CONFIDENTIAL

RFP NO.	CLI-28/06/2024-01
ISSUED DATE	28/06/2024

Request for Proposals (RFP) for Core Insurance System

Ceylinco Life Insurance Limited,

Ceylinco Life Tower,

106 Havelock Road,

Colombo 5, Sri Lanka.

Contents

Classification | Public

1 LETTER OF INVITATION

CEYLINCO LIFE INSURANCE LIMITED

REQUEST FOR PROPOSALS

for

IMPLEMENTATION OF A CORE INSURANCE SYSTEM

LETTER OF INVITATION

Dear Sir/ Madam

Ceylinco Life Insurance Limited Invites Proposals for "Implementation of a Core Life Insurance system".

You are invited to submit a comprehensive proposal using the RFP document, along with supporting documents to substantiate the proposer's capacity to successfully implement a Core Life Insurance System. The proposal should address the end-to-end solution functionalities shared by Ceylinco Life Insurance Ltd., as well as relevant industry features. This will involve a major transition from the existing core insurance system of Ceylinco Life Insurance Ltd., and will necessitate reengineering the current business processes of Ceylinco Life Insurance Ltd.

A Proposer will be selected under "Quality & Cost Based Selection" and procedures described in this RFP.

The RFP includes the following Documents / Sections:

1. Letter of Invitation
2. Definitions
3. Introduction
4. Overall Description
5. Guidelines and Instructions to Proposer
6. Terms of Reference (TOR) of the RFP
7. Conditions of Contract (CoC)
8. Technical Proposal Formats
9. Commercial Proposal Formats
10. Sample Format of Guarantees
11. Data Volume Requirements
12. Functional Requirement Specification (FRS)
13. Compliance of the Proposer

The Proposers shall email the proposals to **the email addresses given below** to reach on or before **15:00 hours on 12th August 2024.** Late proposals will be rejected. Proposals should be sent via email to the following email addresses:

> To: Sinthuja.Kandiah@lk.ey.com
>   Tharindu.kirtisinghe@lk.ey.com
> CC: Shanaka.desilva@lk.ey.com

2 DEFINITIONS

(a) "Final Acceptance" means acceptance of the completed work after the warranty period.

(b) "Implementation Fee" means costs of all activities related to implementation of the proposed solution including customisations.

(c) "Implementation Partner" means the party who will be the responsible to effectively implement the proposed solution including customisations.

(d) "Product Vendor" means the party who owns the proposed software product.

3 INTRODUCTION

3.1 Ceylinco Life Insurance Limited Background

Ceylinco Life Insurance Limited, commonly known as Ceylinco Life, is one of Sri Lanka's leading life insurance companies. Established in 1987, Ceylinco Life has grown to become a dominant player in the Sri Lankan insurance market, renowned for its financial stability, innovative products, and customer-centric services. Ceylinco Life has maintained a strong market position as the largest life insurer in Sri Lanka by premium income, market share, and brand reputation. The company has consistently demonstrated financial strength, with robust solvency ratios and substantial policyholder benefits. Their focus lies in offering a comprehensive range of life insurance solutions to ensure financial security for individuals and families. The company continues to invest in technology to enhance customer experience and operational efficiency, ensuring sustainable growth and value creation for all stakeholders.

4 OVERALL DESCRIPTION

4.1 Solution Scope

The scope of the potential software solution should include the complete set of requirements included in this document. In this context, the potential solution should comprise of the functional and non-functional requirements annexed to this RFP.

However, the Proposed Solution should be able to cater not only to the existing operations of the Company but also be able to keep up with the changing operational activities of the Company along with emerging industry developments in the future.

A summarisation of the solution is as follows:

Figure 1: Product Landscape

The scope of implementation is as per the scope specified above in Figure 1.

<u>System Administration</u>

- Backup & Recovery
- System Configuration
- Workflow
- Disaster Recovery
- Minor Customisation

- Archiving
- Change Management
- User Management
- Automatic Dat End and Real Time Alerts

Security

- Password Management
- Encryption at Storage and in-transit
- Auditing (Audit Logs)
- Privilege User Management
- Adherence to Personal Data Protection Act

Decision Support Layer

- Reporting Tool
- Real Time Interactive Dashboard
- Data Analytics
- Data Warehouse

Digitally Enabled Ceylinco Life Insurance Ltd

- Agent Portal
- Customer Portal
- SMS
- Social Medias
- Customer App
- Chatbot
- IVR
- Company Website
- Market Space
- Bancassurance

Systems at Ceylinco Life Insurance Ltd to be integrated.

- Risk Management System
- Customer Relations Management System
- Investigation System
- Call Center Solutions
- Actuarial
- Sales Force Automation System
- SAP Supporting System
- HR System
- SAP

- Lead Management System
- Anti Money Laundering System
- Document Management System
- SMS/Payment/e-mail/API Gateway
- Learning Management System

Systems outside Ceylinco Life Insurance to be integrated.

- FIU (Financial Investigation Unit)
- Online Payment Gateway
- Central Depository System
- SLII (Sri Lanka Insurance Institute)
- DRP (Department of Registration of Person)
- Hospitals
- Banks
- Medical Labs
- Other Institutions (Keels, Cargills, etc.)
- Re-insurer System

Hardware to be Integrated.

- Printers – Stand Alone and Portable
- Signature Capturing Devices
- Scanners
- Photo and Video Capturing Devices
- Barcode and QR code Scanner.
- Kiosk – Token Printing

4.2 General System Requirements

In order to enable the utilization of the solution features comprehensively, the solution is expected to cover the following requirements as well.

- Integrated support systems as indicated in Figure 1
- Visual workflows and workflow management
- E-mail/SMS/WhatsApp Alerts/System Notifications
- Business Intelligence Tools/ Executive Information System (EIS)/UAT Testing Tools
  - Analytics
  - Real time interactive dashboards
  - Forecasting, Predictive Analysis, Sensitivity Analysis, Stress Testing, Regression Testing, Integration Testing (within Risk Management)
- Photo capturing and attaching facility/ Video Calling, recording and archiving facility.
- Reporting tool
- Multi-company

- Muli-currency
- Multi-channels
- Multi-platform and mobile responsive
- Encryption at Storage and In-Transit
- Integration with internal and outside systems and hardware indicated in Figure 1.
- System Tools
  - User Management
  - Database Authorization Management
  - Application Program Development
  - Version Release Control Management
  - Menu Management
  - Audit trails.
  - Data Import/ Export Management
  - Backups & Restore options.
  - Data archival
  - Reporting tool
- Mobility
- Security Features
- Upgradeability
- Live site & DR site with mirroring functionality of each site with the other.
- Knowledgebase
- Screen Wise User Manual
- Online Sanctioning, Screening, Flagging and alerting.
- Adherence to IFRS 17
- Adherence to data protection and other regulations applicable for insurance.

5 GUIDELINES AND INSTRUCTIONS TO PROPOSERS

This section contains guidelines and instructions for Proposer to follow in preparing a response to this Request for Proposal for Implementation of a Core Insurance System for Ceylinco Life Insurance Ltd. Proposer guidelines cover the proposal submission process as well as the required format for the Proposer's response. The laws applicable to this Request for Proposal (RFP) shall be the Laws of the Democratic Socialist Republic of Sri Lanka.

5.1 Response to the Request for Proposal (RFP)

5.1.1. Item Description

This RFP is for Implementation of an integrated solution including a Core Insurance System, other peripheral systems, hardware, Disaster Recovery (DR) solution and integrations between them for Ceylinco Life Insurance Ltd

5.1.2. Points of Contact

Mr. Shanaka De Silva	Ms. Tharindu Kirtisinghe	Ms. Sinthuja Kandiah
Partner/Principal,	Assistant Director	Manager
Ernst & Young,	Ernst & Young,	Ernst & Young,
Rotunda Towers,	Rotunda Towers,	Rotunda Towers,
No. 109, Galle Road,	No. 109, Galle Road,	No. 109, Galle Road,
Colombo 03,	Colombo 03,	Colombo 03,
Sri Lanka.	Sri Lanka.	Sri Lanka.
Email: Shanaka.Desilva@lk.ey.com	Email: Tharindu.Kirtisinghe@lk.ey.com	Email: Sinthuja.Kandiah@lk.ey.com

5.1.3. Request for Clarifications

The Proposers shall have the opportunity to request for clarifications pertaining to the RFP in order to clarify any issues they may have prior to finalizing their responses. Proposers will focus their enquiries and communications to the above designated contacts in writing (email) **only**. The format for clarifications is provided below. The responses to the clarifications will be circulated among all the proposers within five (5) working days, provided that such request is received no later than seven (7) calendar days prior to the deadline for submission of proposals. The format for questions/ required clarifications is provided below:

For RFP Clarifications:

No.	Page No.	Section No. and Title	Question/ Required Clarification
1.			
2.			
3.			

