

Star Union Dai-ichi Life Insurance Company Limited

Request for Proposal
For

Oracle Fusion Support and Development

Issue Date: - 07/08/2026

Last Date of Submission of Proposal: - 25/08/2026

Tender Sr. No.: - SUDLIFE/CPD/TD/26-27/003

DISCLAIMERS

The information contained in this Request for Proposal (RFP) document or information provided subsequently to applicants whether verbally or in documentary form by or on behalf of SUD Life is provided to the applicants on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only on invitation by SUD life to the interested parties for submission of proposal. The purpose of this RFP is to provide the applicants with information to assist with the formulation of their proposals. This RFP does not claim to contain all the information each applicant may require. Each applicant should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where it is necessary to obtain independent advice. SUD Life makes no representation or warranty & shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SUD Life may be in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. SUD Life reserves the right to accept or reject any RFP without assigning any reasons whatsoever. SUD Life shall not be liable for any costs incurred by Bidder(s) in the preparation or submission of the proposal, including presentations, demonstrations, or negotiations. SUD Life reserves the right to withdraw, cancel, modify, or reissue this RFP at any stage without assigning reasons and without incurring any liability whatsoever. Participation in this RFP shall not create any contractual obligation on SUD Life nor confer any rights on any Bidder.

1. INTRODUCTION

1.1 About

Star Union Dai-ichi Life Insurance Company Ltd. (SUD Life) is a joint venture between Bank of India & Union Bank of India, India's leading public sector banks and The Dai-ichi Life Insurance Company, Japan one of the top ten world leaders in insurance which has been incorporated with the primary objective of carrying out life insurance business in India.

Star Union Dai-ichi Life Insurance Co. Ltd. (SUD Life), with the strength of the domestic partners in the Indian Financial Sector coupled with the Dai-ichi Life's strong domain expertise is a strong player in the Indian Life Insurance market.

1.2 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for **Oracle Fusion Support and Development** is currently contemplated by SUD LIFE. Based upon the review and evaluation of proposals offered in response to this RFP, SUD LIFE may at its sole discretion negotiate and enter contracts with one or more successful Bidders. Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in SUD LIFE's decision to award a contractual relationship. The products, volumes and historical numbers that are provided by SUD LIFE during this process are to be used and interpreted solely as a guide and are intended to provide guidance to SUD LIFE's future or projected requirements but are not a guarantee, contract or commitment to any current or future volume or orders. No volume commitment should be inferred from this process or from any of the documentation provided by SUD LIFE. SUD LIFE reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. SUD LIFE also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process. This RFP shall not be construed as an agreement or promise to award any contract. Any award shall be subject to successful execution of SUD Life's standard agreement, which shall be binding on the successful Bidder. SUD Life reserves the right to conduct technical evaluation, proof of concept (PoC), reference checks, site visits and commercial negotiations before award.

2. Bid Submission

The Bid shall be valid for 180 days from submission date and shall be signed by duly authorised signatory (attached formats) duly sealed and super scribed **"Bid for Oracle Fusion Support and Development"** should be addressed to

Executive Vice President & Finance Controller
Star Union Dai-ichi Life Insurance Company Limited
Central Procurement,
Unit no. 1101, 11th Floor Building No. 1,
Raheja Mindspace Juinagar Plot No. GEN 2/1/E,
TTC Industrial Area, MIDC Industrial Area,
Juinagar, Navi Mumbai, Maharashtra 400706

Please note that the Technical and Commercial bid must be submitted online through email and commercial should be password protected at procurement@sudlife.in . The Company is not responsible for non-receipt of bids by the specified date and time due to any reason including holidays. All questions / clarifications, if any, regarding this tender should be communicated **only** via email at procurement@sudlife.in .

Last date for receipt of any query is 17/08/2026 Bids received after the stipulated date/ time or incomplete in any respect are liable to be rejected.

SUD Life reserves the right to seek clarifications, additional documents, or presentations from any Bidder without any obligation to do so uniformly for all Bidders.

3. Acknowledgement

Please acknowledge receipt of this document by responding via email to procurement@sudlife.in. Please include the contact information for the person who will be directly responsible for completing the RFP.

