

ANNEXURE E: REQUIREMENTS

Guidewire Claims Centre Minor Upgrade

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1. EXECUTIVE SUMMARY

Sasria is hereby inviting service providers to submit proposals for the implementation of a minor software upgrade of the Guidewire Claim Centre system.

The Guidewire Claim Centre system is the core system that enables Sasria's Claims department to facilitate and manage the end-to-end claims lifecycle in support of agents and brokers who register Sasria claims on behalf of clients.

In addition, there are supporting digital platforms namely Producer Engage and Vendor Engage which enable external stakeholders i.e., agents, brokers and claim vendors to register claims and provide required claim information and documents.

The minor software upgrade is essential for Sasria, ensuring compatibility with the Guidewire-supported software version. This alignment enhances system security features and requirements, improves overall system stability, and supports sound governance of system maintenance—ultimately enabling Sasria to deliver optimal service to both internal and external stakeholders.

2. SCOPE OF WORK

Sasria currently operates in version 10.0.3 of the Guidewire Claim Centre, implemented with Java 11 on on-premises infrastructure.

The upgrade must be performed on the following platforms:

- **Claim Centre** (Core)
- **Contact Manager** (Contact management application integrated into Claim Centre)
- **Producer Engage** (Digital application for registering claims used by agent companies)
- **Vendor Engage** (Digital application used by loss adjusters/claims service providers to interact with Sasria and submit invoices for their services)

The upgraded environment must retain all existing system capabilities and ensure seamless integration across all stated platforms. The selected bidder must ensure that the system remains fully operational and functionally equivalent throughout the upgrade, with very minimal or no business disruption.

The scope of work below defines the deliverables to be provided by the successful Bidder.

No.	Deliverable	Description
1	Pre-Project Planning	<ul style="list-style-type: none"> Review documentation and Guidewire platform support matrix. Assess Infrastructure readiness Define Project Plan, governance, roles and responsibilities
2	Technical Upgrade and Configuration	<ul style="list-style-type: none"> Execute code and database upgrades using Guidewire upgrade tools. Upgrade Contact Manager, Producer Engage, and Vendor Engage modules. Ensure backward compatibility with integrated systems.
3	Testing	<ul style="list-style-type: none"> Perform unit, integration, regression, and user acceptance testing. Identify and resolve defects. Document test outcomes and sign-offs.
4	Post-Production Support	<ul style="list-style-type: none"> Provide go-live support (hyper care) – post 12 weeks Stabilize environment and monitor performance. Provide training and knowledge transfer to internal teams.