For Functional Requirement Specification (FRS) Clarifications:

[Functional Requirement Specification (FRS) document section number and title]		
No.	FRS Seq.#	Question/ Required Clarification
1.		
2.		
3.		

The Company shall forward copies of its response to all Proposers who have acquired the RFP, including a description of the enquiry but without identifying its source.

5.1.4. Mode of Submission of the Proposal

The Company prefers / shall give priority for the proposal to be submitted by a product vendor who possesses the support of a local implementation partner. Additionally, the Company shall sign a tri-party agreement with the product vendor, the local implementation partner (if available), and the Company once the product vendor is selected for the implementation of a core insurance system.

Proposals should be sent via email to the following email addresses:

To: Sinthuja.Kandiah@lk.ey.com
      Tharindu.Kirtisinghe@lk.ey.com
CC: Shanaka.Desilva@lk.ey.com

5.1.5. Calling, Opening and Closing Dates of RFP

Proposal will be called (RFP is issued) on **28th June 2024** and Proposal submissions will be closed at **15.00 hours** on **12th August 2024**.

Each Proposer is fully responsible for delivery of their completed proposals by the proposal submission date and time. The Company is not responsible for any loss or delay with respect to delivery of the proposal. Once submitted, proposals become the property of the Company.

5.1.6. Pre-Bid Meeting

The pre-bid meeting will be organized by the Company on **12th July 2024 via MS Teams.** Time would be notified in due course.

5.2 Proposer

The proposer could be a local or an international company.

In the case of Proposer being a consortium including that of a principal – Agent relationship or partnerships, the members of the consortium must furnish a letter/ agreement indicating the formation of the consortium and the audited financial statements of the last three years. The lead firm in the consortium with whom the Company will deal on behalf of the consortium will have to be clearly specified and that party will be the contractor for the agreement of implementation.

The proposers who wish to work in partnership to implement the proposed product for Company should present prima facie an agreement that evidences a partnership between the parties along with the RFP response.

5.3 Instruction to the Proposer

The Proposal shall consist of a Technical Proposal ("T. P.") and a Commercial Proposal ("C. P.") which must be submitted at the same time, giving full particulars. Both proposals (Technical and Commercial) should be prepared with pages properly numbered.

5.3.1. Technical Proposal

The "Technical Proposal.xlsx" should be completed in all respects and contain all information asked for, **except prices**. The Technical Proposal should include all items asked for in Appendices A, D, E, F (and the forms therein).

The Technical Proposal should not contain any price information. The Technical Proposal should be completed to indicate that all products and services asked for are quoted. For example, the Technical Proposal should mention that Annual Maintenance Charges are included in the Commercial Proposal, without mentioning the actual amounts in the Technical Proposal.

5.3.2. Commercial Proposal

The "Commercial Proposal.xlsx" should be filled giving all relevant price information as indicated in Appendices B and D and relevant forms therein and should not contradict the Technical Proposal in any manner. Please note that all prices should be fixed prices; no variable rates (E.g., Time and Material) will be entertained.

5.3.3. Proposal formats

All the necessary formats, forms and tables for the Proposer to respond together with the maximum number of pages are specified in this document. The Proposer response should essentially be in these specified formats and strictly limited to the specified number of pages. The Proposers are not allowed

to modify specified formats. **Proposals that do not adhere to these instructions will be considered non-responsive and may be eliminated from further evaluation.**

The Proposer's proposal must effectively communicate their solution and be appropriately formatted. Therefore, proposals must be submitted according to following sections.

5.3.4. Format of the Technical Proposal

The Technical Proposal must be made in a structured and organized manner. Brochures/leaflets, etc., should not be submitted. The order for submission of technical offer is as follows:

1. Technical Proposal Submission Form
2. Executive Summary
3. Response to Functional Requirement Specification
4. Technical Specifications
5. Overall Project Plan
6. Data Migration Methodology
7. Data Migration Plan
8. Project Delivery Team Structure
9. Project Delivery Teams' Time Allocation
10. Training Methodology
11. Training Plan
12. Service and Support
13. Licensing Mechanism
14. Product Roadmap
15. Customer Testimonials – within Sri Lanka and outside Sri Lanka
16. Customer Testimonials Vs Project Team
17. Product Vendor
18. Implementation Partner
19. Contribution of Consortium
20. Comments on TOR
21. Recommended Hardware
22. Response to the Clauses & Sub Clauses
23. Responses to Additional Functionalities, Leading Practices and Innovative Features

All forms must be complete and duly filled. Within forms, the Proposer must avoid referring to annexure/ appendices/ attachments or any other section in the proposal. Each section must be clearly labeled. Brochures or other presentations should not be submitted. When responding to requirements, the Proposer is required to supplement any declarative statements with a specific description or discussion of how that requirement is satisfied. **The Proposer is expected to be more specific and descriptive in nature rather than providing vague statements.**

5.3.5. Format of the Commercial Proposal

The Commercial offer must not contradict the technical offer in any way. The offer must be made in the proposal currency specified under section 5.4.1. only, and the offer should include all applicable taxes and all other charges. The formats for submission of the Commercial offer are elaborated in Appendix B, and the proposer should submit any other information related to Commercial Proposal as requested in the RFP documents. The suggested order of submission of Commercial offer is as follows:

1. Commercial Proposal Submission Form
2. Responses to Technical Proposals
3. Summary of Total Cost
4. Software License Fees
5. Total Implementation Cost
6. Product – Annual Maintenance Charges/ Subscription Charges
7. Service and Support Fees
8. Out of Pocket Expenses
9. Recommended Hardware Costs
10. Change Request (CR) Costs
11. Other Costs – Additional Training Costs
12. Other Costs – Addition of a New Company
13. Payment Schedule
14. Any other costs that might incur

5.3.6. Data Volumes

The technology architecture proposed for this RFP and the data volumes of Company are provided in order to demonstrate reliability and scalability of the solution.

Please refer to the data volumes specified in Appendix D for this purpose.

5.3.7. Proposer activities during the selection process

Each Proposer will be called to conduct a demonstration of the software application proposed to the Company. This activity may be followed by site visits of the existing customers of the proposer, by the Company and its consultants to the identified sites of each Proposer.

No other presentations/ demonstrations than the ones specified above will be entertained. Further, any form of unsolicited communication in relation to proposals submitted or in relation to the proposal or evaluation process, will be considered as use of undue influence and may be a reason for disqualification.

Nothing done or executed by either the Company or a Proposer during the pre-bid period shall form or be deemed to form or hold out an offer for or a guarantee or promise of an appointment as a Proposer subsequently.

5.3.8. Site Visits of the existing Customers

Proposers are required to coordinate site visits of the existing customers of the proposer with the Company, in the event the Company decides to conduct site visits. Each Proposer therefore should clearly submit a list of clients having implementations that are similar to the Company in terms of business model, solution & modules, etc., and coordinate with those clients for a team from the Company and its consultants to experience real life scenario(s) of the application. The exact dates and details for these will be informed subsequent to the submission of the proposal if such site visits are to take place.

5.3.9. Compliance of the Proposer

The Proposer must indicate any non-compliance to the clauses/ sub-clauses specified under this RFP (specifically on Sections 5, 6 and 7). The format to be used is provided in the Appendix F. It is mandatory to provide explanations if the response of the Proposer to the clauses/ sub-clauses is "Not Complied".

5.3.10. The Selection Process

The proposals will be evaluated based on the Technical Proposal and the Commercial Proposal submitted to the Company by each Proposer.

5.4 Evaluation Procedure

5.4.1. Proposal Currency

The Proposal should be quoted in Sri Lankan Rupees (LKR) for local components and in United States Dollars (USD) for foreign components. Evaluation will be made based on the exchange rate prevalent at the time of closing the Proposal.

5.4.2. Validity of Proposal

The prices and other terms offered by the Proposers must be firm for an acceptance period of One Hundred and Eighty (180) calendar days from proposal submission date.

5.4.3. Preliminary Scrutiny

The Company will scrutinize the proposals to determine whether they are complete, comply to specified response formats, whether any errors have been made in the proposal, whether all the required documentation have been furnished, whether the documents have been properly signed, and whether

items are quoted as per the schedule. The Company may, at its discretion, waive any non-conformity or any irregularity in the proposal. This shall be binding on all the Proposers and Company reserves the right for such waivers.

5.4.4. Evaluation Process

The proposals will be evaluated at the following two stages:

a. Technical Proposal Evaluation
b. Commercial Proposal Evaluation

5.4.5. Technical Evaluation

Technical evaluation will be carried out based on the following aspects:

- Functionality Fit (Responses to FRS and Solution Demonstrations)
- Technical Specifications
- Proposed Team
- Training
- Service and Support
- Product Roadmap
- Customer Testimonials
- Company Profile
- Site Visits of the existing Customers

Different or equivalent weights would be allocated for each aspect.