4. RFP Schedule

We are listing below the various deadlines to be met to ensure participation

1	Last date for Submission of Process compliance & Techno commercial Compliance statements (Complete RFP along with Technical Document)	25/08/2026
2	Last date for Submission of Quotes (Annexure D)	25/08/2026

5. Requirement Overview

5.a. Buyer Profile	Star Union Dai-ichi Life Insurance Company Ltd. (SUD LIFE) is a joint venture between Bank of India & Union Bank of India, India's leading public sector banks and The Dai-ichi Life Insurance Company, Japan one of the top ten world leaders in insurance which has been incorporated with the primary objective of carrying out life insurance business in India.
5.b. Services up for Quote	Oracle Fusion Support and Development
5.c. Scope of Services	The service provider must clearly understand and conform to the following deliverables for the service of: Detailed scope mentioned in 'Annexure A'
5.d. Operating Days & Hours	NA
5.e. Selection Process of vendors	- You need to sign and send your Process Compliance and Techno-Commercial statement in response to this RFP (Annexure B & C) - You need to submit the quote as per the format mentioned in Annexure D - Star Union Dai-ichi will evaluate the final quotes of all the vendors & will decide on awarding business based on the Comprehensive value proposition of each service provider. - Incomplete, conditional, or non-compliant bids are liable to be rejected outright at SUD Life's sole discretion. - SUD Life may seek demonstrations, product walkthroughs, reference checks, security assessment reports and proof of concept from any Bidder.
5.f. Award Decision	Service Provider must submit the quote by the due date in order to be considered for the contract.

	- Star Union Dai-ichi will decide which vendor will be examined for awards. It is important to note that the lowest price Service Provider does not automatically win the business. - Star Union Dai-ichi reserves the right to split the business amongst vendors depending on the prices achieved through this process. - The contract will be awarded basis the internal criteria set by Star Union Dai-ichi which comprise Technical Evaluation, Commercial Evaluation & any other factors. The Service Provider selected for award of the contract, on refusal to accept the contract would be debarred from further dealings with Star Union Dai-ichi In the event the selected Service Provider withdraws after issuance of Letter of Intent or Purchase Order, SUD Life reserves the right to recover any additional costs reasonably incurred in procuring equivalent services from another vendor. (indemnity clause).
5.g. Service & Penalty	SLA, uptime commitments, implementation milestones, incident response timelines, service credits, liquidated damages shall be defined by SUD Life and incorporated into the final Contract or Purchase Order. Non-acceptance thereof shall result in cancellation of award.
5.h. Payment Term	Payment terms will be as per Purchase Order issued. Payment shall be milestone based to SLA compliance, and acceptance by SUD Life. SUD Life reserves the right to withhold or set off payments against penalties, damages, or claims.

RELATED PARTY TRANSACTION DECLARATION FORM (BY SERVICE PROVIDER)

Service Provider Name:

Registered Address:

Details of Proposed contract to be entered:

Are you a related party or group entity of SUD Life Insurance Co (herein referred to as 'the Company') or any Insurance Intermediary registered with IRDAI (Insurance Regulatory Development Authority of India)?

☐ Yes ☐ No

Declaration by the Service Provider

I/ We hereby confirm that the involvement of any of the above-mentioned persons with the Company or with any of its employees/directors will not in any manner unduly benefit us or the employee(s) of the Company and further confirm that no benefit/advantage have been exchanged between the Service Provider and the employees/directors of the Company in respect of the proposed transaction.

I/ We further confirm that the terms and conditions of the proposed contract will be at market rate and on an arm's length basis

I/ we further confirm that in case if we become group entity/ related of the Company or [any](#) insurance intermediary registered with IRDAI (Insurance Regulatory Development Authority of India), then we shall inform the Company regarding the same within 7 days from date such arrangements.

Name:

Signature:

Date:

Seal of the Service Provider

(Authorized Representative)

6. Terms of the RFP

6.1 Hold Harmless

In submitting a proposal, Bidder understands that SUD LIFE will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection. SUD LIFE reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP.

6.2 Governing Documents

In case of conflict between this RFP, the Bidder's proposal, any Bidder standard terms, Purchase Order, or SUD Life's standard agreement, the following order of precedence shall apply:

- SUD Life's Standard Agreement
- Purchase Order
- This RFP
- Bidder's proposal

Any Bidder standard terms, license terms, or click-wrap/shrink-wrap terms are expressly rejected.

