

REQUEST FOR PROPOSAL (RFP)

**FOR ENGAGEMENT OF GST SUVIDHA PROVIDER (GSP) WITH ADVANCE GST
RECONCILIATION ABILITY**

RFP REFERENCE NO: UIIC/CFAC/GST/01/2022-23

DATED 27.06.2022



UNITED INDIA INSURANCE COMPANY LIMITED

CFAC DEPARTMENT

NALANDA, CORPORATE LEARNING CENTRE

No.19, IV Lane, Nungambakkam High Road

CHENNAI- 600034

PHONE: 044-28575308

E-MAIL id : cfac_gst@uiic.co.in / uiic.gst@gmail.com

WEBSITE- www.uiic.co.in

COST OF RFP: Rs.1180/- (including GST) per Application

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ENGAGEMENT OF GST SUVIDHA PROVIDER (GSP) WITH ADVANCE GST RECONCILIATION ABILITY

BID DETAILS

RFP REFERENCE	UHC/CFAC/GST/01/2022-23 DATED 27.06.2022
NAME OF DEPARTMENT	CFAC
DATE OF ISSUE/ POSTING OF TENDER DOCUMENT ON WEB SITE	27.06.2022
LAST DATE AND TIME FOR SUBMISSION OF QUERIES BY EMAIL/ SEEKING CLARIFICATIONS	04.07.2022 17.45 hrs IST (Clarification will be uploaded on Website of the company as updated FAQs on 05.07.2022)
PURPOSE	Request for proposal for engagement of GST Suvidha Provider(GSP) with advance GST reconciliation ability
LAST DATE AND TIME FOR SUBMISSION OF BIDDING DOCUMENTS INCLUDING TECHNICAL AND FINANCIAL BID	11.07.2022 15.00 hrs IST
ADDRESS FOR SUBMISSION OF TECHNICAL BID	CHIEF MANAGER CFAC Department United India Insurance Co Ltd No.19, IV Lane, Nungambakkam High Road, Chennai- 600034 PHONE: 044-28575308 Mobile: 9894296350/8446800064
DATE AND TIME FOR OPENING OF TECHNICAL BID	11.07.2022 15.30 hrs IST
PLACE OF OPENING OF TECHNICAL BID	United India Insurance Co Ltd No.19, IV Lane, Nungambakkam High Road, Chennai- 600034
	Representatives of Bidders may be present during opening of Technical Bid. However, Technical Bids would be opened even in the absence of any or all of the bidder's representatives. No separate Communication will be sent in this regard.
TENDER APPLICATION FEE- COST OF RFP	Rs.1180/- (including GST) per application. *Tender fee will be exempted for the bidder having registration as per provisions of the public procurement policy for MSEs Order, 2012. The relevant certificate valid on the date of submission of bid and also as on date of finalization of Tender for proof of the same should be attached as part of bid document.

EARNEST MONEY DEPOSIT	<p>Rs.50,000/- (Rupees fifty Thousand only) in the form of NEFT to IndusInd Bank A/c of United India Insurance Company Limited. Details of transfer by NEFT (Payer Name, Bank Name, Bank Branch, Account number, IFSC Code, Type of Account, UTR number and Date & time of payment, GSTIN of Bidder) should be enclosed in a separate cover. The amount should be received by the Company before the time and date specified above for submission of Technical bid. The NEFT should be done from the Bank Account of the Bidder only. NEFT DETAILS for payment of EARNEST MONEY DEPOSIT AND RFP Fees has been given below</p> <p>*Earnest Money Deposit (EMD) will be exempted for the bidder having registration as per provisions of the public procurement policy for MSEs Order, 2012. The relevant certificate valid on the date of submission of bid and also as on date of finalization of Tender for proof of the same should be attached as part of bid document.</p>
NEFT DETAILS for payment of EARNEST MONEY DEPOSIT AND RFP Fees	<p>Name of Bank – IndusInd Bank Address – No 3, Village Road, Numgambakkam, Chennai, 600034 Account Number: 200999095210000100 IFSC Code : INDB0000007 Type of Account – Current A/c</p>
Pre-Commercial bid presentation for Qualified Technical Bidders	<p>21.07.2022 and 22.07.2022 *Time of Pre-Commercial bid presentation will be intimated through separate mail</p>
ANNOUNCEMENT OF QUALIFIED TECHNICAL BIDDERS and OPENING OF COMMERCIAL BID	<p>22.07.2022 15.30 hrs IST *Separate communication through email will be sent to all qualified bidders. For Non-Qualified bidders, no communication will be sent in this regard</p>
Email- ID	cfac_gst@uiic.co.in , uiic.gst@gmail.com
Website and link	http://www.uiic.co.in http://www.uiic.co.in//tender

Note: 1.The bid is not transferable.

2. The above dates are tentative and subject to change without prior notice or Intimation. Bidders should check website www.uiic.co.in for any changes/addendum to above dates and or any other change to this RFP.

3. If a holiday is declared on the date/s mentioned above, the Bids shall be received /opened on the next working day at the same time and venue specified unless communicated otherwise.

4. The Venue for opening of Bids is subject to change at the discretion of United India Insurance Company Limited and any change of venue will be intimated to the bidders by way of corrigendum.

5. Only bidders who fulfills all the eligibility criteria of RFP as per Annexure A will be called for pre-commercial bid presentation.

DISCLAIMER

The information contained in this Request for Proposal Document (RFP Document/Bid Document) or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of UIIC is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which information is provided.

This RFP Document is not an agreement and is not an offer or invitation by UIIC to any party/parties other than the applicants who are qualified to submit the bids ("Bidders"). The purpose of this RFP document is to provide the Bidder(s) with information to assist in formulation of their proposals. This RFP document does not claim to contain all the information each bidder may require. Each bidder should conduct its own independent investigation and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP document and wherever necessary obtain independent information.

UIIC and its employees make no representations or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. The information contained in this RFP document is selective and UIIC may in its absolute discretion, but without being under any obligation to do so, update, modify, mend or supplement the information in this RFP Document.

UIIC also accepts no liability of any nature whether from negligence or otherwise, however arising from reliance of any bidder upon the statements contained in this RFP.

The issue of the RFP does not imply that UIIC is bound to select a bidder or to appoint the selected bidder, as the case may be, for the project and the Company reserves the right to reject all or any of the bidder or bids without assigning any reason whatsoever and without being liable to any loss that bidder might suffer due to such reason.

The decision of UIIC shall be final, conclusive and binding on all parties/bidders directly or indirectly connected with bidding process.