5.4.6. Commercial Evaluation

The highest-scoring proposals from the Technical Evaluation will be shortlisted for the Commercial Evaluation and would be invited for negotiations.

5.4.7. Clarification of Proposals

To assist in the scrutiny, evaluation and comparison of proposals, Company may, at its discretion, ask some or all Proposers for clarification of their offer. Company has the right to disqualify the Proposer whose clarification is found not suitable to the proposed project.

5.4.8. No Commitment to Accept Lowest Offer or Any Proposal

The Company shall be under no obligation to accept the lowest offer, or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. Company reserves the right to make any changes in the terms and conditions of this RFP.

The Company will not be obliged to meet and have discussions with any Proposer, and/or to listen to any representations, other than during the Solution Demonstrations.

5.4.9. Erasures or Alterations

The original proposal shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Proposer itself. Any such corrections must be initialed by the persons or person who sign(s) the proposals. Technical details must be completely and accurately filled. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/ manual" is not acceptable. The Company may treat offers not adhering to these guidelines as unacceptable.

An authorized representative of the Proposer's firm shall initial all pages of the proposal. The representative's authorization is confirmed by a written power of attorney accompanying the proposal.

5.4.10. Alternative Offers

The Proposer can forward only one proposal. A proposal submitted by a consortium is considered to be a single proposal. The proposal should specify only a single solution, which should be cost-effective and meeting the Functional Requirement Specification. No alternative solutions are accepted from the Proposers.

5.4.11. Price Negotiation

It is absolutely essential for the Proposers to quote the lowest price at the time of making the offer in their own interest.

5.4.12. Right to Alter Quantities

The Company reserves the right to alter the number of licenses required or any other quantities specified in the RFP. Company also reserves the right to delete one or more items from the list of items specified in the RFP.

5.4.13. Details of Subcontracts, as applicable

Proposers should provide complete details of any Subcontractor(s) and/or Agent(s) if they proposed to use for the purpose of this engagement. In the event of such subcontracts, it is mandatory for the Proposer to produce any written agreements, Memorandum of Understanding (MOU), and legal evidence demonstrating their relationship and also the scope of work that will be handled by relevant parties.

6 TERMS OF REFERENCE (TOR) OF THE RFP

6.1 Supply, Implementation and Maintenance of Application Software

The Proposer shall be responsible for supply, implementation and maintenance of all required application software, including database and middleware applications and tools for primary and Disaster Recovery ("DR") sites, must roll out to the departments and branches and must indicate clearly the time duration required for each of the phases from the date of award of the contract. The proposed software should be a tried and tested solution which is in use. Further, the proposed solution should carry proofs (e.g., Certificates from existing clients/ recommendations) of such implementations. The implementation should also include but not limit to the following:

6.1.1. Supply of Application Software & Licenses

The Proposer is required to provide the application software packages, the databases and other required software as well as the user access licenses that are needed to run the solution. The Proposer should install the vanilla version as a sandbox for users to familiarize with the applications.

6.1.2. Current-State Business Process Change to Future-State

The Proposer is required to guide the Company with a business process transformation exercise to enable the smooth transition to the proposed future state. At the end of the exercise, users of the system should be able to conduct day-to-day operations without interruption to the business process on pre-defined guidelines/ instructions. The Proposer is expected to complete the system configuration exercise after this activity is completed.

6.1.3. Product Customization

Product customisation services will require the Proposer to assess the current state of the existing processes, policies and procedures and also to assess the current and future requirements of the Company. The Proposer should utilize the results of the assessment to identify needs for customisation of their product to meet the business needs of the Company. The Proposer should then make the required system design modifications and implement the changes in order to achieve the desired functionality. The Proposer should deliver the customizations required to meet the regulators' requirements Free of Charge (FOC).

6.1.4. Product Implementation

The Proposer should implement the solution including all customisations at the location/s that is/are identified as scope of this project stated in **Section 6.3.**

6.1.5. Device Interfacing

The Proposer should ensure that the product is properly interfaced with the data capture devices such as OCR devices, printers, Barcode reader, QR Scanners, document scanners, electronic signature capturing devices, etc.

6.1.6. Timelines

The Company estimates the solution would be implemented within a period of twelve (12) months. Please consider the fact that Ceylinco Life core team in its entirety may be available for interactions from 2 p.m. to 5 p.m. during working days. However, specific team members can be sourced for longer durations based on the necessity and prior notice. The implementation team should adhere to the Sri Lankan working calendar, with working hours from 8:30 a.m. to 6:00 p.m. The key experts and the project coordinator should be on-site full-time, during all working days and working hours of Ceylinco Life Insurance Ltd.

6.1.7. Facilities to be provided

The Company will provide office space and projector (as and when required) to the successful party during the solution implementation.

6.2   Provision of Hardware, System Software and Databases

The compatibility matrix covering all realistic combinations of the hardware platforms, database platforms, software tools, middleware and operating systems is mandatory. The Proposer may highlight the most suitable combinations based on the experience and performance benchmarks. Currently, Ceylinco Life has an IBM Power 10. Therefore, the solution should be compatible with IBM Power 10.

The Company reserves the right to procure the hardware, databases and operating systems, etc., through the respective principal vendors or from a third party.

However, the Proposer is requested to provide sizing and specifications for all hardware necessary to run the solution proposed at least for a minimum of 5 years without a hardware upgrade or replacement. The Proposal should also include the cost for System Software and Database licenses, or any other software as required for the application and servers.

6.3 Scope of Work

Sr. No	Task	Illustrative list of activities/ deliverables
1.	Software Application Solution	▪ List of all proposed application software with Principal's name, address and contact information, version, etc., which meets the Functional Requirement Specification of the Company as specified in the **Appendix - E: Functional Requirement Specification**. ▪ Considering the operation at Company, the modules and systems specified in Figure 1 are required. The Proposer should state if any one of the stated modules can be supported by proposed solution or by collaboration with another third-party product. ▪ The Proposer may specify any other additional modules included with the proposed solution, if any. ▪ Proposed database with the version and the name of the principal. ▪ Any other software required for the smooth running of the proposed application software with Principal's name, address, version, etc. ▪ The Proposer shall propose a mobility solution. ▪ Interface with any Hardware Systems/ Software Systems and Other devices that would be already in possession with the Company as stated in the **Appendix - E: Functional Requirement Specification**.
2.	Hardware, Interface, Network and Communication	▪ List all hardware specific brand and components required for the proposed IT solution for a total period of Five (5) years based on the data volumes projected in Appendix D and for a Disaster Recovery solution as well. ▪ List of hardware requirements for the test environment and any other required environments for up to the point of the parallel run. ▪ Any operating systems, utility software required for each of those components. ▪ Indication of expected brands and models. ▪ Local or Foreign Agent/ Supplier details of each of the proposed hardware components.

Sr. No	Task	Illustrative list of activities/ deliverables
		▪ Indicate the ability to interface with the systems specified in 4.2 General System Requirement section. ▪ List/illustrate required network and communication configurations required for the proposed solution including disaster recovery and for the Branch networks. ▪ Indicate prospective Specific Brand & suppliers for network devices and communication services.
3.	Implementation planning	❑ Provide an action plan for implementation of the proposed IT solution (The implementation plan would include the site requirements – infrastructure and people support from Company). ▪ The implementation would imply implementing Software application for operations of the Company and integration with external systems and hardware solutions. ▪ The implementation plan should include the methodology to be followed, changing current operations to agreed Proposer's future state operations, product customisation, site preparation for deployment, training workshops to be conducted, timelines for data migration, responsibility matrix for the client and Proposer, test procedures, user acceptance test procedures etc. ▪ Provide the Hardware and Network specifications for system implementation along with implementation plan. ❑ Provide an assessment of skills required to run the system. ❑ Finalize the Implementation Plan together with Company and obtain sign-off on the plan from Company. Implementation Plan should consist of the following features: ▪ Start and End date for each task. ▪ Duration for each task in working days. ▪ Man-days required for each task. ▪ Resources allocated for each task. ▪ Responsible party and resource ▪ A sign-off task to identify an end of a stage or a deliverable.