3. CURRENT ENVIRONMENT LAYOUT AND REQUIREMENTS

3.1. CLAIM CENTRE INTEGRATIONS

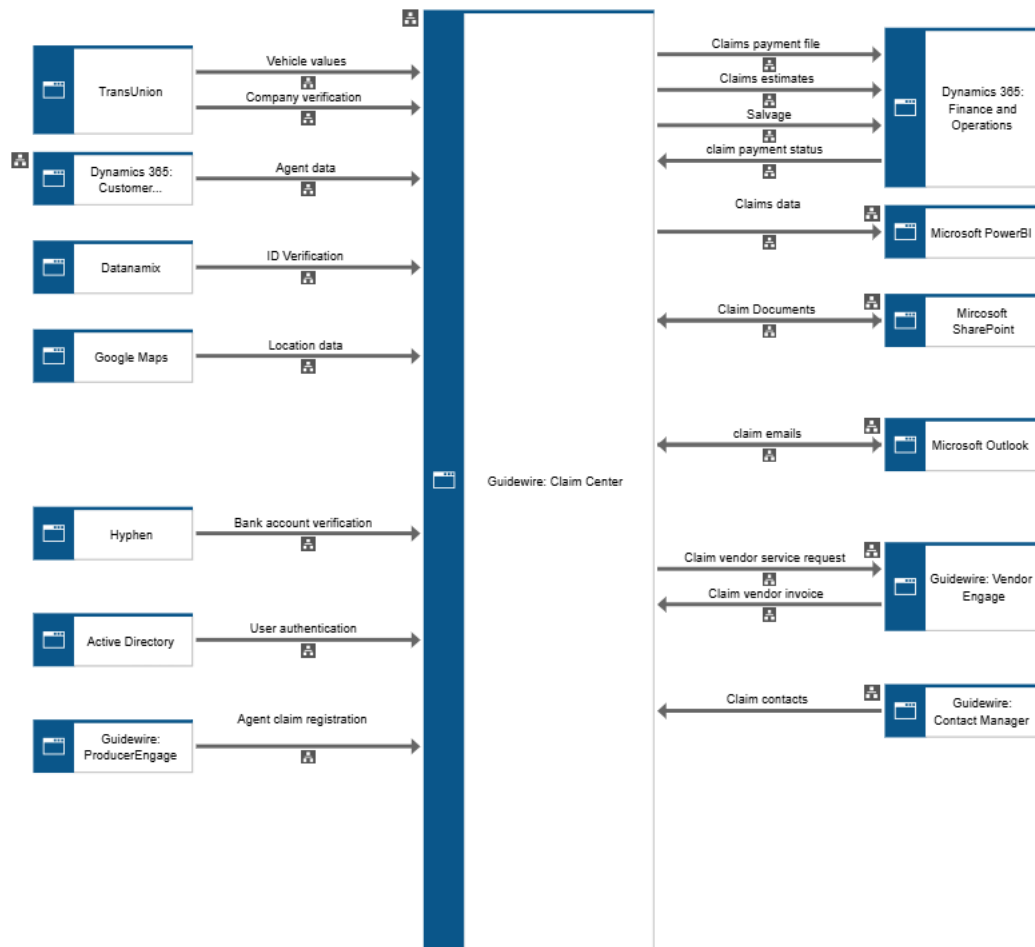


Figure 1: Guidewire CC Integrations

3.2. CURRENT ENVIRONMENT & REQUIREMENTS DETAILS

Guidewire Claim Centre, Contact Manager, Producer Engage and Vendor Engage Version	V 10.0.3
Java Version	V 11
Hosting	On-prem REST API - using ReactJS
Infrastructure setup	Windows, MSSQL Server v20.2.30.0 & MySQL Server, Tomcat, Jenkins and Bitbucket
Servers used	1 base server
Environments	Current environments: Dev SIT QA UAT Training

	Production Hotfix All Virtual Machines
Integrations setup	All APIs are standard for all integrations Critical integrated systems: Microsoft Dynamics D365: F&O (finance) Microsoft SharePoint (documents)
Testing Performed	UT QA UAT Integration where required Production All test scripts are manual
Deployment process	Process: 1. Planning - We collaborate using Jira & Confluence for requirements and tracking deployment goals. 2. The code is stored and managed in Bitbucket software. 3. Use Jenkins to build & package the war file. 4. Deployment build to QA is automated in Jenkins pipelines Deployed in 3 server nodes (2 UIs and 1 batch) Sasria team to handle the full deployment process
Authentication/authorization mechanisms are used	Single Sign On (SSO)
Reporting tool/dashboard	Power BI
Enhancements customizations threshold	20%
Regression suite	There is no active regression test suite, it will be developed for this upgrade.
User Acceptance Testing	Business and IT
Role based access configurations	To remain as is
Data migration – historical claims and contacts data	Must be available on the upgraded version
System enhancements	System enhancements will not be scheduled during the upgrade; only critical incidents will be considered
Performance monitoring	Monitoring of upgrade-related performance metrics must be enabled (e.g., GC, DB latency)
Upgrade version patch	The latest available patch would also be considered.
Upgrade scope	Only technical upgrade, no functional enhancements.
Upgrade scripts execution	Sasria internal DBA will manage the tasks in collaboration with the appointed Service Provider

Configuration documentation	Sasria to provide the configuration document and guide on the process.
UAT Coordination	Sasria to coordinate UAT