The bidder shall bear all the costs associated with or relating to the preparation and submission of the bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the company or any other costs incurred in connection with or relating to the bid. All such costs and expenses will remain with the bidder and the company shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the bid, regardless of the conduct or outcome of the bidding process.

INTRODUCTION

United India Insurance Company Limited is one of the leading public sector general insurance companies in India with a network of around 1800 offices consisting of 30 regional offices, 6 Large Corporate Business(LCBs), 400 Divisional offices, Spread all over India. The company has one fully owned subsidiary and two Associate Companies. The company offers wide range of products relating to General Insurance both to corporates and retail customers.

PURPOSE

The Company invites request for proposal (RFP) from entity of repute and proven track record for GST Suvidha Provider services (GSP) with advance GST reconciliation ability

DEFINITIONS

1. Company/UIIC shall mean "United India Insurance Company Limited" constituted under the General Insurance Business (Nationalization) Act, 1972.
2. Units of the company shall include all head office departments, regional offices, divisional offices, branch offices, micro offices, subsidiaries, associates and joint venture. The name of the subsidiaries, associates as on 31.03.2022 are given below:

A. Subsidiary -

- 1) Zenith Securities and Investment Ltd

B. Associates

- 1) Health Insurance TPA of India Ltd
 - 2) India International Insurance Pte Ltd., Singapore
3. "Bidder/Applicant" means the entity or Firm/LLP who is submitting its proposal for providing services to company in response to this RFP document.
 4. "Partner" means a professional sharing profit/(loss) in a firm/LLP as defined under Partnership Act, 1932 and/or Limited Liability Partnership Act, 2008.
 5. "Personnel/ Professional" means full time staff with minimum qualification of Chartered Accountant/Cost Accountant/Company Secretary and on the payroll of the bidder.
 6. "Proposal/Bid" means the technical proposal and the commercial/financial proposal.
 7. "RFP" means this "Request For Proposal" prepared by UIIC for the selection of consultant for compliance with GST Law.
 8. Assignment/Job means the work to be performed by the consultant pursuant to the contract.
 9. "Terms of Reference/Deliverables" means the scope of work, activities and task to be performed by the consultant pursuant to the contract.
 10. "Contract" means the contract signed by the successful bidder and UIIC and all the attached documents and the appendices.
 11. "GSP" means GST Suvidha Provider
 12. "ASP" means Application Suvidha Provider

BID INVITATION

1) THE PROPOSAL

- 1.1. UIIC intends to engage suitable GSP of repute and proven track record to assist the company in compliance with the GST Act. This includes data validation, data reconciliation and integration and migration of UIIC systems with GSTN/GST Portal.
- 1.2. UIIC invites sealed bids (Technical bid and Commercial bid) in two separate sealed envelopes (one for Technical bid and other for Commercial bid) from eligible Limited Liability Partnership (LLP), partnership firms and Companies for GSP
- 1.3. Bidders can depute their representatives to attend the bid opening. The representative has to submit an authorization letter in the prescribed format as per Annexure G duly signed by the bidder, authorizing him to represent and attend bid opening process on behalf of the bidder. The name of the bidders qualified under technical evaluation will be announced only after the evaluation process by the Committee.

2) BIDDERS ELIGIBILITY CRITERIA

The applicants must fulfill the eligibility criteria detailed in Annexure A. Proposals of only those applicants who satisfy these conditions will be considered for evaluation process. Applications which do not satisfy the eligibility criteria will be rejected without assigning any reason whatsoever.

The detailed information relating to particulars of the bidder is to be given as per Annexure F.

3) SELECTION CRITERIA

There will be a two stage bidding process i.e. Technical Bid & Commercial Bid which shall be submitted by the bidder. The Committee for short listing the bidder constituted by the Company shall scrutinize, evaluate the bids on the basis of the evaluation process as mentioned in Point no. 6 of General Conditions and shortlist the firms and recommend to the Chairman cum Managing Director for approval of appointment, terms and conditions, fees payable. The decision of Chairman cum Managing Director shall be final, conclusive and binding.

4) EARNEST MONEY (EMD)

The bidders shall have to deposit refundable earnest money of Rs. 50,000/- (Rupees Fifty thousand only) in the form of NEFT to IndusInd Bank A/c of United India Insurance Company Limited and shall form part of the Technical Bid. No interest shall be payable on the Earnest Money Deposit.

Details of remittance of EMD should be kept in the envelope containing Technical proposal. The bid, without earnest money deposit details would be considered as non-responsive, incomplete and shall be rejected.

Any decision in this regard taken by the company shall be final, conclusive and binding on the bidder.

The earnest money will be refunded to the unsuccessful bidders as early as possible after satisfactory award of the contract to the successful bidder.

The EMD of the selected consultant shall be refunded only after expiry of contract. Selected bidder will have to give an undertaking to maintain confidentiality of the information/documents obtained by them during the course of the assignment as per Annexure E.

If EMD is forfeited for any reason, the concerned bidder will be debarred from further participation in future for three years for all RFP's floated by the company.

Earnest Money Deposit (EMD) will be exempted for the bidder having registration as per provisions of the public procurement policy for MSEs Order, 2012. The relevant certificate valid on the date of submission of bid and also as on date of finalization of tender for proof of the same should be attached as part of bid document

5) BID VALIDITY PERIOD

The proposal will be valid for 180 days after the closing date for submission of bid i.e. 11.07.2022. A bid valid for shorter period shall be rejected by UIIC as non-responsive. Any decision in this regard by UIIC shall be final, conclusive and binding on the bidder.

6) CLARIFICATION

Bidders may request for clarification within the timelines mentioned in Bid details of the RFP document through email to cfac_gst@uiic.co.in or uiic.gst@gmail.com

7) AMENDMENT

At any time before the submission of proposal, UIIC may at its discretion, amend any provisions of RFP including extension of the deadline for the submission of proposals. Any such amendment will be notified on the website <http://www.uiic.co.in> and will be binding on all the bidders. It may be noted that any such amendment will not be communicated to the bidder individually. Hence interested applicants are advised to frequently visit the website for updating themselves about changes, if any, made in the RFP before the bid submission date.

8) Request For Proposal (RFP)

The RFP document can be downloaded from the company website <https://uiic.co.in/en/tendersrfp>. The bidder will have to pay along with Technical offer, a non-refundable fee of Rs.1180/- (Rupees One thousand one hundred eight hundred only) (inclusive of GST) in the form of NEFT to IndusInd Bank A/c of United India Insurance Company Limited.

Bids not accompanied by the NEFT Advice to Bank A/c of requisite amount shall be out-rightly rejected.