Sr. No	Task	Illustrative list of activities/ deliverables
		▪ Clearly indicating the Critical Path of the project ❑ Appointment of required teams and steering committee along with ▪ Team responsibility ▪ Proposed members for those teams and their responsibilities within that team ▪ Frequency of those team meetings ❑ Establish an escalation path for problem resolution. ❑ Risk plan and assessment. ❑ Develop the data migration templates to migrate data from existing systems to the proposed database. ▪ Customize/ parameterize the readymade packaged software to meet Company requirements.
4.	Finalize new Business Processes in Proposed solution	❑ This would be the first stage of this project. The Proposer may carryout following activities in order to establish new business processes to implement through the proposed application: ▪ Study of the existing processes. ▪ Study of the existing IT infrastructure, including the hardware and network. ▪ Envisage and finalize the new business processes of Company. ▪ Get user participation and get their sign-off for new business processes. ❑ At the end of the phase, the Proposer would provide detailed Business Processes and a comprehensive Configuration Guide and Blueprint.
5.	Deployment	❑ In accordance with the implementation plan that has been provided, the Proposer would deploy the system. ❑ The Proposer would be responsible for parameterization, customisation, package installation, update of master data, data

Sr. No	Task	Illustrative list of activities/ deliverables
		porting/migration, performing test runs, training of users, obtaining user acceptance, integration and interface testing, etc.
		❑ The proposer would be responsible for performing the unit test and the integration test. The proposer should develop the test cases and conduct the testing, sharing the results with us.
		❑ In UAT, each user should be able to define the current date of the application independently. This setting should only apply to that user, allowing other users to simultaneously test with different business dates.
		❑ A committee of the Company who will test the solution and check whether it is meeting all the requirements and give the approval for the acceptance would undertake user acceptance testing.
		❑ Periodic status updates on an agreed upon basis.
		❑ At the end of the stage the Proposer is expected to provide user documentation, System administration manuals, Training material, Disaster recovery plan, User acceptance test reports and adequate right of use (license) of the package software.
6.	Training	❑ The Proposer is expected to transfer knowledge to the Departmental employees of Company, with regard to carrying out the day-to-day operations, executing reports, etc.
		❑ The Proposer is expected to transfer knowledge to the IT Department of Company, with regard to solutions installation and configuration, simple customisations of reports, extraction of data from database via queries, system administration functions, etc.
		❑ Knowledge on the database structure and the application architecture should be shared with Company, and the Company IT Department should be able to provide 1st level support to the users.
7.	Application Software Maintenance	❑ The successful Proposer is expected to undertake ongoing Application Software maintenance in accordance with the service level agreements agreed upon between the Company and Proposer from the date of Final Acceptance of the implementation.
		❑ Maintenance during the warranty period

Sr. No	Task	Illustrative list of activities/ deliverables
		▪ The successful Proposer will undertake maintenance of application systems during the warranty period as mentioned under Section 7.12.
		▪ During this period the Principal/Proposer will undertake to rectify any defects/ malfunctioning at no extra cost to the Company.
		▪ In addition to maintenance activities, rectification of errors, if any, will be undertaken by the successful Principal/Proposer.
		▪ The Proposer will also undertake to incorporate any unforeseen changes in procedures and develop additional reports, as required etc.
		❑ Any version update, modifications or rectifications of the software application must be tested on testing environment and if the testing is successful only it should be migrating to the production environment. Only the entities with prior approval from the Company will be allowed to carry out such operations.
		❑ Maintenance after the warranty period
		The successful Proposer will undertake maintenance of application systems after the end of warranty period, subject to Final Acceptance, as mentioned under Section 7.12.
8.	Hardware, Network and communication Maintenance	❑ The selected Proposer, if agreed in the contract is expected to arrange on-going hardware, network, and communication maintenance in accordance with the service level agreements agreed upon between Company, the Proposer and hardware, network and communication supplier/s. The successful Proposer must undertake to maintain server/s, other hardware, network and communication for a period of five years including warranty.
		❑ Warranty
		The warranties for all hardware must be provided from respective hardware supplier/s. The warranty should be given by the hardware manufacturer especially for the server/s.
		❑ Warranty period

Sr. No	Task	Illustrative list of activities/ deliverables	
		Server/s	Server/s should carry a minimum of three years comprehensive warranty from the day that the installation takes place.
		Other hardware	All other hardware items should carry a minimum of one-year comprehensive warranty from the day that the installation takes place.
		Network and communication	Should specify the warranty period provided by each supplier from the day that the installation takes place.

❑ Maintenance during warranty

- During this period the Principal/Supplier/Proposer will undertake to rectify any defects/ malfunctioning at no extra cost to Company.
- In the event of a failure of a hardware item, then the supplier/proposer should replace that item with a similar item which has similar functionality, performance and warranty within an agreed time period. The Supplier/Proposer should replace this temporary item within an agreed time period with the repaired/rectified original item or with a new item of the same model or with an item with similar functionality and with same or better performance. There should not be any technical incompatibility or operational issue during the hardware item failure or after the repair or replacement of that hardware item.

❑ Maintenance after the warranty period

The successful Proposer will undertake to maintain server/s, other hardware, network and communication after the expiry of the warranty period.

7 CONDITIONS OF CONTRACT (COC)

7.1 Guarantees

The Proposer should warrant that the software and allied components supplied to Company are licensed and legal and guarantee their performance after installation. All hardware and software must be supplied with their original and complete printed documentation.

7.1.1. Mobilization Advance Payment Guarantee & Performance Security

The successful Proposer is expected to provide Company with a Mobilization Advance Payment Guarantee (for any mobilization advances paid to the Proposer) as well as a Performance Security incorporating all phases of the project as per the scope of this project. The terms and conditions of the Mobilization Advance Payment Guarantee and the Performance Security (refer Appendix C) will be communicated once the successful Proposer is selected. The Proposer will be expected to issue such Performance Security within Fourteen (14) calendar Days from the date of communication of the selection of the Proposer. Subsequently, all payments which are scheduled in Table_B11 in the commercial proposal will be made upon submission of a specified relevant valid bank guarantee.

The value of the Performance Security should be **15% of the total price for the solution as agreed in the final contract**. The Performance Security should be valid for twenty-one (21) calendar days after the final acceptance of the solution and End-of Warranty which may occur subsequently. -

Note:

Mobilization Advance Payment Guarantee is required only for the mobilization advance paid and will be required to be in force until the mobilization advance payment is fully recovered by the Company.

7.2 Settlement of Disputes

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the implementation. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) calendar days after receipt. If that Party fails to respond within fourteen (14) calendar days, or the dispute cannot be amicably settled within fourteen (14) calendar days following the response of that Party such amicable settlement may be submitted by either Party for settlement in accordance with Sri Lanka Arbitration Act No. 11 of 1995.

The place of the arbitration shall be in Colombo, Sri Lanka.

7.3 Secrecy

Both parties agree with each other that they will not disclose to any other person other than those directly engaged in the evaluation of RFP responses and/ or the implementation of the terms of this agreement any and all material of a confidential nature received by one from the other in any form or format that this liability will continue to be in force even if the Proposer is not selected for the assignment envisaged. Both parties shall bind everyone assigned by them for the purposes of this agreement with a reciprocal obligation. The proposer should use the information solely for the purpose of preparing and submitting the proposal. The confidentiality obligations set forth in this clause shall continue indefinitely (even in the event of the proposal not being selected and or breach termination or expiration in whole or in part of the RFP or any other intended /prospective contract/s between the parties). Any breach of these confidentiality obligations may lead the Company to take legal action (not limited to any fee, charge, contract consideration etc.) against the proposer. The Receiving Party shall not, at any time, without the prior written consent of the Disclosing Party to utilize, copy, employ, exploit, or use in any other manner any of the Confidential Information other than for the fulfillment of the purpose of the RFP and if successful any contract to be entered in to between the parties, and shall not disclose any of the Confidential Information to any third party. The party to whom the data is shared should undertake proper care and all reasonable measures to protect the confidentiality of the Confidential Information and without prejudice to the foregoing the Receiving Party undertakes to use not less than the same standard of care as the Receiving Party applies as a rational person and as envisaged by various data protection laws that prevail from time to time and shall minimize the risk of unauthorized disclosure or use thereof.

7.4 Contract Terms

The Proposer agrees that the RFP Responses/ Compliances, subsequent clarifications & alternations to the Responses and Other Relevant Documentation would be part of the entire agreement. The Company reserves the right to include additional clauses and terms in the contract once the successful bidder is selected.

7.5 Misrepresentation and/or Mistakes in Information

The Proposer shall be responsible for any discrepancies, errors or omissions in the drawings, designs and other written information supplied by the Proposer, whether they have been approved by Company or not, provided that such discrepancies, errors, or omissions are not due to inaccurate drawings or information furnished by Company.

The Proposer shall carry out at its own expense any alterations or remedial work necessitated by reason of discrepancies, errors or omissions due to the fault of the Proposer and shall modify the drawings, designs and other written information. Accordingly, or in the event if the same were done by or on behalf of Company, the Proposer shall bear all costs incurred thereby in agreement with Company.

The Proposer shall supply all the information and documents directly relevant to the Goods and Service as per the quoted in the Commercial Proposal. If any other optional and relevant information exists in the Technical Proposal, more than what is included in the Commercial Proposal such additional information shall be clearly given separately. If any information in relation to any optional items provided in the Commercial Proposal, such items shall be clearly defined as Optional in the Technical Proposal.

7.6   Liquidated Damages

At any time if the Proposer fails to perform the Services within the time period(s) specified in the Contract, Company shall, without prejudice to its other remedies under the Contract, deduct from the Implementation Fee, as liquidated damages. The Company shall also have the right to terminate the Contract based on these delays, and if it's a serious breach of terms and conditions and or the project becomes incapable of completing thereafter, the Company may have the right to recover the entire payment already paid or advanced (if the amounts are in excess of the performance security), notwithstanding the stage of completion.