6.3 Confidentiality Provision

The terms of this RFP, the information provided by SUD LIFE herein and all other information provided by Bidder in connection with the services to be provided by Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of SUD LIFE and upon the written agreement of the intended recipient to treat the same as confidential. SUD LIFE may request at any time that any of SUD LIFE's material be returned or destroyed. Should Bidder choose not to respond to this RFP, please return all materials and any duplicates thereof. Confidentiality obligations shall survive perpetually. SUD Life shall be entitled to injunctive relief in case of breach, in addition to damages. Bidder shall comply with applicable privacy and data protection laws including the Digital Personal Data Protection Act, 2023. Bidder shall not use SUD Life data for analytics, AI training, benchmarking or any purpose other than performance of services.

6.4 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub- contracting done by the Bidder without prior written consent of SUD Life.

6.5 Acceptance of Proposals

SUD LIFE reserves the right to modify the terms of the RFP at any time at its sole discretion. After the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder or to disclose the nature of any proposal received. This RFP should not be construed as an agreement to purchase products or services. SUD LIFE is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

6.6 Liability for Errors

While SUD LIFE has made considerable efforts to ensure an accurate representation of information in this RFP as per its current understanding of the requirements under the various activities in the scope of work, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurately by SUD LIFE, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is

intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event SUD LIFE finds that the objectives of the intended activities are better achieved by processes/procedures other than those mentioned in this document, SUD LIFE shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

6.7 Acceptance of Terms

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

6.8 Order Cancellation

Star Union Dai-ichi reserves the right to cancel the order in the event of the vendor failing to deliver services specified by Star Union Dai-ichi as per the Service Level Agreements. Star Union Dai-ichi reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to Star Union Dai-ichi. In case of serious discrepancy in services provided, Star Union Dai-ichi may cancel the entire purchase order. SUD may also reserve the right to cancel the order if there is any regulatory non-compliance.

6.9 Force Majeure

The order is subject to Force Majeure on either the buyer or the Service Provider end. Any disputes arising out of or under this order shall be subject to the jurisdiction of the courts in Mumbai only. Any event due to any cause beyond the reasonable control of a Party, including, without limitation, unavailability of any communication system, breach or virus in the internet, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, etc. Force Majeure shall not include failure of security controls, cyber-attacks arising from inadequate safeguards, labor shortages, financial distress or subcontractor failure.

6.10 Inspection and Audit

The vendor will allow Star Union Dai-ichi, its management, auditors, regulators and /or agents the opportunity of inspecting, examining, auditing and /or taking copies of the vendors operations and business recourse which are relevant to this Agreement and/ or for carrying out the activities as /or financial arrangements/ agreements set forth in this Agreement. Star Union Dai-ichi will have the right to do a Security Audit of the vendor's IT infrastructure. The vendor should make necessary changes / upgrades to the IT systems as may be necessary or as required by Star Union Dai-ichi from time to time to ensure data safety. Vendor shall cooperate with audits conducted by:

- SUD Life
- Internal auditors
- External auditors
- IRDAI
- CERT-In
- RBI (where applicable)
- Statutory authorities

6.11 Use of Contract Documents and Information

❖ The Service Provider shall not, without SUD Life's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of SUD Life in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

❖ The Service Provider shall not, without SUD Life prior written consent, make use of any document or information enumerated in this document except for purposes of performing the Contract.

❖ Any document, other than the Contract itself, shall remain the property of SUD Life and shall be returned

(in all copies) to SUD Life on completion of the Service Provider's performance under the Contract, if so required by SUD Life.

❖ Vendor should not issue press releases, customer references, case studies, marketing materials or use SUD Life's name/logo without prior written consent.

6.12 Continuity of business

SUD Life requires a vendor to present a plan that specifically addresses what type of resources, how long and what load capacity will be available to ensure continued service in the event of a disaster. Participants shall provide details of the Disaster Recovery & Business Continuity Plan (BCP).

6.13 Disposition of responses

All materials submitted in response to this RFP shall become the property of SUD Life.

6.14 Termination

SUD Life reserves the absolute and unconditional right to cancel, withdraw, suspend, amend, or terminate this RFP process, in whole or in part, at any time and at any stage, without assigning any reason whatsoever and without incurring any liability to any Bidder or any other party. Participation in this RFP process does not confer any right or expectation on any Bidder to be selected or awarded any business. SUD Life makes no commitment, express or implied that this RFP process shall result in any business transaction or contractual engagement with any Bidder. This RFP is only an invitation to submit proposals and does not constitute an offer, agreement, promise, or representation of any kind by SUD Life. No binding obligation shall arise unless and until a formal written agreement is reached by SUD Life and the selected Service Provider.