Tender fee will be exempted for the bidder having registration as per provisions of the public procurement policy for MSEs Order, 2012. The relevant certificate valid on the date of submission of bid and also as on date of finalization of tender for proof of the same should be attached as part of bid document.

9) Submission of Bids

A sealed cover containing the Technical and Commercial Bid/ Proposal subscribed with "RFP- For Engagement of GST Suvidha Provider (GSP)" marked on the top and addressed to the Chief Manager – Accounts has to be dropped on or before 11.07.2022 15.00 hrs IST at the following address:

**UNITED INDIA INSURANCE COMPANY LIMITED
CFAC DEPARTMENT
No.19, IV Lane, Nungambakkam High Road
CHENNAI- 600034**

The sealed Cover should contain two separate sealed envelopes. One with superscription "RFP – For Engagement of GST Suvidha Provider (GSP).- Technical Bid - Tender Reference No - UIIC/CFAC/GST/01/2022-23"

&

another one with superscription "RFP - For Engagement of GST Suvidha Provider (GSP) - Commercial Bid- Tender Reference No- UIIC/CFAC/GST/01/2022-23"

These two separate sealed envelopes should be put together in a master envelope duly sealed with superscription "RFP – For Engagement of GST Suvidha Provider.

Under any circumstances, the company shall not consider any request for extension of date for bid submission. The bids received after 15.00 hrs IST on 11th July, 2022 will not be accepted under any circumstance. Please note that if sealed cover is found to contain both Technical and Commercial Bid/ Proposal together in single sealed envelope then, that offer will be rejected outright.

- 10) No Bidder/Applicant/Consultant shall submit more than one application.
- 11) The proposal as well as all related correspondence exchanged by the bidder and the company shall be in English Language.

SCOPE OF WORK

The objective of this assignment is to work with UIIC as GST Suvidha Provider (GSP) to provide facilities like GST data validation, GST Output and Input balance reconciliation, Integration / migration of GST Portal/GSTN with UIIC's system etc.

Terms of Reference/ Deliverables are as under:

I. Software

1. The GSP/ASP software should have multiple user and multiple login feature in respect of all GSTINs of UIIC.
2. The GSP should have customized role based configurable authorization which can be changed (New users added/ Old users deactivated) in the system whenever deemed necessary
3. Masters and Dashboard facilities should be enabled giving users value added MIS reports in user friendly formats
4. **The GSP/ASP software should be capable of:**
 - a. Two-way integration and migration with the ERP of UIIC (all the relevant systems of UIIC) to enable flow of data from ERP of UIIC (all the relevant systems of UIIC) to software of GSP/ASP and vice-versa. (The integration to be done in such a way that the software/application should extract the GST data from UIIC ERP, validate the same, record errors and exceptions, correct the data as per logic given by UIIC and upload the same in GST portal till the stage where GST return is ready to be filed with DSC/EVC. Further after filing of GST returns, the software/application should import the filed ARN along with filed document in UIIC ERP through reverse feed.)
 - b. Being customised to receive and send data as per the templates required by UIIC.
 - c. Being updated to ensure compliance with any changes/amendments in GST laws as and when applicable.
 - d. Computing/calculating atleast Gross tax liability, Eligible Input Tax Credit (hereinafter referred as ITC), Net tax liability to be adjusted against ITC and Net tax liability to be paid in cash as per extant provisions of GST law.
 - e. Filing all statutory returns applicable and liable to be filed by UIIC under GST Law within the time limits prescribed.
 - f. Downloading GSTR 2A/2B/6A at PAN level or GSTIN level for any period (both historical and current).
 - g. Auto scheduling of invoice wise reconciliation of ITC on inward supplies with GSTR 2A/2B/6A and Sync back the reconciliation results along with ITC claims status to UIIC ERP.
 - h. bifurcating the UIIC inward supply register into atleast the following categories based on the ITC availed in GSTR 3B
 - a. ITC claimed
 - b. ITC pending
 - i. generating period-wise and invoice-wise ITC register corresponding with the ITC claimed in GSTR-3B.
 - j. Uploading atleast 10 lakh invoices per month per GSTIN
 - k. Providing IRN number and IRN generation date at invoice level
 - l. Providing effective date of cancellation of supplier GSTIN at invoice level
 - m. Verifying the authenticity of GSTINs and sync back the result of such verification to UIIC ERP.
 - n. The software should support online integration using Application Programming Interface (API) and Web services mechanism.
 - o. Automated two-way communication with Vendors through emails / SMS for missing/mismatched Input credits. The automated communication should be capable of being customised for periodicity and content of communication.
5. The GSP/ASP software should be able to bifurcate and categorise ITC reconciliation into atleast the following categories
 - a. **Exact Match** – where all particulars of invoices in UIIC register and corresponding entry in GSTR 2A/2B/6A matches in all respects
 - b. **Suggested Match** - where particulars of invoices in UIIC register and corresponding entry in GSTR 2A/2B/6A matches in few but not all respects and the parameters based on which match is suggested.

- c. **Mismatch** - where particulars of invoices in UIIC register and corresponding entry in GSTR 2A/2B/6A does not match in any respect.
 - d. **Missing in 2A/2B/6A** - where invoices reflected in UIIC register is not appearing in GSTR 2A/2B/6A
 - e. **Missing in inward supply register** - where invoices reflected in GSTR 2A/2B/6A is not appearing in UIIC register
6. The GSP/ASP software/dedicated resource should be capable of generating MIS Reports in respect of atleast the following.
- a. GSTR – 1 (Both for the month and cumulative with rate wise breakup GSTR1 filed)
 - b. GSTR – 3B (Both for the month and cumulative)
 - c. GSTR – 6 (Both for the month and cumulative)
 - d. GSTR – 9
 - e. GSTR – 9C
 - f. Cash Ledger, Credit Ledger and Liability Ledger
 - g. ITC register giving breakup of ITC availed, ITC utilised and ITC reversed (Both for the month and cumulative).
 - h. Outward liability register (Both for the month and cumulative)
 - i. Period-wise comparison reports of Outward liability / Reverse charge liability / Input Tax Credit availed / Input tax credit utilised / liability paid in Cash. The period for which report is required should be customisable.
 - j. Period-wise comparison of Reverse charge liability declared in returns and ITC of reverse charge payment claimed in returns. The period for which report is required should be customisable.
 - k. Period-wise and GSTIN/PAN-wise details of invoices of any GSTIN uploaded in GSTR-1. The period for which report is required should be customisable.
 - l. Period-wise and GSTIN/PAN-wise details of invoices of any GSTIN availed as ITC in GSTR-3B. The period for which report is required should be customisable.
 - m. Period-wise reconciliation of transactions between ‘Distinct Entities’ (as defined in GST Act) of UIIC uploaded in GSTR-1 and corresponding input credit claimed in GSTR-3B. The period for which report is required should be customisable.
 - n. Detailed and period-wise reports of ITC reconciliation in respect of each of the categories Exact Match, Suggested Match, Mismatch, Missing in 2A/2B/6A, missing in inward supply Register and time barred ITC as mentioned in point no 5. The report should also provide the reason for bifurcation of each category. The period for which report is required should be customisable.
 - o. Detailed and period-wise reports of ITC availed in GSTR-3B in respect of each of the categories ITC claimed and ITC pending. The report should also provide the reason for bifurcation of each category. The period for which report is required should be customisable.
 - p. Ageing reports providing GSTIN-wise details of Vendors in respect of ITC due to UIIC uploaded by them. The report should be customisable for period and GSTIN of vendor.