In the event liquidated damages cannot be recovered from the amounts outstanding under the Implementation Fee, the Proposer shall pay un-recovered liquidated damages to the Company on submission of Company's claim or Company has the right to claim or deduct this amount from the performance security.

7.7   Termination for Default

If the Proposer fails to plan, supply, implement, perform any or all of the Services within the time period(s) specified by the Contract, or any extension thereof granted by Company pursuant to terms of this RFP.

OR

If the Proposer files for bankruptcy, liquidates the business, or fails to perform any other obligation(s) under the Contract, Company may, without prejudice to any other remedy for breach of the Contract, by written notice of default sent to the Proposer, terminate the Contract in whole or in part. Such notice shall deem to be notice of termination.

In the event Company terminates the Contract in whole or in part, the Company may ask proposer to continue rest of the work on terms and conditions that the Company deems appropriate. If part of the contract is terminated, then proposer will have to do the other work which is not terminated subject to Company's approval.

In the event of agreement termination due to among other things unserviceability, inability to deliver a solution, failure to find a solution, change in key ownership / local implementation partner /key personal / experts (which may not suite the Company's expectation and requirements), insolvency / liquidation /

financial distress of the contractor and or its implementation party, legal impediments imposed on the contractor and or its implementation party or delays in finding a solution by the service provider, Company reserves the full right to:

1. Demand a refund for payments made for services already rendered.
2. Settle all kinds of penalties, losses, damages, and/or special damages that occur due to termination as per the terms of the Contract in effect during implementation.
3. Request the return of goods (including data) already delivered, reimbursement for expenses already incurred, or compensation for work already performed.
4. Stipulate that each party is not liable to claim any expenses affected by any other sub-agreement, subcontract, or any treaty bound to a third party that is based on this principal agreement.
5. Ensure that violations of intellectual property rights or any kind of external party rights violations are reconciled according to the state's public legal procedures.

7.8 Protection of Existing Peripheral Systems, Integration and Interoperability

During the implementation period, the Proposer shall pay special attention to the protection of the existing peripheral systems from damage or interference.

In case such damage or interference should occur, the Proposer shall immediately suspend its Works and ask the Company for their instructions, upon receipt of which it shall repair and restore services as soon as possible at its own cost.

Integration of the Proposer's system (all the hardware and software to be supplied by the Proposer including any interfacing hardware and software) to the existing peripheral systems of Company shall be the responsibility of the Proposer and all cost involved in such integration (including any 3rd-party costs) shall be borne by the Proposer. If the Proposer is unable to integrate to any part of the existing peripheral system of Company, such Contractor shall bear the total cost of alternative solution as stipulated by Company.

The Proposer shall warrant and be responsible for Inter-operability of infrastructure with Company's existing infrastructure and any other Proposer's or Contractor's infrastructure as chosen by Company. If the Proposer is unable to get its System to inter-operate with other systems, the Contract shall be liable to be terminated without any obligation to Company.

7.9 Damage to Third Party Property

The Proposer shall be solely responsible for all damages to property resulting from any act, omission, neglect, or misconduct in the Proposer's manner or method of executing the Work, or from its non-execution of the Works, or from defective Works or materials, or acts of its employees. The Proposer shall not be released from such responsibility until all Works has been completed and accepted. In the case of any such damage, the Proposer shall restore the damaged property at its own expense and to

a condition equal to or similar to that existed before such damage occurred. The Proposer shall be responsible for any injury to a third party, including death, and for any dispute with a third party arising from the Proposer's negligence or misconduct.

The Proposer shall indemnify Company against all losses and claims for such injuries, deaths or damages, and against all claims, demands, proceedings, damages, costs, charges and expenses in respect of or in relation thereto.

The Proposer shall obtain an insurance cover in favor of Company to comply with provisions made under the clauses herein before mentioned.

7.10 Completeness of Implementation

The implementation will be deemed as incomplete if the system, on its implementation, fails to deliver the desired objectives of the project.

In the event of Proposer's failure to deliver and/or implement all required components of a fully functional system (pertaining to the scope of the project mentioned in **Section 6.3**) within the stipulated time schedule or by the date extended by Company. Company has the power to cancel the order and the provisions in **Section 7.11** shall apply.

7.10.1. Force Majeure

The Proposer shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delays in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Proposer and not involving the Proposer's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of Sri Lanka in their sovereign capacity, acts of war and acts of Company either in fires, floods, earthquake, strikes, lockouts and freight embargoes.

If a Force Majeure situation arises, the Proposer shall promptly notify Company in writing of such conditions and the cause thereof within twenty (20) calendars days. Unless otherwise directed by Company in writing, the Proposer shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of one (01) month, Company and the Proposer shall hold consultations with each other in an endeavor to find a solution to the problem and failing the reaching of a solution this agreement may be terminated.

Notwithstanding above, the decision of Company shall be final and binding on the Proposer.

7.11 Cancellation of Award

Company reserves the right to cancel the award in the event of one or more of the following situations (but not limited to):

➢ Delay in customisation/ implementation of the solution beyond the specified period by the Proposer that is agreed in the contract that will be signed with a selected Proposer.

➢ Delay or inability to implement the database and other associated software as agreed in the signed contract document.

➢ If the proposer lacks the necessary skills and expertise to completer the implementation successfully.

➢ Non-compliance with the industry standards, regulations or contractual obligations.

➢ Breach of data security, privacy, or system integrity.

➢ The proposer and or or its implantation party becomes insolvent or files for bankruptcy.

➢ Serious discrepancy in the quality of service expected from the Proposer during the implementation process in terms of functional and non-functional requirements.

➢ Inability to deliver Functional/ Non-functional Requirements by the Proposer according to signed contract document.

➢ Inability to deliver hardware, network and communication facilities by the Proposer, if agreed in the contract document.

➢ Material change in ownership control / staff / key personnel / experts designated to the project.

In the event of cancellation of award, as under any of the circumstances stipulated above Company shall be entitled to claim the advance payments and any other payments made to the Proposer effective from the date of making each payment, and the Proposer shall settle this payment **within fourteen (14) calendar days** of it being demanded in writing by Company without prejudice to the right of Company to make a claim on the Performance Security provided by the Proposer or take any other action as to Company shall seem appropriate.

7.12 Warranty and Support for Product/ Solution

The offer must include one (1) year Comprehensive Warranty period for the entire solution proposed (this includes all aspects of the new system, including the Core Insurance System, customisations, fixing of errors if any, implementation of patches and new releases). Warranty period shall be effective from the date of Go-live. The Final Acceptance would be based on but not limited to, the stability of the solution and the quality of support by the Proposer during the warranty period. Implementation Service & Support would commence only after the Final Acceptance by Company.

The Proposer shall warrant that the services to be carried out under the Contract will conform to generally accepted professional standards and principles.

Any defect/error fixed during the Warranty Period shall itself be subjected to a further above Warranty. However, if the Proposer does not take a corrective intervention, Company may elect to make repairs, which are covered by the Warranty. The Proposer shall reimburse Company for the cost of such repairs.

The Proposer shall make the patches and new releases for the product, etc., available for Company where all expenses are fully covered under product annual maintenance charges.

Service and Support Expectations of Company also include following.

7.12.1. Product Annual Maintenance Charges

The Proposer should also quote separately for Annual Maintenance Charges at-site for five (5) years from the date of Final Acceptance.

The Annual Maintenance activities should include release of software updates and upgrades/ patches/ fixes, implementation of the same, frequent health checks on the system (reports on health check needs to be shared with Ceylinco Life Insurance Ltd), etc., to ensure its consistent performance and adequate response times, any system modifications as per change request, problem resolution and Service Level Agreement (hereinafter referred to as "SLA") terms. All relevant expenses should be fully covered under the Product Annual Maintenance Charges.

7.12.2. Service and Support for the Solution

The Proposer should provide maintenance on the new system providing periodic 'on-site' assistance and remote support capabilities. Maintenance should be offered through a contractual agreement between Company and the Proposer.

The Proposer is expected to provide the source codes and the relevant documentation available at the end of implementation. If for any reason the Proposer cannot continue to support the product at any point, the Proposer should make the source codes and the relevant documentation available to Company and Company shall have the full right and authority to secure the performance of such work by another.

7.12.3. Problem Resolution

The Proposer should provide 24 x 7 problem resolution support for the new system through technical resources and remote support capabilities including a hotline service. Acceptable response intervals should be two (2) hours from the time the problem is reported for a non-emergency and a half an hour (½) emergency response interval. The Proposer should provide remote technical support to supplement

local resources if acceptable to Company, the technical support may be provided via telephone and/or on-line communications.

Supplier should have a helpdesk and system support unit with a single point of contact for all support requests, including emergencies.