ANNEXURE – A

SUD Life hereby **wishes** to assist them with Annual Maintenance Support for their existing installation of Oracle Fusion Financials and Procurement solution as per the terms of this SOW (the "Oracle Fusion AMS for Financials and Procurement" or "Project" or "Engagement").

This SOW addresses detailed activities to be undertaken as part of the Annual Maintenance Support of Oracle Fusion ERP Financials and Procurement solution: We need help with our ERP transformation journey through Oracle Fusion delivering the following activities:

- ▶ Access & License management - ID creation, giving accesses to users, assigning specific roles to users, support SUD Life staff (including but not limited to Finance, Tax and Admin teams) in day-to-day issues, monitoring Oracle Licenses etc.
 - ▶ Audit support- Support SUD Life on Oracle fusion implementation and data migration audit and internal queries
 - ▶ Routine issues and their support for smooth flow of work and closure activities across modules
 - ▶ Ensure upload of daily Trial Balance from source systems into Oracle Fusion (If the data feed is rejected due to any issues)
 - ▶ Trial Balance upload related error resolution along with back log trial upload etc./ creation of new source/categories and its set-ups
 - ▶ Root Cause Analysis (RCA) and its fixes to be handled across Oracle Fusion modules.
 - ▶ Support for the custom reports delivered as a part of the implementation
 - ▶ Support for the implemented integrations.
 - ▶ Support in case of issues in retrieval of reports across modules
 - ▶ Support in exceptions / errors (like login issues, slowness in work, password expired etc.) in day-to-day activities of Oracle Fusion
 - ▶ Support defining new sequences at year end, year-end rollover & period closure activities.
 - ▶ Quarterly upgrade training on new features based on tickets logged.
-
- The **Organizational Scope** describes the client's legal entities within the scope of the project (see Section 81 below)
 - The **Module Scope** describes the application modules in scope of the project (see Section 82 below)
 - The **Functional Scope** describes the module functionalities in scope of the project (see Section B3 below)
 - The **Technical Scope** describes all interfaces and reports to be developed as part of the project (see Section 84 below)
 - The **SLA and Escalation mechanism** describes service level agreement and escalation hierarchy details (see Section 85 below)

Section B1: Organizational Scope

This SOW covers Services for the following entities -

- ▶ Star Union Dai-ichi Life Insurance Company Limited
- ▶ Star Union GIFT City
- ▶ Consolidation Entity

Other than the Client and above-mentioned Client affiliates, there is no other entity that is expected to be a recipient or beneficiary of the Services, nor shall any other entity receive, or be entitled to receive, any of the Deliverables

Section 82: Module Scope

Assist in the implementation of below Fusion cloud modules:

Oracle Fusion Application	Oracle Fusion Modules
Financials	General ledger
	Payables
	Receivables
	Assets
	Cash management
	Lease management
	Expenses
Procurement	Self Service Purchasing
	Purchasing
	Sourcing
	Supplier Portal
	Supplier Qualification management
	Contract Management

Section B3: Functional Scope

Features / functionalities for above listed modules deployed already for SUD Life will be in scope. Additionally, functionalities are limited by customizations mentioned in 84 technical scope.

Shall provide onsite and remote support for functional and technical issues in Oracle Fusion ERP to SUD Life.

Ticket based support will be provided where every issue / enhancement / query to be registered per ticket. Elaboration on the nature of the tickets is mentioned below:

- ▶ Help on issues for application usage reported on a day-to-day basis and update issue log register post issue resolution.
- ▶ Help with issues that arise during the monthly, quarterly, and yearly period closure activities.
- ▶ Help in raising and timely closure of Service Requests with Oracle for product related issues or bugs and providing monthly updates on its status.
- ▶ Help in the maintenance of roles in Fusion Financial modules.
- ▶ Help in maintenance of other masters like TDS, GST masters, security rules etc.
- ▶ Help in updating and maintaining the documentation in line with the current configurations and business processes.
- ▶ Quarterly release training on new functionalities
- ▶ Reviewing the current process, advising management of any improvement in technical or process-related issues
- ▶ Application configuration and deliverables will be based in single language i.e., English.

- ▶ Every issue/ query to be registered per ticket. Any individual ticket requiring new development
- ▶ Enhancement less than 16 working hours shall be considered as normal support ticket.

Integrations

Integrations in scope for support for this SOW are as per the list below.