II. Software Support

- 1. The GSP/ASP should have atleast one backup server to ensure continuous and uninterrupted service.
- 2. The GSP/ASP should provide Telephonic and Email support at any time required by UIIC. A dedicated Telephone/Mobile number and Email ID should be provided for this purpose.
- 3. The GSP/ASP should have a dedicated team of atleast 5 persons (Led by qualified professional) capable of providing support and assistance at any time required by UIIC.

The GSP/ASP should provide support to multiple offices of UIIC as and when required and within reasonable time of the request for assistance

ADDITIONAL CONDITIONS AND SCOPE LIMITATIONS

- 1. The Application Software should be made ready for moving into production after UAT test and acceptance so as to enable the Company for full compliance under GSP.
- 2. The scope of the Services, Maintenance and support is to be provided for a period upto 3 (Three) years from the date of appointment which may be subject to extension for further period of two years as per mutually agreed terms and conditions at the time of extension.

3. All patch update and patch management of Software modules has to be deployed by the selected Bidder after obtaining approval from the Company.
4. All updates and upgrades of OS and DB has to be done by the selected Bidder without any extra cost to the Company during contract period.
5. Any customization requiring onsite debugging or customization for the integration with other applications/Core Insurance System of the Company should be carried out by the Bidder onsite as and when required to ensure smooth implementation.
6. The Bidder shall conform the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc.
7. The solution proposed by the Bidder should be able to migrate to the newer version of Operating Systems/Data Base Systems/Browsers without any extra cost to the Company
8. The solution should support the Web browsers viz. Microsoft Edge 8 & above, Google Chrome and Mozilla Firefox
9. The selected bidder should provide support for Data archival, retrieval and purging as per the requirement of the Company
10. The selected bidder should provide for technical support for the software and necessary upgrades and patches of the software. Also provide for reinstallation and setup of software due to changes or upgrade of underlying System software (Operating System, Database, etc.).
12. The software must be free from all latest security vulnerability. UIIC will carry out Vulnerability and Penetration Testing (VAPT) at regular frequency. Vulnerabilities identified from VAPT must be addressed and closed by Vendor with no additional cost to UIIC.

GENERAL CONDITIONS

Bidder should examine the documents constituting this RFP in detail to prepare the Proposal. In case of deficiencies in the information required/ requested, the proposal may be rejected.

1. Two Stage Bidding Process:

The bidder will submit its response to the present RFP separately in two parts - "The Technical Bid" and "The Commercial Bid".

Technical Bid will contain the details as required in the eligibility criteria, along with the documentary evidence, and other documents related to the bid, whereas the Commercial Bid will contain the pricing information. In the first stage, only the Technical Bids will be opened in the presence of the bidders. The Bids will be evaluated as per the criteria determined by the company and only technically qualified bids will be considered for further evaluation. The company may at its discretion invite the bidders for presentation before the selection committee of the company. Those bidders satisfying the technical requirements as determined by the company shall be short-listed for opening their Commercial Bid.

The evaluation procedures to be adopted in the Technical bidding will be at the sole discretion of UIIC and UIIC is not liable to disclose either the criteria or the evaluation report or reasoning to the bidder. The eligible bidder, who would qualify the technical bid as per the eligibility criteria given in point no 6 of general condition would be informed by UIIC through e-mail.

The company reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

The cost of bidding and submission of RFP documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the process.

2. Non transferable bid

This bid document is not transferable. Only the bidder, who has purchased this bid form, is entitled to quote and to execute the job, if allotted. Outsourcing of any work allotted by the successful bidder will not be allowed.

The bidder should also submit an undertaking to the effect that he has not made any modification in the original copy of RFP and his bid would be liable for rejection for any violation of the above.

3. Format and signing of Bid

Each page of the bid shall be made in the legal name of the bidder and shall be signed and duly stamped by the bidder or a person duly authorized to sign on behalf of the bidder.

4. Technical Bid

The Technical Bid as per Annexure H should contain the following information:

- a) Covering letter as per Annexure C.
- b) Proposal form as per Annexure D of this document.
- c) Bidder firm's profile along with documentary evidence of GSP services offered and all relevant enclosures as detailed in Annexure F.

- d) Description of the methodology and work plan for performing the assignment.
- e) List of the key professionals and the support staff for the assignment.
- f) Any additional information including assumptions that the bidder may think fit but not included elsewhere in the proposal, which will help UIIC to assess the capabilities of the bidder.
- g) NEFT to IndusInd Bank A/c of United India Insurance Company Limited for participating in RFP, of Rs.1180/- (Rupees one thousand one hundred and eighty only) (inclusive of GST).
- h) NEFT to IndusInd Bank A/c of United India Insurance Company Limited, towards Earnest Money Deposit (EMD) Rs. 50,000/- (Rupees Fifty Thousand only)
- i) Duly signed authority letter by the competent authority of the firm, authorizing the executants to sign the bid on behalf of the firm.
- j) The relevant MSE certificate valid on the date of submission of bid and also as on date of finalization of tender

Note: Technical Bid shall not include any financial information. A technical bid containing information on the commercial bid shall be declared invalid and shall be rejected.

5. Commercial Bid

The Commercial bid should be submitted strictly in the format given by the company as Annexure J of this document along with covering letter as per Annexure I and should not have any deviations, restrictive statements therein otherwise, such bids are liable to be rejected at the sole discretion of the Company. The price shall be quoted in Indian Currency only and shall be all inclusive. No separate fees/reimbursements other than applicable taxes at the time of payment shall be made by the company.