7.12.4. Product Updates

The Proposer should perform periodic release updates of the product(s) within the scope of this procurement. As new releases become available, the Proposer should inform Company of the enhancements and interpret how it may benefit Company directly. All new releases should be provided free of charge, as long as the Annual Maintenance Contract is in effect. The Proposer should inform Company of various media including product newsletters, hotline access and release notes, list of known bugs and design alerts or technical bulletins. All product fixes or release updates on the new system will take place at the discretion of Company. The Proposer is required to support the products being implemented for a minimum of three (3) release cycles before an upgrade will be required. All fixes and release updates should be tested in a test environment prior to migration to the production environment. This migration process will be handled by the Internal IT department. Additionally, the system should allow for partial migration of the current changes during the change migration process.

7.13 Escrow Mechanism

Based on the Proposer evaluation, Company will require the Proposer to provide escrow mechanism for the product (all components supplied by the Proposer) in order to protect its interests in an eventual situation. The Company shall decide on a local escrow agent and bear all costs. The Proposer has to list down the source code and system documentation including technical and user documentation that could be kept in an escrow and the update mechanism of those documents in the event of changes (i.e., product update or bug fixing). The Proposer has to provide the terms and conditions for the escrow mechanism. If there are any changes in the design/ program, there should be an update arrangement for escrow documents. The escrow arrangement shall be executed during a termination of the Contracts which are in effect during the implementation, during warranty period and during the maintenance period.

7.14 Indemnity

The Proposer shall indemnify, protect and save the Company against all claims, losses, costs, direct and/or consequential damages, expenses, action suits and other proceeding, resulting from infringement of any intellectual property laws such as patents, trademarks, copyrights, etc., or such other statutory infringements in respect of all components provided to fulfill the scope of this project.

The Proposer shall indemnify the Company against all third-party claims of all Intellectual Property rights violations including but not limited to infringement of copyrights, patent, trademark or industrial design rights arising from use of the Solution or any part thereof in Sri Lanka.

7.15 Publicity

Any publicity by the Proposer in which the mention of the Company or any of its affiliates is made should be done only with the explicit prior written permission of the Company.

7.16 Payments to the Proposer

7.16.1. Payment Terms

The Proposer in the Commercial Proposal should indicate all payment schedules and the minimum milestones which need to be covered in Table_B11. However, the final payment terms will be agreed mutually at the time of contract negotiations.

7.16.2. Hidden Costs

It is the Proposer's responsibility to propose all the technical requirements and the total cost of the solution and any components that are required for this project and not mentioned in this RFP. The Company will not be responsible to settle any cost which are hidden in Proposer's proposal and required at the time of the implementation.

7.16.3. Incurred Costs

The Company shall not be held liable for any pre-contract activity or costs incurred by Proposer in the preparation of their proposals. Likewise, the Company shall not be held liable for costs incurred during any negotiations on proposals, site visits of the existing customers organized by the Proposer or proposed contracts or for any work performed in connection therewith.

7.16.4. Applicable Taxes

All taxes applicable should be included in the commercial proposal using Table B1.

APPENDICES

8 APPENDIX A - TECHNICAL PROPOSAL FORMATS

8.1 Technical Proposal Submission Form

Ceylinco Life Insurance Ltd

SUPPLY, IMPLEMENTATION AND MAINTENANCE OF A CORE INSURANCE SYSTEM

RFP NO: CLI-28/06/2024 - 01

Ceylinco Life Insurance Ltd
Ceylinco Life Tower,
106, Havelock Road,
Colombo 05
Sri Lanka

Sir/ Madam,

We, the undersigned, offer to Supply, Implementation and Maintenance of a Core Insurance System in accordance with your request for proposal dated …………………………… *[Insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Commercial Proposal sealed under a separate envelope.

We hereby declare that all the information and statement made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed system. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Authorized Signature and Seal	: ……………………………………………………………………………
Title of Signatory	: ……………………………………………………………………………
Name of Proposer	: ……………………………………………………………………………
Address	: ……………………………………………………………………………
Telephone Number	: ……………………………………………………………………………
Date & Company Seal	: ……………………………………………………………………………

Witness 1   **Witness 2**

Name	…………………………………	Name	…………………………………
Capacity	…………………………………	Capacity	…………………………………
Address	…………………………………	Address	…………………………………
Signature	…………………………………	Signature	…………………………………

8.2 Executive Summary

The Executive Summary should be limited to a **maximum of one (01) page** and should summarize the content of the response. The Executive Summary should initially provide an overview of Proposer's company and position with regard to software and professional services to Company and its areas of business. A summary of the Proposer's products and services that will be provided as part of this proposal should follow. A brief description of the unique qualifications of the Proposer should then be provided followed by a summary on capabilities such as resources and past experience of implementing such products. Information provided in the Executive Summary is to be presented in a clear and concise manner.

8.3 Functional Requirement Specification

The Functional Requirements Specification (FRS) outlines the business requirements of Company as well as the non-functional aspects that must be in place to facilitate the business requirements. The complete FRS is available under **Appendix E – Functional Requirement Specification**.

8.3.1 Reading Guidelines

The functional requirements (FRS) are segregated by processes which may run across many departments/ business areas. As a guide to understanding the functional requirements of Company.

8.3.2 Response to Functional Requirement Specification (FRS)

To facilitate the evaluation process, for each function listed in the FRS, the Proposer must respond by an "**X**" for one of the following categories.

Vendor Compliance for FRS – Part 1

Vendor to Complete – Compliance	
Fully Complied (F)	The system fully compliant and does not require any modifications to fulfil the requirements.
Minor Customization (M)	Any considerable modification which requires less than four (4) man days to meet the requirements.
Major Customization (C)	Any considerable modification which requires more than four (4) man days to meet the requirements.
Not Complied (N)	The system does not support the specified requirements.

The proposer shall provide the "Module/ System Name" for every functional listed in the FRS, if required the proposer shall describe in "Explanatory Notes/Remarks" column on how the proposer could provide

the functionality listed in the FRS. Also, any alternative way to achieve the same functionality, kindly specific in detail within the "Explanatory Notes/Remarks" column.

Vendor Compliance for FRS – Part 2

Vendor to Complete – Compliance	
Module/System Name (Mandatory)	The Proposer to provide the name of the module/ add-on/ system/ tool/ etc., required to deliver the desired functional requirements. This is a mandatory column to be filled by the proposer.
Explanatory Notes/Remarks	The Proposer should provide additional comments and explanations. It is mandatory to fill this section when the response to compliance is not 'Fully Complied'.

The Proposers should organize responses in the given format, and any other response (blank responses as well as duplicate responses) will be considered as "Not Complied". Except for the requirements marked as "Not Complied", all other requirements would be considered as being provided by the Proposer within the cost stated through the Commercial Proposal.

8.3.3 Responses to additional functionalities, lead practices and innovative features

The Proposer may also describe additional functionality supported by the solution that may be relevant for Proposer, but not mentioned in FRS of this document, in the Table A19. The proposer also could provide "Leading Practices" with regards to the business processes which are to be followed in the proposed system. Innovative functionalities should cover the features, which give additional benefits to Company in running its operations with improved efficiency and productivity. The Proposer should also mention whether such innovative and additional functionalities are well tested and tried in other sites of the Proposer. Additional hardware, software, etc., needed if any, for the stated additional features should be specified in the Technical and Commercial Proposals.

All innovative features specified by the Proposer would be considered during the evaluation process and would be scored.

Note:	***Please fill the Table A19 of the Technical Proposal format in excel attached with this RFP.***

8.4 Technical Specifications (Hardware, Software and other technical areas)

The Proposer's response must explain the technical specifications, with regard to the application architecture, communication and network requirements for the system landscape and specifications of the proposed equipment, servers and client computer specifications, data center requirements and specifications, and security features offered by the software application and proposed IT solution.

When providing technical specifications please refer the current data volumes specified in Appendix D.

Note:	*Please fill the Table A1 of the Technical Proposal format in excel attached with this RFP.*

8.5 Service and Support

This section identifies operational support services to be provided by the Proposer. Company requires a high level of operational support that requires the Proposer to maintain, repair, and upgrade the new solution over its useful life. The following, further defines the support requirements for the proposed IT solution and the Proposer is required to provide their confirmation on the service and support requirements of the Company, mentioned under **Table A9.**

Note:	*Please fill the Table A9 of the Technical Proposal format in excel attached with this RFP.*

Note:

The Proposer is also requested to indicate the formal and informal escalation authority for the unresolved service requests and the procedures for the same, preferably in a diagram format. Additional costs involved in any of the above service and support activities should be clearly mentioned. Calculation mechanism should be included in the technical document and actual figures should be included in the commercial document.

8.6 Licensing Mechanism

The Proposer must describe the proposed licensing model for the proposed IT Solution. The Proposer may use the present and future user access requirements given in **Appendix D**. Some licensing models could be per-user, per-device, per-processor, per-core, etc., or any combination of those.

