide necessary support to conduct user training programs as specified in this document.
- Purchase AMC & ATS & Licenses from OEM, IT hardware equipment as suggested by Service Provider.

6 Reports to be provided by Service Provider

The Reports shall be provided by automated tools deployed at DC/DR. Details of the tools already deployed are given in Annexure 02 –DC DR Asset details.

Operation and Maintenance Phase

Sr. No.	Monthly Reports (Due on 4th of every month)
1.	Service Level Management Reports. (refer Annexure 03 - SLA)
2.	Exception reports of Panchdeep application and infrastructure Logs, event and incident.
3.	Utilization report of Bandwidth, Uptime and Downtime report of all the links
4.	Report on patch management, identity and access management, data backup, recovery, system hardening, system base lining, Malware Protection, Anti-virus, Active Directory Group Policy Management. Monthly report on System administration and system operator activities, Monthly report on protected logs
5.	Report of the resource utilization of all devices at DC and DRC (infrastructures).
6.	Replication report on transaction integrity between DC and DRC.
7.	Incident and Problem Management Report
8.	Configuration management Report
9.	Biometric Attendance Register Report of all the manpower deployed
10.	Application Monthly health check report (Weekly Report on Assessment of overall application health on parameters like status of Change Request, day to day issues, Availability, SLA adherence and High Priority incidents and their RCAs)
11.	Infrastructure Monthly health check report (Weekly report of Ping up/down (availability and utilization of processor, primary and secondary memory (RAM, ROM, Cache Hard disk drive))
Sr. No.	Quarterly Reports (Due on 4th day following end of the quarter)
1.	O & M internal service provider Report on vulnerability assessment of Application and Infrastructure
2.	Updated Report on Asset Register with License ownership documents
3.	Updated repository of entire Source Code in production for Panchdeep application.
4.	Risk Register report (repository for all risks identified and includes additional information about each risk, e.g. nature of the risk, priority, impact, mitigation measures).

5	Report on requirement of AMC & ATS & Licenses from OEM for existing equipments
Sr. No.	Annual Reports (Due on 4th January of every year)
1.	Third Party certificate on DC/DR facility for conformance to Tier II standards and ISO 27001 latest standard of Data Center.
2.	Third Party Quality certificate from STQC or STQC approved agency for conformance to Govt. of India guidelines for website standard (GIGW) for ESIC website (esic.in)
3.	Third Party Certificate from STQC or STQC approved agency or CERT-IN empanelled agency for application Vulnerability Assessment and penetration testing.

7 SLA Requirements for Operation & Maintenance Phase

Service Provider will be responsible for providing Services as per Service Levels defined in Annexure 03- SLA.

8 Term of the contract

ESIC intends to take O & M and maintenance initially for a period of 2 years, which may be extended for further period of 1 year as per the quoted rates in the price bid. However, ESIC reserves the right to foreclose the contract in part or in full by intimating the Service provider 90 days in advance.