6. Evaluation Criteria

I. Technical bids will be subjected to an evaluation process as detailed in Annexure B.

Bidders who score minimum 60 out of 100 marks on the technical evaluation criteria as mentioned above will only be considered. The Commercial bids of the applicants with technical marks less than 60 will not be considered for commercial/financial evaluation.

II. Criterion for evaluation of Commercial bids:

On opening of the financial bid, the successful Technical bids will be graded as L1, L2, and L3. where L1 bidder is the one who has quoted the lowest cost proposal.

III. Final selection

Bidders who achieve overall score of 60% & above in Technical evaluation will qualify for the next stage of evaluation i.e. Financial bid evaluation.

For final award of the assignment, a combined evaluation shall be done by applying a weightage of 70 and 30 for the technical and commercial scores respectively, according to the formula for those found qualified in the technical bidding.

Example, combined score of bidder A = 70 (Technical score of bidder A/Highest Technical score of all qualified Bidders) + 30 (Lowest financial bid of all qualified bids/commercial bid of bidder A).

Shortlisted consultants will be ranked on the basis of the above combined score. The consultant securing highest combined score shall be recommended for award of the contract.

For example,

Three consultants namely A, B, C participated in the Bid process and their Technical scores are as under A = 75, B = 78 and C = 80

After converting them into percentile, we get

$$A = (75/80)*100 = 93.75$$

$$B = (78/80)*100 = 97.50$$

$$C = (80/80)*100 = 100.00$$

The quoted prices for consultants are as under:

$$A = \text{Rs.}8000, B = \text{Rs.}9000 \text{ and } C = \text{Rs.}10000$$

The final cost = (lowest cost quoted in price bid, in this case is Rs. 8000) quoted by the Bidder converted into percentile score shall be as under.

$$A = (8000/8000)*100 = 100$$

$$B = (8000/9000)*100 = 89$$

$$C = (8000/10000)*100 = 80$$

As the weightage for technical parameter and cost are 70% and 30% respectively, the final scores shall be calculated as under.

$$A = (93.75*0.7) + (100*0.3) = 95.63$$

$$B = (97.50*0.7) + (89*0.3) = 94.95$$

$$C = (100*0.7) + (80*0.3) = 94.00$$

The offer of A having the highest score shall be selected.

In case the number of bidders qualifying in the technical evaluation stage is less than 2, then it is at UIIC's discretion to choose to continue the evaluation process or discontinue the evaluation process or re-tender.

7. Hand holding of the project

A dedicated team of 5 staff including 1 Qualified professional should be servicing the project and capable of addressing all our normal queries within 12 hours and in case of emergencies / crises immediately but not later than 3 hours.

8. Clarification of Bids

During evaluation of bids, if found necessary, the company may seek clarification on the bid from the bidder. The request for clarification and the response shall be in writing/ e - mail.

9. Notification of Award

The acceptance of a RFP, subject to contract, technical compliance, commercial considerations & compliance with all the terms and conditions will be communicated in writing by means of offer of contract/ service order at the address supplied by the bidder in the RFP response.

Any change of address of the Bidder, should therefore be promptly notified to:

The Chief Manager
CFAC Department
UNITED INDIA INSURANCE COMPANY LIMITED
No.19, IV Lane, Nungambakkam High Road
CHENNAI- 600034

The written offer of contract/ service order issued to the successful bidder need to be accepted by the bidder in writing within 7 days from the date of issue of the offer.

10. Signing of Contract/Agreement

The successful bidder will be required to enter into an Agreement/ Contract as per company prescribed format within 7 days from the date of acceptance by the successful bidder of the offer of the UIIC.

The failure, delay or evasion on the part of the successful bidder to execute the Agreement/Contract within the period mentioned will result in expiry of the validity of the bid. In such a case the Earnest Money deposited by the successful bidder shall be forfeited by the company without further notice to the successful bidder. The failure, delay or evasion on the part of the successful bidder to commence project within 15 days from the date of execution of the Agreement/Contract will result in termination of the Agreement/ contract. In case of termination of the Agreement/Contract on account of failure, delay or evasion on the part of the successful bidder to commence the project within 15 days from the date of execution of the agreement, in addition to the termination of the contract, UIIC shall have the absolute right to forfeit the EMD towards loss and damage suffered by the company.

11. Performance Guarantee by Successful Bidder

On receipt of the order, the successful bidder has to submit a Performance Bank Guarantee in the format prescribed by the company for an amount equivalent to 10% of the order, within one week's time, from the date of acceptance which may be extended with mutual consultation. However, if at any stage it is found that there has been considerable delay in disposing the matters and maintaining the specific timelines, the company shall deduct the 2% of the fee payable as penalty.

12. Period of Assignment

The assignment shall be valid for a period of three years from the date of agreement with an option at the discretion of UIIC for a further extension of two years on mutually agreed terms and conditions

Any extension of the completion date due to unforeseen delays shall be by mutual consent.

If the consultant fails to complete the assignment as per the time frame prescribed in the RFP, and the extensions if any allowed, it will be breach of contract. UIIC reserves its right to cancel the order in the event of delay and invoke the performance of Bank Guarantee.

Consultant must provide professional, objective and impartial advice at all times and hold the companies' interest paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.

13. Payment Terms

The terms of the payment will be as under:

Quarterly payment, after completion of the quarter.

All payments are inclusive of applicable taxes and subject to deduction of TDS as applicable from time to time.

No advance payment will be made in any case

14. UIIC reserves the right to the following:

- a) Reject any or all proposals received in response to the RFP without giving any reason whatsoever.
- b) Reject the proposals received in response to the RFP containing any deviation from the payment terms stipulated in Point No 13 above.
- c) Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
- d) Extend the time for submission of proposal.
- e) Modify the RFP document, by an amendment that would be notified on the company website.
- f) To independently ascertain information from the Banks and other institutions/ companies to which the bidder has already extended GST services for similar assignment.
- g) Modify the time period stipulated in Point No. 12 above for completion of assignment during the execution of assignment if it deems fit.