Licensing requirements for other software such as the operating system, database, anti-virus software and hardware, 3rd-party products/ services proposed by the Proposer should be coordinated by the Proposer in liaison with Company and the consultant.

Proposer is required to provide their responses under *Table A10* below*.*

Note:	*Please fill the Table A10 of the Technical Proposal format in excel attached with this RFP.*

Note 1:

Requirements of the licenses and the types of licenses should be included in the technical proposal, and the financial values have to be included in the commercial proposal.

Note 2:

Additional costs involved in any of the above service and support activities should be clearly mentioned. Calculation mechanism should be included in the technical document and actual figures should be included in the commercial document.

8.7   Customer Testimonials

The Proposer needs to submit the customer testimonials including all customers served on a relevant system implementation as per the *Table A12*.

Note:	*Please fill the Table A12 of the Technical Proposal format in excel attached with this RFP.*

8.7.1 Customer Testimonials vs Project Team

The Proposer needs to submit the information regarding the proposed team members involvement in the projects listed under customer testimonials as per the *Table A13.*

Note:	*Please fill the Table A13 of the Technical Proposal format in excel attached with this RFP.*

8.8   Company Profile

8.8.1 Product vendor

The Proposer needs to submit at a minimum information about the Product Vendor company profile in the *Table A14*. In addition, you may provide us with further information on the company profile in a separate document. If the Product Vendor is under a parent or a holding company, the same table format needs to be followed in submission of the details of the parent company.

Note:	*Please fill the Table A14 of the Technical Proposal format in excel attached with this RFP.*

8.8.2 Implementation Partner

The Proposer needs to submit at a minimum information about the Implementation Partner company profile in the *Table A15*. In addition, you may provide us with further information on the company profile in a separate document. If the Implementation Partner is under a parent or a holding company, the same table format needs to be followed in submission of the details of the parent company.

Note:	*Please fill the Table A15 of the Technical Proposal format in excel attached with this RFP.*

8.9 Contribution of the Consortium

The Proposer/Implementation Partner should fill the Table A16 in the case of Proposer/ Implementation Partner being a consortium. The members of the consortium **must state** what is/ are the module/ modules that they are going be the responsible of for the proposed solution.

Note:	*Please fill the Table A16 of the Technical Proposal format in excel attached with this RFP.*

8.10 Comments on TOR

[Please provide your comments on the Terms of Reference in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Curriculum Vitae, Experience in related projects, etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose.]

Note:	*Please fill the Table A17 of the Technical Proposal format in excel attached with this RFP.*

8.11 Recommended Hardware

Ceylinco Life Insurance Ltd wishes to know the recommended hardware which is appropriately sized and priced by the Proposer. The hardware prices given will not be included in the overall evaluation of the Proposer. As such, please provide a detailed specification of the recommended hardware for the software solution proposed.

Note:	*Please fill the Table A18 of the Technical Proposal format in excel attached with this RFP.*

9 APPENDIX B - COMMERCIAL PROPOSAL FORMATS

9.1 Commercial Proposal Submission Form – B1

Ceylinco Life Insurance Ltd

SUPPLY, IMPLEMENTATION AND MAINTENANCE OF A CORE INSURANCE SYSTEM

RFP NO: CLI-28/06/2024-01

Ceylinco Life Insurance Ltd
Ceylinco Life Tower,
106, Havelock Road,
Colombo 05
Sri Lanka

Sir/ Madam,

We, the undersigned, offer to supply, implement and maintain a Core Insurance System in accordance with your Request for Proposal dated …………………… [*Insert Date*] and our Technical Proposal. Our attached Commercial Proposal for the local component is a sum of LKR …………………………………………………………………………… [*Insert amount in words**] …………………………………………. [*Insert amount in figures**]and for the foreign component is a sum of USD /EUR …………………………………………………………………. *[Insert amount in words*]* ……………………. [*Insert amount in figures**].

Our Commercial Proposal shall be binding upon us subject to the modifications resulting from contract negotiation, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Authorized Signature and Seal : ……………………………………………………………………..

Title of Signatory   : …………………………………………………………………….

Name of Proposer   : …………………………………………………………………….

Address   : …………………………………………………………………….

Telephone Number   : …………………………………………………………………….

Date & Company Seal   : …………………………………………………………………….

<u>Witness 1</u>		<u>Witness 2</u>	
Name	………………………………	Name	……………………………..
Capacity	………………………………	Capacity	……………………………..
Address	………………………………	Address	……………………………..
Signature	………………………………	Signature	……………………………..

*Amount must coincide will the ones indicated under **Total (excluding taxes)** in summary of total cost table (Table B1).

9.2 Summary of Total Cost – Table B1

It is essential that the Proposer discloses all costs relating to the supply, implementation and maintenance of the solution.

Note:	*Please fill the Table B1 of the Commercial Proposal format in excel attached with this RFP.*

Important Information

Company is open for any commercial option the Proposer has to propose without compromising any functional/ non-functional requirements pertaining to the entire solution scope. However, the Proposer is required to clearly mention the most suitable option for Company.

➢ The Proposer is encouraged to complete the set of tables (as appropriate) if the Proposer is capable of providing the any components/ entire solution on premise (localized solution).

➢ The Proposer is encouraged to complete the set of tables (as appropriate) if the Proposer is capable of providing the any components/ entire solution on Cloud-based & hosted solutions in addition to the localized solution.

➢ The Proposer is encouraged to complete the set of tables (as appropriate) if the Proposer is capable of providing the any components/ entire solution under an OPEX (Operating Expense) Model.

➢ The Proposer should provide all costs to be incurred by Company during the implementation stage and during the first five (5) years after the implementation, within Tables B2 –B10. Consider the tables as templates and the Proposer is free to add more line items as appropriate.

➢ It is critical that the Proposer provides all information that is requested in those tables.

➢ The Proposer must ensure that the contents of the Technical Proposal and the Commercial Proposal match each other and that there are no discrepancies.

9.3 Software License Fees - Table B2

Costs of all components required to cater to Company's functional/ non-functional requirements should be clearly mentioned. Licensing policies adopted for the purpose of this project should be clearly mentioned. Some of the policies could be - per CPU, per User, enterprise-wide, etc.

Note:	*Please fill the Table B2 of the Commercial Proposal format in excel attached with this RFP.*

Software should comprise of application, database, Operating System and any utility software including freely available software. If the total solution comprises of different modules, the application license fees should be given for each of the modules**. (Refer to Appendix D).**

9.4   Total implementation cost - Table B3

Costs of all activities related to implementation including Customisations, Data Migration and User Training required to cater to Company's functional/ non-functional requirements should be clearly mentioned.

Note:	*Please fill the Table B3 of the Commercial Proposal format in excel attached with this RFP.*

9.5   Product Annual Maintenance Charges/ Subscription Charges - Table B4

Costs of all components required to maintain the software product/ solution to cater to Company's functional requirements should be clearly mentioned.

Note:	*Please fill the Table B4 of the Commercial Proposal format in excel attached with this RFP.*

9.6   Service & Support Fees- Table B5

Costs of all components required to maintain the implemented solution as well as to build and upgrade/ enhance it to cater to Company's functional requirements should be clearly mentioned. The proposer shall provide the hours for a year.

Note:	*Please fill the Table B5 of the Commercial Proposal format in excel attached with this RFP.*

9.7   Out of Pocket Expenses – Table B6

Costs of all out of pocket (OPE) components should be estimated and declared in advance.

Note:	*Please fill the Table B6 of the Commercial Proposal format in excel attached with this RFP.*

9.8   Recommended Hardware Costs – Table B7

The Proposer is expected to provide Hardware specifications, System software, third party software and Database licenses etc., to understand the total cost of ownership (TCO) of the proposed solution for next five (5) years. The hardware prices given will not be included in the overall evaluation of the proposer. If the proposer is not in a position to provide the pricing information, at least sizing information is compulsory and will be accountable for the same if selected.

9.9   Change Request (CR) Costs -Table B8

Costs for CRs for program modifications, program developments, etc., should be separately mentioned if Company requires the Proposer to engage in such activities during the implementation itself that are not covered in the finalized scope.

Note:	*Please fill the Table B8 of the Commercial Proposal format in excel attached with this RFP.*

9.10 Other Costs – Additional Training Costs – Table B9

Costs for additional training programs should be separately mentioned if the Company requires additional employees to be trained on the business and technical areas.

Note:	*Please fill the Table B9 of the Commercial Proposal format in excel attached with this RFP.*

9.11 Other Costs – Addition of a New Company – Table B10

In the event a new company is to be added, please state any additional costs incurred in terms of licenses and other charges. This is only to create a new company within the system, the new company users will be using the same functionality.