1. Life Asia
2. Group Asia
3. SAP Treasury
4. HGS Payroll
5. Bank MT940
6. Bank H2H (Deutsch)
7. Supertax or Any other GSP provider
8. Quest Travel
9. Omni
10. Credit Card update
11. Darwin Box

Reports

Custom reports in scope for this support SOW are as per the list below

1. Financial Statement
2. Group Asia vs SUN Reconciliation
3. Life Asia vs SUN Reconciliation
4. Proposal Deposit Report
5. ARF Bank Reconciliation Report
6. ICICI Bank Reconciliation Report
7. Schedule-1
8. Schedule-1 Monthly Summary
9. Schedule-1 Comparative
10. Schedule-1 MTD Premium
11. Schedule-1 YTD Premium
12. Schedule-4 YTD Balance Report
13. Schedule-4 QTD Balance Report
14. Schedule-4 YTD Balance Report
15. Schedule-4 Product wise QTD Report
16. PRG - IND FTO
17. PRG - IND ZLAIF Summary
18. PRG - Group

19. Funds invest product wise.
20. Fund Revenue Report
21. Related Party Report
22. Master Verification IROAI Report
23. Premium Income Review
24. Channel wise Report.
25. Q4 Format Note on Product and Fund Performance
26. Proposal Deposit Sheet Banca Reconciliation
27. Group Reco
28. IND Reco
29. FAR
30. Schedule X
31. Lease Master Report
32. Lease Payment Report
33. Fund Flow Report
34. Bank Statement summary report.
35. Bank Reconciliation report (Collection)
36. Bank Reconciliation report (Claim/payment)
37. GL Dump report
38. Source wise TB Report
39. Policy Loan Outstanding Report
40. GL Run - Reinsurance
41. RBS Segment Claim Expenses
42. Schedule 4 - Reinsurance and Policy loan related.
43. Premium Ledger Report
44. Open GRIR
45. Purchase Register
46. SUDL AP Invoice Register Report
47. SUDL AP Payment Register Report
48. SUDL Supplier Master
49. SUDL Expense Approval Status Report
50. SUDL Expense Employee Master Report
51. SUDL Employee Expense Provision Report
52. SUDL GRN Payment Status Report
53. SUDL GRN Payment Status Report (User Specific)
54. SUDL SUN GL Integration Report
55. SUDL SUN GL Integration Report Testing (GRN)
56. SUDL SUN GL Integration Report Testing (Payments)
57. Provision for Expense Report
58. PO Lifecycle Report
59. PR Lifecycle Report

60. Procurement Lifecycle Report
61. PO Format
62. SQM Report- Detailed
63. SQM Report - Summary
64. GST Report- Purchase Register
65. Payment format
66. GRN Status Report
67. GRN Detailed Report
68. GL Dump Opex Report
69. Employee Recovery Report
70. SUDL Complete Procurement Lifecycle Report
71. Master ST GST Verification
72. IRDAI VS LA SUN Balances
73. GST & ST Entries to Premium Investment
74. SUN Ledger IND
75. Premium Refund Payable
76. Budget Vs Actual- Account and Department
77. Manpower Report
78. Budget Vs Actual- Department Specific
79. MTD- Budget Company specific
80. YTD Company specific
81. MTD Budget Company specific - Dept
82. SUDL ITC REPORT
83. SUD Supplier Ledger Running Balance Report
84. Multiperiod Accounting Schedule
85. TB vs FAR comparison report
86. Quarter Note on Product and Fund Performance Format Budget vs Actual - Premium
87. Quarter Note on Product and Fund Performance Format Budget vs Actual - Benefits
88. Employee control balance report
89. SUD GL Balance Report
90. Budget- Manpower report
91. YTD - Budget department wise
92. Unposted GL report - based on GL codes.
93. Unposted GL report -unposted entries
94. Reconciled Journals Reversal Report
95. Unreconciled Item of the Reinsurance entries
96. SUD Supplier Ledger Running Balance Multiple Vendor Report
97. RC Tracker Report
98. SUD Employee Ledger Running Balance Multiple Employee Report
99. Asset Addition Report

- 100. Asset Retirement Report
- 101. SUD All Employee Ledger Running Balance Report
- 102. LDC Utilization Report
- 103. CWIP GL vs FA Comparison Report

New reports developed during the support duration shall also be covered under AMS

ANNEXURE – B

PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed accepted by you for participation.