15. Other Instructions

- a) The personnel involved for executing the assignment should be qualified as per the requirements mentioned in the qualification criteria and preferably should have been involved in a similar assignment.
- b) The consultant selected for the assignment should adhere to the quality standards, regulatory directions, guidelines in this regard.
- c) The bidder selected for the assignment should treat as confidential all data and information about the company obtained in the execution of the proposed assignment, hold it in strict confidence and should not reveal such data/ information to any other party without the prior written approval of the company.
- d) 5 dedicated staff including 1 qualified professional should be servicing the project and capable of addressing all our normal queries within 12 hours and in case of emergencies / crises immediately but not later than 3 hours.
- e) The proposal should be submitted strictly in the formats provided in this RFP document.
- f) The proposal should be free of overwriting/ corrections/alterations.
- g) The proposals and related Annexure should be signed by the authorized representative/s of the Consultant. The executant's authority to represent and bind the consultation firm must be confirmed by a written authority letter issued by the competent authority of the consultant firm accompanying the proposal.
- h) All bids and supporting documentation shall be submitted in English only.
- i) UIIC will not return the bids/responses to the RFP received. The information provided by the bidder/s to UIIC will be held in confidence and will be used for the sole purpose of evaluation of bids.
- j) It is hereby clarified that the bid response to the RFP should be submitted in the exact format given herein without making any changes/alterations to the RFP document. Any change/alteration made to the RFP document by the participant would make the respective bid/ response to the RFP void and the same shall be liable to be rejected by UIIC without further going into the merits of the RFP. It is also clarified that in case of any difference/change between bid/ response to the RFP document submitted by the participant and the RFP document maintained by UIIC, the RFP document maintained at UIIC would be considered as authentic and binding on the participant.
- k) The Commercial Bid shall be opened in due course, after completion of technical bid evaluation, in the presence of Bidders/their representatives, who choose to attend.

16) Compliance Confirmation

The bidder must submit unconditional and unambiguous compliance confirmation to all the terms and conditions stipulated in the RFP.

17) Undertaking by Bidder

The Bidder shall furnish the following undertaking as a part of the proposal.

"We certify that there has been no conviction by a Court of Law or contemplated by court for misconduct, guilt or indictment/adverse order by a regulatory authority for an offence against us or any of our sister concern or our CEO, directors/managers/partners and if it arises we will intimate UIIC of the same".

18) Indemnity

The bidder agrees to indemnify and keep indemnified, defend and hold harmless to UIIC and its officers, directors, employees and agents from and against any and all losses, liabilities, claims, obligations, costs, expenses (including, without litigation, reasonable attorney's fees), arising before or after completion of assignment, which result from, arise in connection with or are related in any way to claims by third parties/regulators, arising out of or in connection with the bidder's breach of any of the terms and conditions, representations, warranties specified in the agreement/contract; infringement of Intellectual Property Rights (IPR) of UIIC, acts or omissions of, negligence, or misconduct by the bidder; or its professionals, representatives, agents, security analysts, consultants and advisors;

- a) For the purpose of the contract/agreement, the bidder shall include the bidder, its personnel, employees, consultants and/or other authorized persons.
- b) In no event shall the bidder be liable for claims arising from or in connection with the sole negligence or misconduct of the party seeking indemnification.
- c) The responsibility to indemnify set forth in this clause shall survive the termination of this agreement for any reason with regard to any indemnity claims arising in relation to the performance hereof.
- d) The selected bidder has to execute a deed of indemnity as per the prescribed conditions given above.

18) Confidentiality

This document contains confidential and proprietary information of UIIC and is not to be disclosed/ reproduced/ transmitted or made available by the recipient to any other person.

The Bidder selected for the assignment should treat as confidential all data and information about UIIC obtained in the execution of the proposed assignment, hold it in strict confidence and should not reveal such data /information to any other party without the prior written approval of UIIC. Further, the bidder will be exposed by virtue of the assignment, to the internal business and accounts related information of UIIC. Accordingly, the selected bidder will have to sign a legal non-disclosure agreement in the format prescribed in Annexure E.

19) Order Cancellation

A suitable clause for termination by giving notice will be incorporated in the final agreement.

UIIC reserves its right to cancel the order in the event of one or more of the following situations:

- a) On refusal to take up the allotted assignment.
- b) Unnecessary or unwarranted delay in execution of the work allotted.
- c) Delay in submission of reports beyond the stipulated periods.
- d) Breach of trust is noticed during any stage of the assignment.
- e) If the firm stands dissolved /reconstituted or the name/ style of the firm is changed.
- f) If the firm has been banned/declared ineligible for corrupt and fraudulent practices by Central/State Government/Statutory/Professional bodies
- g) Any other reason at the discretion of UIIC

In addition to the cancellation of order, UIIC reserves the right to appropriate the damages from the Earnest Money Deposit (EMD) given by the bidder and/or foreclose the Bank guarantee given by the bidder. In such event the order shall be passed to qualified L-2 bidder, provided L-2 is prepared to match prices and other terms & conditions.

20) Penalty Clause

Company will reserve the right to deduct from the amount to be paid to the GSP, in the event of the following:

Reason	1st instance	2nd instance	3rd instance
Failing to visit our office as and when required by the Company.	Caution Note	10%	As decided by the Company based on materiality
Inordinate delay in responding to the references made by the Company.	Caution Note	10%	As decided by the Company based on materiality

PENALTY TABLE FOR SOFTWARE/SERVICE:

In case the vendor fails to meet the Scope of work, penalty will be imposed as specified in the table below.

SN	Services	Uptime (%)	Penalty(%)	Remark
1		≥ 99.9	0	Penalty will be deducted from quarterly bill
		< 99.9	10%	

- 1) The problem shall be considered to be solved when the bidder has communicated to the user about the resolution of the incident and the resolution formally recorded.
- 2) The downtime calculated shall not include the following:
 - a) Any planned shutdown
 - b) Failure or malfunction of any equipment or services not provided by the bidder.
- 3) The maximum penalty will be upto 15% of annual services charges.
- 4) In case maximum penalty is imposed in a year, UIIC reserve the right to revise the penalty cap.

20) Publicity

Any publicity by the bidder in which the name of UIIC is to be used, should be done only with the explicitly written permission of UIIC.

21) Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay 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 bidder and not involving the bidder'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 India in their sovereign capacity, acts of war.

If a Force Majeure situation arises, the bidder shall promptly notify UIIC in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by UIIC in writing, the bidder 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.

22) Resolution of Disputes

UIIC and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, UIIC and the bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two arbitrators: one arbitrator to be nominated by UIIC and the other to be nominated by the bidder. In the case of the said arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the arbitrators in writing before proceeding with the reference. The award of the arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 as amended by Act of 2015 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Chennai.

23) Governing Language

The contract shall be written in English. All correspondence and other documents pertaining to contract that are exchanged between the parties shall be written in English.

24) Governing Law/Jurisdiction

The Agreement / Contract shall be governed by and construed in accordance with the laws in India and shall be subject to the exclusive jurisdiction of the Courts of Chennai.