Note:	*Please fill the Table B10 of the Commercial Proposal format in excel attached with this RFP.*

9.12 Payment Schedule – Table B11

The Proposer should specify all milestones that are required to deliver the requirements of the Proposer and in no way contradict the activities and milestones identified in the Technical Proposal.

Note:	*Please fill the Table B11 of the Commercial Proposal format in excel attached with this RFP.*

*Proposer may specify additional Milestones / Tasks

Note:

The Proposer should be in a position to provide the working papers as per this annexure when asked for by the Evaluation Committee. Please note that the Mobilization Advance shall not be more than 10% of the total Implementation Fee. However, payments up to the sign-off of the User Acceptance Testing not more than 70%. Further, the retention will not be less than 10%.

10 APPENDIX C - SAMPLE FORMAT OF GUARANTEES

10.1 Specimen Form of Bank Guarantee for Mobilization Advance Payment

Ceylinco Life Insurance Ltd

SUPPLY, IMPLEMENTATION AND MAINTENANCE OF A CORE INSURANCE SYSTEM

RFP NO: CLI-28/04/2022-01

FORM OF MOBILIZATION ADVANCE PAYMENT GUARANTEE

…………………………… *[Name and address of Agency, and Address of Issuing Branch or Office]*

Beneficiary: *[COMPANY ADDRESS].*

Date: ………………………………………

ADVANCE PAYMENT GUARANTEE No.: …………………… *[Insert (by issuing agency) number]*

We have been informed that …………………………………………….….... *[Name of Contractor]* (Hereinafter called "the Contractor") has entered into a contract with you, for the Supply, Implementation and Maintenance of a Core Insurance System (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum……………………………………………………………………… *[Amount in words]* …………………………....................… *[Amount in figures]* is to be made against an advance payment security.

At the request of the Contractor, we ……………….........................…… *[Name of issuing agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ……………………………………………………………………………….…………*[amount in words]* (……...................………………………..) *[amount in figures]* upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation of repayment of the Advance payment or performance of the work/obligations relating to the value of the said advance payment in keeping with the Contract – including but not limited to the agreed time of performance, under the Contract, or that the Contractor has not submitted to you a renewal hereof if required by you, without your needing to prove or to show grounds for your demand or the sum specified therein.

The maximum amount of this security shall be progressively reduced by the amount of the advance payment repaid by the Contractor or by the number of work/obligations relating to the value of the said advance that has been successfully performed in keeping with the Contract.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed thereunder or of any of the contract document which may be made between you and the Contractor shall in any way release us from any liability under this security, and we hereby waive notice or any such change, addition or modification.

This security shall be remained valid and in full effect from the date of the advance payment under the Contract until Ceylinco Life Insurance Ltd, receives full repayment of the same amount from the Contractor or an amount of work/obligations relating to the value of the said advance that has been successfully performed in keeping with the Contract.

Consequently, any demand for payment under this security must be received by us at this office on or before that date.

……………...................................

[Signature(s)] of the Guarantor

Capacity:	--	
Signature:	--	
Name and Address:	--	
Capacity:	--	Seal

10.2 Specimen Form of Performance Security (Unconditional)

CEYLINCO LIFE INSURANCE LTD

SUPPLY, IMPLEMENTATION AND MAINTENANCE OF A CORE INSURANCE SYSTEM

RFP NO: CLI-28/06/2024-01

PERFORMANCE SECURITY
(Unconditional)

………………………………… *[Issuing Agency's Name and address of Issuing Branch or Office]*

Beneficiary: *[COMPANY ADDRESS]*

Date: ……………………………………………

PERFORMANCE GUARANTEE NO.: ………………………… [Insert (by issuing agency) number]

We have been informed that ....……………………………… *[Name of Contractor]* (Hereafter called "the Contractor") has entered into a contract with you, for the Supply, Implementation and Maintenance of a Core Insurance System.

Furthermore, we understand that, according to the conditions of the Contract, a performance security is required.

At the request of the Contractor, we…………………………………...……………………….................................. *[name of Agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of …………………………………………………………………………………… *[amount in words]* (…………………………………) *[amount in figures],* upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of any of its obligation(s) under the Contract or that the Contractor has not submitted to you a renewal hereof if required by you, without your needing to prove or to show grounds for your demand or the sum specified therein.

This security shall expire, no later than the ………… day of ……….……. *[Insert date, 28 days beyond the Intended Completion Date]* and any demand for payment under it must be received by us at this office on or before that date.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract document which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice or any such change, addition or modification.

……………....................................
[Signature(s)] of the Guarantor

Capacity:
Signature:
Name and Address:
Capacity:

Seal

11 APPENDIX D - DATA VOLUME REQUIREMENTS

11.1 Data Volumes

The below table provides the number of system users (approximate figure) with the master and the transactional volumes. Proposers should use the following information to assist in properly evaluating the number of users who will be accessing various modules within the system. The below table provides the current number of users in the proposed business environment. Also, note the company expects a growth rate is mentioned in the below table.
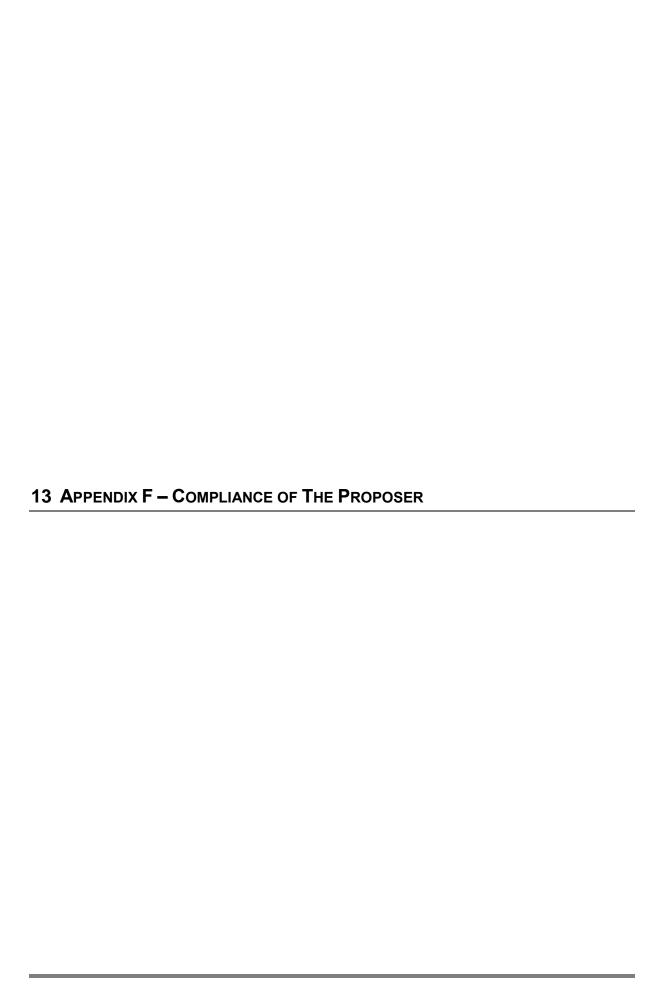
Module/ Instruments	Transactional and Master data volume per annum	Expected growth % per annum	No. of users (existing)
1. Individual Policies			
Contracts	2,468,650		
Riders	13,117,952		
Approved Death Claim	1,490		
Surrender	17,836	5% - 10%	Clients – 4,222,824
Maturity	58,737		Agents – 3,000
Revival	4,995		Internal users - 1,000
Total Receipts of the year	3,250,616		
Total number of payments	165,645		
2. Group Policies			
2.1 Group Credit			
Number of policies issued.	35,000	40%	
Number of active policies	1,180,000		
2.2 Group Terms			
Number of Active Group Policies	370		Internal Users - 7
Number of total policies active/inactive	2,000		
Average number of members in active group	300	20%	
Highest member count in a group	15,000		

Number of quotation issued per year including new/renewal/revision	1,400		
2.3 Group Pension			
Number of Active Group Policies	10	20%	
Average number of members in a Group	50		
2.4 Claims			
Total number of claims processes per year	1,500	10%	

12 APPENDIX E – FUNCTIONAL REQUIREMENT SPECIFICATION

The Proposer is expected to respond to the Functional Requirement Specification (FRS) provided below. Please consider that responses to the below FRS is mandatory. Please refer **8.3.1 Reading Guidelines** for instructions.

Please refer "Appendix E: Functional Requirement Specification.xlsx" for the functionalities to be responded **mandatorily** by the proposer.

13 APPENDIX F – COMPLIANCE OF THE PROPOSER

13.1 Response to the Clauses and Sub Clauses

The Proposer shall indicate any non-compliance to the clauses and sub clauses in Section 5, 6 and 7 and any other applicable areas from other sections of this RFP in the following format. If any of the clauses are not mentioned as non-compliant, the Company will assume that the proposer is compliant to all clauses of this RFP.

Note:	*Please fill the Table A20 of the Technical Proposal format in excel attached with this RFP.*

-End of Document-