1. You cannot change price or quantity or delivery terms (or any other terms that impact the price).
2. You cannot divulge either your Quotes or those of other Service Providers to any other external party.
3. You agree to non-disclosure of trade information regarding the purchase, identity of buyer, process, documentation and other details.
4. In the event of your quote being selected by SUD Life and your subsequent default on your quote, you will be required to pay SUD Life an amount equal to the difference in your quote and the next selected by the buyer quote on one year's quantum of purchase (indemnity clause).
5. SUD Life's decision will be final and binding on you and will not necessarily be based on price. Though price is a very important factor of decision-making.
6. Splitting of the award decision over a number of Service Providers or overtime (as in the case of staggered deliveries) will be at SUD Life's discretion.
7. You agree to furnish the techno-commercial compliance statement as per the enclosed format along with this statement.

I agree to have read, to understand and agree to abide by this statement. I agree to the fact that the information provided by my organization constitutes a legal, binding quotation. My quote is considered firm and reflects Star Union Dai-ichi Life Insurance's requirements stipulated in request for quotation (RFP).

Dated this day of 20....

(signature)

Duly authorized to sign Proposal for and on behalf of

(In the capacity of)

.....

ANNEXURE- C

TECHNO-COMMERCIAL COMPLIANCE STATEMENT

Clause No	Technical specifications/ commercial terms	Compliance (Yes/No)	Please indicate reasons in case of No and counteroffer
1	Scope of Services		
2	Operating Days & Hours		
3	Selection Process		
4	Award Decision		
5	Service & Penalty		
6	Payment		
7	Order Cancellation		
8	Force Majeure		
9	Inspection and Audit		
10	Use of Contract Documents and Information		
11	Confidentiality		
12	Continuity of business		
13	Disposition of responses		
14	Termination		

I understand and agree to the fact that above information constitutes a legal, binding quotation. My quote is considered firm and reflects Star Union Dai-ichi Life Insurance's requirements stipulated in request for quotation (RFP).

Dated this day of 20....

(Signature)

Duly authorized to sign Proposal for and on behalf of

(In the capacity of)

ANNEXURE –D

Following are the components of the solution delivery, listed. Service Provider must add/ change if required to the below –

We require onsite support as L1 support, required details given below.

Support Resource	Experience	Key skills	Responsibilities
L1 Support	2-3 years	1. Basic Understanding of Fusion Financials, Fusion Procurement, Fusion HCM, Fusion Project Fusion Payroll etc. 2. Should understand Business Process, Navigate within Oracle Fusion, Approval workflows. 3. Understanding of Users and roles, Data Access Permissions, User Account Management, Standard Fusion Reports. 4. Skills: Running Reports, Importing/Exporting Data, Validating report output	1. Resolve common user issues 2. Reset Password and manage user access 3. Handle tickets within SLA 4. Escalate complex issues to required persons
L2 Support	3-5 years	1. Advanced Understanding of Fusion Financials, Fusion Procurement, Fusion HCM, Fusion Project Fusion Payroll etc. 2. Should understand Business Process, Navigate within Oracle Fusion, Approval workflows. 3. Understanding of Users and roles, Data Access Permissions, User Account Management, Standard Fusion Reports. 4. Skills: Running Reports, Importing/Exporting Data, Validating report output	1. Resolve the escalated issues by L1 2. Perform RCA and take preventive actions 3. Handle Security and access issues. Monitor Scheduled jobs and interfaces.

A Brief Project Implantation plan with timelines should also be included in the same.

Vendor should provide the details of terms & condition along with the applicable taxes %.

- All prices should be excluding applicable Taxes
- The quantity provided herewith is to ease vendors to arrive at unit cost for each slab.
- The above numbers may vary (decrease/increase) basis business requirement.
- Purchase Orders will be placed on actual business demand basis.

PROPOSAL FORM (PRICE PROPOSAL)

Date:

Unit no. 1101, 11th Floor Building No. 1,
Raheja Mindspace Juinagar Plot No. GEN 2/1/E,
TTC Industrial Area, MIDC Industrial Area,
Juinagar, Navi Mumbai, Maharashtra 400706

Dear Sir,

Re: Request for Proposal for **Oracle Fusion Support and Development** having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render services in conformity with the said Proposal documents for the sum of..... *(Total Proposal amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by SUD life.

Until a formal contract is prepared and carried out, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this day of 20....

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of