Deputy General Manager- Finance
Head office- UIIC

Annexure A

Eligibility Criteria

Bidders meeting the following criteria only are eligible to submit their bids along with the supporting documents. The supporting documents are to be serially numbered and arranged sequentially in the order given in the table below. If the bid is not accompanied by the required documents supporting the eligibility criteria, the same will be rejected.

Part-I Mandatory Eligibility Criteria

Sl.No	Eligibility Criteria	Document to be enclosed
1.	The Bidder must be an Indian Company/LLP /Partnership firm registered under the applicable Act in India and should have been in existence for a minimum period of 5 Years as on 31.03.2022 *For MSE start-ups/Entity minimum existence period to be 3 year.	Certificate of Incorporation issued by Registrar of Companies / Registration certificate of relevant authority.
2.	The Bidder must have an average annual turnover of atleast Rs.10 crore during the financial year ended 31st March 2022 (i.e. 2021-2022) *For MSE Start-ups/Entity the minimum turnover is Rs.5 crore	Copy of the audited financial statement for the relevant financial years.
3.	Bidder should have experience of atleast 3 years in providing Software Solutions/services in GST *For MSE start-ups/Entity minimum experience to be 2 years.	Undertaking of experience
4.	The Bidder should have at least 10 Professional staff as on date of submission of bid	The list of professionals including partners/directors and their bio data along with the Membership Certificate from relevant Authority. Details of persons who will form the team for the proposed assignment is to be submitted in the prescribed format given in Annexure F.
5.	The bidder should be a licensed GST suvidha provider (GSP) / Application Suvidha Provider (ASP) along with 1 backup connectivity of another service provider	Self-Certificate to be attached and the same should be Listed on GSTN Site. Copy of letter/ self-undertaking disclosing the backup connectivity of GSP/ASP

6.	<p>The Bidder should have provided GSP/ASP solution/software to the following clients.</p> <p>a) At least 1 clients whose turnover is more than 5000 crores</p> <p>b) at least 2 clients whose turnover is more than 1000 crores</p> <p>c) At least 2 clients in the Banking/Insurance sector</p> <p>d) At least 1 client whose volume of B2B invoices is more than 10 lakhs line items per month</p> <p>e) At least 2 clients (Having Turnover more than 1000 Crores) with whom 2- way integration with GST Portal/ GSTN and Their ERP is successfully completed</p> <p>f) At least 2 clients having more than 30 GSTINs</p> <p>*Bidder must be eligible for all the above</p>	<p>Copy of letter of order/confirmation from clients and self-certification of the same.</p> <p>Confirmation on the letter head of the client should clearly specify the criteria mentioned</p>
----	---	---

8.	<p>The firm/Company should not be banned/declared ineligible for corrupt and fraudulent practices by Central/State Government/Professional bodies as on the date of submission of RFP</p>	<p>Undertaking by the applicant firm</p>
9.	<p>The firm/Company should not have any disciplinary proceedings pending against the applicant firm or any of its partners / directors</p>	<p>Undertaking by the applicant firm</p>

Note 1:

- It is mandatory for the bidder that they have served to all the Units of the individual organization Return filing/Compliance of Head office/Branch GSTIN alone will not be considered as compliance to the whole organization.
- End to End Compliance means Software application along with dedicated resources for payment, filing of returns, handling of grievances, etc. provided to the organization.
- MSE Start-ups/Entity seeking relaxation in eligibility criteria must submit / produce valid certificate (as on the date of submission of bid and also as on date of finalization of Tender) issued by Competent Authority.
- Relaxation to MSE start-ups/Entity is subject to their meeting of quality and technical specifications.

Note 2 : If any of the above information/statements are found to be untrue, the company reserves the right to reject the bid without assigning any reason whatsoever.

ANNEXURE B

Evaluation Criteria

SN	Parameter	Basis of Evaluation	Maximum Marks	Marking System
1	Client having turnover more than 5000 crores	Copy of letter of order/confirmation from clients and self-certification of the same.	10	2 Marks each for every client
2	Client having volume of B2B invoices more than 10 lakhs line items per month	Copy of letter of order/confirmation from clients clearly specifying the parameter and self-certification of the same.	10	2 Marks each for every client
3	Client having more than 30 GSTINs	Copy of letter of order/confirmation from clients and self-certification of the same.	10	2 Marks each for every client
4	GST suvidha provider (GSP) / Application Suvidha Provider (ASP) license along with backup connectivity of another service provider	Self-Certificate to be attached and the same should be Listed on GSTN Site. Copy of letter/self-undertaking disclosing the backup connectivity of GSP/ASP	10	4 Marks for GSP license. 3 Marks each for additional connectivity
5	Clients (Having Turnover more than 1000 Crores) with whom 2-way integration with GST Portal/ GSTN and clients ERP is successfully completed	Copy of letter of order/confirmation from clients clearly specifying the parameter and self-certification of the same.	20	4 Marks each for every client
6	Artificial Intelligence based GSTR2A reconciliation tool being used by client having turnover more than 1000 crores	Satisfaction letter from client clearly specifying the parameter and self-certification of the same.	10	2 Marks each for every client
7	Presentation covering the aspects of the software/utility to be used and plan proposed to cover the scope of work provided.	Shall be evaluated by the internal Committee formed by Company for this purpose	30	Shall be evaluated by the internal Committee formed by Company for this purpose
	Total		100	

(Letter to the Company on the Consultant's letterhead)

Annexure: C

(Covering letter of Technical offer)

Date:

To,
Chief Manager
CFAC Department
United India Insurance Company Limited
Head Office
No.19, IV Lane, Nungambakkam High Road
Chennai- 600034

Dear Sir,

Sub: RFP for Engagement of GST Suvidha Provider

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer to provide our services for GST Suvidha Provider as detailed in your above referred RFP. We agree to all the terms and conditions mentioned in the RFP. We hereby submit our Technical Offer in a sealed envelope. The offer shall be binding on us up to 180 days and subject to the modifications resulting from contract negotiations.

Yours faithfully,

Name

Designation,

Seal of the firm/company

Encl: Technical Offer in sealed envelope.

Annexure D

PROPOSAL FORM

(To be included in Technical Proposal Envelope)

Dear Sir,

Date:

Request For Proposal

"RFP-For Engagement of GST Suvidha Provider (GSP) " Reference Number RFP
UIIC/CFAC/GST/01/2022-23

Having examined the RFP Document, we, the undersigned, offer our services to provide services of GSP for the company in conformity with the requirements mentioned in said RFP documents.

We undertake, if our bid / Proposal is accepted, to carry out the work as per the scope of work, deliverables and in accordance with the time frames specified in the RFP document as well as on the payment terms mentioned therein.

We confirm that the information submitted by us in our Bid/Proposal is true and correct. We agree to abide by the Bid/ Proposal.

We hereby acknowledge and unconditionally accept that UIIC may on its absolute discretion apply whatever criteria deemed appropriate in short listing and selection of the GSP.

We declare that we have not made any alterations/changes whatsoever in the RFP document and we are fully aware that in the event of any change, the RFP document maintained at UIIC will be treated as authentic and binding and the Bid/Proposal submitted by us will be liable to be rejected by UIIC in the event of any alteration made in the RFP document.

We certify that there has been no conviction by a Court of Law or contemplated by court for misconduct, guilty or indictment/adverse order by a regulatory authority for an offence against us or any of our sisters concern or our CEO, Directors/ Managers/Partners/ Employees and if it arises we will intimate UIIC of the same.

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 other Proposal, you may receive.

Dated this day of 2021

(Signature)

(In the
capacity of)

Duly authorized to sign Proposal for
and on behalf of

Annexure E

Undertaking from the bidder on their company's letter head

We (and our employees) shall not, unless UIIC gives permission in writing, disclose any part or whole of this RFP document, of the proposal, and/or contract, to any person other than a person employed by the bidder in the performance of the proposal and/or contract. In case of consortium proposals, all members of the consortium shall ensure the above. 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 employees engaged by us will maintain strict confidentiality.

We (and our employees and agents) shall not without prior written consent from the company make use of any document or information given by the user, except for purposes of performing the contract award.

In case of breach, UIIC shall take such legal action as deemed fit.

Signature and seal of authorized person

Date:

Place:

Annexure F

Profile of Partners/Members/Director heading UIIC Project

- | S.No | Particulars |
|------|--------------------------------|
| 1. | Name of the person |
| 2. | Office address |
| 3. | E-mail ID |
| 4. | Phone number office/Mobile |
| 5. | Date since working in the Firm |
| 6. | Professional Qualifications |
| 7. | Present Designation |
| 8. | Experience |

Sl.No	Nature of Implementation of GSP assignment	Brief details of the implementation of GSP assignment and the organization where assignment was undertaken	Period (From ---- To)
1			
2			
3			
4			
5			

Note – Format is of minimum requirements and is to be compulsorily furnished. Respondents may furnish additional details, if any.

Dated this day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

Annexure: G

(To be furnished in the company's letter head)

AUTHORIZATION LETTER FORMAT

Date:

To,
Chief Manager
CFAC Department
United India Insurance Company Limited
Head Office
No.19, IV Lane, Nungambakkam High Road
Chennai- 600034

Subject: Authorization Letter for attending the Bid Opening

Dear Sir/Madam,

This has reference to your RFP for engagement of GST Suvidha Provider (GSP) , Mr./Miss/Ms.

_____ is hereby authorized to attend the bid opening of the above RFP.

Dated on on behalf of our organization.

Specimen Signature of Representative

The specimen signature is attested below:

Signature of Authorizing Authority Signature of Attesting Authority

Name of Authorizing Authority Name of Attesting Authority

Annexure H
TECHNICAL BID
Request for Proposal

"RFP – Engagement of GST Suvidha Provider (GSP)"

Reference Number – UIIC/CFAC/GST/01/2022-23

Particulars	Details to be furnished for the particulars	Details of Enclosures to be submitted
Name of the Firm/Company		
Address of Registered Office		
Country of Incorporation		
Date of incorporation of the firm and Registration Number		
Telephone/Mobile		
E mail address		
Names of Partners/Director		
Number of CA/ICWA/CS Employees		
Number of Employees who have completed DISA/CISA		
Name and contact Details and E-mail Id of the Nodal Person.		
Name and Designation of the person authorized to make commitments to the company Name		

Designation Contact No Mobile No Email ID		
Presence and locations of offices in India		
Experience of the firm in India in the field under reference, implementation as a GSP/ASP. The relevant document / certificate should be enclosed.		
Details of GSP/ASP services provided by the firm to corporates in India		
Details of GSP/ASP services provided by the firm to banks in India		Details of credentials, with letter from respective organizations supporting the same. Give scope of work for each assignment.
Details of GSP/ASP services provided by the firm to Insurance companies in India		-Details of credentials, with letter from respective organizations supporting the same. Give scope of work for each assignment.
Number of persons who are proposed to be associated for executing the assignment.		
Past Credentials of the bidder		
Details of the similar works completed/under execution with the name and location of the client and number of their branches. Nature of project, services Delivered/rendered, scope of the services provided, value/cost of		

the project and duration of the project. Details of the client and evidence letter from the client		
Name, address and account Number of Bidder's banker		
Details of EMD paid NEFT details UTR No – Date -		
PAN NO GST REGN NO		
References of at least 3 major clients	Name Address Designation Contact Phone No Email ID	

Dated This -----day of -----2022

(Signature)

(In the capacity of)

Duly Authorised to sign proposal for and behalf of ----

Annexure I

(To be furnished in the company's letter head)

Commercial Offer

(To be submitted in a separate sealed envelope)

Date:

To,
Chief Manager
CFAC Department
United India Insurance Company Limited
Head office
No.19, IV Lane, Nungambakkam High Road
Chennai- 600034

Dear Sir/Madam,

We the undersigned offer to provide our services for GST Suvidha Provider (GSP) in accordance with your RFP dated _____.

We undertake to deliver all deliverables as laid out in the RFP and agree to abide by the terms and conditions of RFP.

Our Commercial offer shall be binding upon us and the same is also subject to modification resulting from contract negotiations, up to expiration of the validity period one eighty (180) days of the proposal.

Yours faithfully,

(Name & designation, seal of the firm)

Encl: Commercial offer in sealed envelope.

Annexure J
COMMERCIAL BID
(To be included in Commercial Proposal Envelope)

Dear Sir,

Request for Proposal

"RFP –Engagement of GST Suvidha Provider

"Reference Number RFP UIIC/CFAC/GST/01/2022-23" dated

In terms of the above-mentioned RFP document we submit herewith the commercial bid (fees) for the assignment proposed by UIIC as GST Suvidha Provider (GSP).

Amount	Fee per annum (Rs.)
In Figures	
In Words	

Terms and Conditions –

- 1) The above quoted fee is all inclusive except applicable taxes.
- 2) The above quoted fee is for one year which will be same for subsequent years till completion of assignment

Dated this day of 2022.

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf

