



**United India Insurance Company Limited**  
**Head Office, Chennai**

**REQUEST FOR PROPOSAL (RFP) FOR**  
**“APPOINTMENT OF CONSULTANT - IT & DIGITAL”**  
**TENDER NO: 000100/HO IT/RFP/345/2022-2023**

*(Corrigendum – 6)*

**INFORMATION TECHNOLOGY DEPARTMENT**

**NALANDA**

**# 19, 4th Lane**

**Uthamar Gandhi Salai**

**(Nungambakkam High Road)**

**Chennai – 600 034**

**CIN: U93090TN1938GOIO**

## Corrigendum - 6

### Revised Clauses:

Page No	Section	Existing Clause/Item		Revised Clause	
8	1.4 Schedule of Events	Last date for submission of bid	<b>02/12/2022 (Friday) before 03:00 P.M.</b>	Last date for submission of bid	<b>15/12/2022 (Thursday) before 03:00 P.M.</b>
		Opening of pre-qualification cum technical bid	<b>02/12/2022 (Friday) at 03:30 P.M.</b>	Opening of pre-qualification cum technical bid	<b>15/12/2022 (Thursday) at 03:30 P.M.</b>
12	2. SCOPE OF WORK	A. CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP		A. CURRENT STATE ASSESSMENT, IT, DIGITAL & CLOUD STRATEGY AND TECHNOLOGY ROADMAP	
12	2. SCOPE OF WORK/A/1	d) Prepare IT & Digital Strategy with short term plan of (3 years) and long term plan of (5 years). f) Item wise Budget for Digital strategy, IT strategy and plans to bridge gaps.		d) Prepare IT, Digital & Cloud Strategy with short term plan of (3 years) and long term plan of (5 years). f) Item wise Budget for Digital strategy, IT strategy and Cloud Strategy and plans to bridge gaps.	
15	2. SCOPE OF WORK/c. Proposed Projects – 2/	m. E-Insurance Account and Account Aggregators.		m. E-Insurance Account	
16	E. RESOURCE REQUIREMENTS /1. Project Management Team	Project Director/Senior Project Manager with at least 15 years of experience.		Project Director/Senior Project Manager with at least 10 years of experience.	
17	E. RESOURCE REQUIREMENTS / 2. Managed Services for Technical Experts	<ul style="list-style-type: none"> <li>SAP DB developers.</li> </ul>		<ul style="list-style-type: none"> <li>SAP Native DB Administrator</li> <li>MSSql DBA</li> </ul>	
18	Note	<ul style="list-style-type: none"> <li>For technical resources doing the</li> </ul>		<ul style="list-style-type: none"> <li>For technical resources doing the</li> </ul>	

		development/hands-on as per the UIIC requirement for support of various projects (As per rate card), UIIC will provide notice 15 days before on-boarding these resources.	development/hands-on as per the UIIC requirement for support of various projects (As per rate card), UIIC will provide notice 20 days before on-boarding these resources.
<b>18</b>	Note	New clause addition	<ul style="list-style-type: none"> <li>• UIIC at its sole discretion may engage whenever required any or none of the resources mentioned in section E. Resource Requirements.</li> </ul>
<b>19</b>	3.1 Earnest Money Deposit (E.M.D)	Bank Guarantee shall be drawn in favour of “United India Insurance Company Limited” payable at Chennai. The BG submitted as EMD should have a validity of 6 months.	Bank Guarantee shall be drawn in favour of “United India Insurance Company Limited” payable at Chennai. The BG submitted as EMD should have a validity of 3 months.
<b>27</b>	3.9.4 Performance Security	Within 15 days of the receipt of Notification of Appointment from UIIC, the bidder shall furnish Rs.25,00,000/- (Rupees Twenty-Five Lakhs Only) in the form of irrevocable Bank Guarantee / DD issued by Nationalized/Scheduled Bank towards performance security in accordance with the conditions of contract. UIIC shall provide the pro forma for performance security to the successful bidder	Within 20 days of the receipt of Notification of Appointment from UIIC, the bidder shall furnish Rs.25,00,000/- (Rupees Twenty-Five Lakhs Only) in the form of irrevocable Bank Guarantee / DD issued by Nationalized/Scheduled Bank towards performance security in accordance with the conditions of contract. UIIC shall provide the pro forma for performance security to the successful bidder
<b>39</b>	4.27 Liquidated Damages	The liquidated damage is an estimate of the loss or damage that UIIC may have suffered due to nonperformance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to	The liquidated damage is an estimate of the loss or damage that UIIC may have suffered due to nonperformance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to

		<p>activities agreed to be undertaken by the Bidder.</p> <ul style="list-style-type: none"> <li>• If the consultant/bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, UIIC may consider termination of the contract.</li> <li>• Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.</li> <li>• Liquidated damages are applicable over and above all the penalties if any mentioned in RFP.</li> </ul>	<p>activities agreed to be undertaken by the Bidder.</p> <ul style="list-style-type: none"> <li>• If the consultant/bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price. Once the maximum is reached, UIIC may consider termination of the contract.</li> <li>• Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.</li> <li>• Liquidated damages are applicable over and above all the penalties if any mentioned in RFP.</li> </ul>
69	5 Earnest Money (Security Deposit)	5.1 While submitting commercial bid, the BIDDER shall deposit an amount of ₹ 25,00,000/- (Rupees Twenty Five lakhs only) as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.	5.1 While submitting commercial bid, the BIDDER shall deposit an amount of ₹ 10,00,000/- (Rupees Ten lakhs only) as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.

#### 4.25 Payment Terms(Revised):

The term of the contract will be for 36 months. The bidder must accept the below mentioned payment terms:

##### Current State Assessment, IT, Digital and Cloud Strategy and Technology Roadmap (Revised):

Scope of Work	Consultant’s Deliverable	Payment Terms	Time Lines	Penalty
Current State Assessment	1. Current state assessment report	50 % on submission of preliminary report	3 months from the date of issue of Purchase Order	1 % for every week delay or part thereof subject to a maximum of 10% of the contract value.
	2. Gap assessment report including IT risk management	30% on review and feedback on report by UIIC.		
	3. Target state report including plan to bridge gaps with itemized budget.	20% on submission of final report after taking UIIC comments on the preliminary report		
Define IT, Digital and Cloud Strategy for next 3-5 Years	1. Prepare IT & Digital Strategy with short term plan of (3 years) and long term plan of (5 years)	50 % on submission of preliminary report	2 months from the date of completion of Current State Assessment.	
	2. Technology road map with milestones for both strategy and gap bridging	30% on review and feedback on report by UIIC.		
	3. Item wise Budget for IT & Digital strategy and plans to bridge gaps	20% on submission of final report after taking UIIC comments on the preliminary report		

**Preparation of RFP and Vendor evaluation:**

Scope of Work	Consultant's Deliverable	Payment Terms (On the basis of Per unit rate)	Time Lines	Penalty
<b>Tendering for Evaluation and Selection of Solutions/Partners for Existing / New IT related Products, Services, Manpower, Hardware, Licenses and Strategic Projects</b>	<p>Tender Evaluation and Selection of Solutions/Partners for identified projects</p> <p>Acceptance of PO and Signing of Service Level Agreements and Contracts for identified projects.</p> <p>Verification/Sign-Off of BoM and Technical &amp; Functional specification of the implemented solution</p>	<p>On Release of RFP - 50%,</p> <p>Vendor selection - 30%</p> <p>Balance 20% on completion of tender related documents and issuance of PO</p> <p>In case any RFP process is not concluded/ scrapped, the payment for the steps completed will be made</p> <p>However, in case of refloating of RFP with amendments, if any, the payments for the already completed steps will not be made</p>	<p>For small RFQs 50 days.</p> <p>For Medium RFQs 75 days.</p> <p>For Large RFQs 90 days.</p> <p>The type of RFQ will be determined at the time of placement of order.</p>	<p>1% for every week delay or part thereof of sub-item unit cost subject to a maximum of 10% of the contract value.</p>

**Project Management & Governance:**

Scope of Work	Consultant's Deliverable	Time Lines	Payment Terms (On the basis of Per unit rate)
<b>Project Management &amp; Governance including Projects/solutions proposed by UIIC for resources</b>	<p>Setup of the project management office with Full time project management resources having the necessary skill set and experience for the project</p> <p>Finalized Project implementation and governance plan including</p>	<p>Not arranging required manpower as per RFQ terms will attract penalty of 1% of the resource cost per week subject to a maximum of 10%.</p>	<p>Quarterly Payments as per actual man power utilization in days including pro-rata payments.</p>

<b>mentioned in “E – Resource Requirement/P roject Management Team”</b>	detailed project plan, timelines, risk analysis, change management, quality management, Pert Chart, Gantt Chart etc.	Wherever clear deliverables are mentioned in the order then any deviation from timelines will attract penalty of 1% of the resource total cost per week subject to a maximum of 10%.	
	Finalized High Level Design, Low Level Design, SRS & Blueprint design, Data migration strategy (if applicable), training strategy etc.		
	Dashboard for Day-to-day project management and monitoring for Insurance Company officials. Weekly Project management report		
	Participation in Insurance Company Meetings and updates		
	Recommend Insurance Company for release of payments and penalties to be deducted		
	Go-Live plan		
	Other deliverable as per the defined scope		

**Resource Requirement:**

Scope of Work	Consultant's Deliverable	Time Lines	Payment Terms (On the basis of Per unit rate)
<b>Onsite Resource Requirement during project management phase for Technical Experts, Contract Negotiation and Pricing Expert.</b>	UIIC may use the resource persons as Per the point no “E - Resource requirement/ Technical Experts and Contract Negotiation and Pricing Expert”.	Not arranging required manpower as per RFQ terms will attract penalty of 1% of the resource cost per week subject to a maximum of 10%.  Wherever clear deliverables are	Quarterly payments as per actual manpower utilization in days including pro-rata payments.

		mentioned in the order then any deviation from timelines will attract penalty of 1% of the resource total cost per week subject to a maximum of 10%.	
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**Consultancy for ISO 27001 Certification:**

Scope of Work	Consultant's Deliverable	Payment Terms (On the basis of Per unit rate)	Time Lines	Penalty
<b>Consultancy for ISO 27001 certification</b>	Design/Develop Risk Treatment Plan, Statement of Applicability, Update existing ISMS Framework, design technical controls, design relevant formats.	60% on Design/Develop Risk Treatment Plan, Statement of Applicability, Update existing ISMS Framework, design technical controls, design relevant formats. 20% on review and feedback by UIIC 20% on submission of final documents.	3 months for Design/Develop Risk Treatment Plan, Statement of Applicability, Update existing ISMS Framework, design technical controls, design relevant formats.	1% for every week delay or part thereof of sub-item unit cost subject to a maximum of 10% of the contract value.



**Setting up of Incubation Center:**

Scope of Work	Consultant's Deliverable	Payment Terms (On the basis of Per unit rate)	Time Lines	Penalty
<b>Set Up of Incubation Center</b>	Feasibility Report  Detailed Project Report with the following requirements <ul style="list-style-type: none"><li>• Financial Framework</li><li>• General Operational and Management Plan</li><li>• Implementation Plan</li><li>• Plan for Fund raising for startup</li><li>• Processes for selection of Startup</li><li>• Broad framework for internal approvals for creating an incubation eco system and also on boarding successful incubation programs to production along with budgetary support and manpower estimations</li></ul>	20% on submission of Feasibility Report.  40 % on Submission of Draft detailed project report  20% on review and feedback by UIIC  20% on submission of submission of Final Detailed Project Report.  In case project is not feasible payment is restricted to feasibility report payment milestone only. Rest of the activities need not be carried out.	2 months for Feasibility Report.  3 months for Detailed Project Report	1% for every week delay or part thereof of sub-item unit cost subject to a maximum of 10% of the contract value.

## 5.5 Annexure-5: Eligibility Criteria (Revised)

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### 1.5 Eligibility Criteria (Revised)

S.NO.	ELIGIBILITY CRITERIA	DOCUMENTS TO BE SUBMITTED
1	The bidder must be an Indian Company / Limited Liability Partnership / Partnership firm registered under applicable acts in India and must be providing IT/Digital Consultancy services in India least for a period of 5 years.	Documents as applicable to be submitted <ul style="list-style-type: none"><li>• Certificate of incorporation issued by the Registrar of companies.</li><li>• Memorandum of Association.</li><li>• Articles of Association.</li><li>• Partnership deed.</li><li>• CIN Particulars</li><li>• Self-declaration on bidder's letter head signed by authorized signatory mentioning the total number of years the bidder has been providing IT / Digital Consultancy services in India with documentary proof if any.</li></ul>
2	The bidder must be registered with Goods and Service Tax Authority. The bidder should have filed GST returns as per regulations.	<ul style="list-style-type: none"><li>• GST Certificate.</li><li>• GST Returns Copy.</li></ul>
3	The bidder must comply with procurement policy guidelines mentioned in <a href="https://cvc.gov.in/guidelines/tender-guidelines">https://cvc.gov.in/guidelines/tender-guidelines</a>	Self-declaration on bidder's letter head signed by authorized signatory.
4	The bidder should have a minimum turnover <b>of 50 Crores</b> and above in the preceding 3 financial years in IT/Digital Consultancy services in India	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2021-2022, 2020-2021, 2019-2020, which includes profit and loss account and balance sheet.
5	The bidder should have a positive net worth in all the 3 preceding financial years i.e., 2021-2022, 2020-2021, 2019-2020. In India	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2021-2022, 2020-2021, 2019-2020, which includes profit and loss account and balance sheet.

<b>6</b>	The bidder should have net profit in at least 2 out of 3 preceding financial years i.e., 2021-2022, 2020-2021, 2019-2020 in India	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2021-2022, 2020-2021, 2019-2020, which includes profit and loss account and balance sheet.
<b>7</b>	The bidder should showcase a minimum of 3 IT/Digital consultancy projects (completed/ongoing) in the last three financial years in India in BFSI/ Public Sector/ Government space, of which at least 2 should be in BFSI sector having more than 1000 offices in India.	<ul style="list-style-type: none"> <li>• Copy of purchase order (PO), period of engagement and scope of work.</li> <li>• Client Name</li> <li>• Project Summary</li> <li>• Project Period</li> <li>• Client Contact Name</li> <li>• Mobile, E-mail and Landline.</li> </ul>
<b>8</b>	The bidder should provide brief details of legal disputes with clients arising in the IT/Digital consultancy space in the last 3 financial years in India.	Details of legal disputes on the bidder's letter head signed by authorized signatory
<b>9</b>	The bid must be signed by a person with the proper authority to bind the company as a 'Constituted attorney of the company'.	Power of attorney.
<b>10</b>	Bid should be valid for a period of 180 days from the date of opening.	Declaration on bidder's letter head signed by authorized signatory required.
<b>11</b>	The bidder should bid individually and not as a consortium.	Declaration on bidder's letter head signed by authorized signatory required.
<b>12</b>	The bidder should have a project office in Chennai.	Documentary proof to be submitted.
<b>13</b>	Bidder should have at least 10 IT/Digital consultants with 5+ years of experience	Relevant documents/ Declaration on bidder's letter head signed by authorized signatory.
<b>14</b>	The bidder should not be blacklisted by any Government or PSU or any other financial institution as on the date of the tender.	As per <a href="#">Annexure-14</a>
<b>15</b>	The bidder should not be from a country which shares a land border with India.	As per <a href="#">Annexure-15</a>

## 5.6 Annexure-6: Technical Experience Details (Revised)

PARAMETER	RATING BAND	MARKS	OVERALL MAXIMUM SCORE	SUPPORTING DOCUMENTS TO BE SUBMITTED
Presence in India in IT/Digital Consultancy Services	> =5 Years and < 7 Years	1	5	List of Offices in India with address and contact details as per <a href="#">Annexure-11</a> along with Self-declaration on bidder's letter head signed by authorized signatory mentioning the total number of years the bidder has been providing IT / Digital Consultancy services in India.
	> =7 Years and < 10 Years	2		
	> = 10 Years and <15 Years	3		
	> = 15 Years	5		
Average bidder turnover for the preceding three financial years in IT/Digital Consultancy services in India	> 50 Crores to < =75 Crores	3	8	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2021-2022, 2020-2021, 2019-2020, which includes profit and loss account and balance sheet.
	>75 Crores to <= 100 Crores	5		
	Above 100 Crores	8		
Net profit in the last 3 preceding financial year in India	2 marks each per financial year	6	6	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2021-2022, 2020-2021, 2019-2020, which includes profit and loss account and balance sheet.

<p>The bidder should showcase experience in handling <b>IT consultancy projects (completed / ongoing)</b> in the last three financial years in India in BFSI/ Public Sector / Government space. UIIC reserves the right to talk to the client references provided.</p>	<p>2 marks will be awarded for each completed/ongoing project in BFSI (both public sector and private sector) space in the last three financial years</p> <p>1 mark will be awarded for each completed/ongoing project in PSU (other than public sector BFSI)/Government space in the last three financial years</p>	<p><b>15</b></p>	<p>Copy of purchase order (PO), period of engagement and scope of work.</p> <p>Client Name</p> <p>Project Summary</p> <p>Project Period</p> <p>Client Contact Name</p> <p>Mobile, E-mail. and Landline</p> <p>Declaration on bidder's letter head that no project submitted in this section has been cancelled by the client.</p>
<p>The bidder should showcase experience in handling <b>Digital consultancy projects (completed / ongoing)</b> in the last three financial years in India in BFSI/ Public Sector / Government space. UIIC reserves the right to talk to the client references provided.</p>	<p>2 marks will be awarded for each completed/ongoing project in BFSI (both public sector and private sector) space in the last three financial years</p> <p>1 mark will be awarded for each completed/ongoing project in PSU (other than public sector BFSI)/Government space in the last three financial years</p>	<p><b>15</b></p>	<p>Copy of purchase order (PO), period of engagement and scope of work.</p> <p>Client Name</p> <p>Project Summary</p> <p>Project Period</p> <p>Client Contact Name</p> <p>Mobile, E-mail and Landline</p> <p>Declaration on bidder's letter head that no project submitted in this section has been cancelled by the client.</p>

<b>IT consultants:</b>  Marks will be allotted based on the number of years of experience of the consultants	>=5 years to < 7 years of experience	0.5 mark for each such consultant with a maximum of 3 marks	9	Complete CV of each consultant to be submitted.
	>= 7 years to < 10 years of experience	1 mark for each such consultant with a maximum of 3 marks		
	> = 10 years of experience	1.5 marks for each such consultant with a maximum of 3 marks		
<b>Digital consultants:</b>  Marks will be allotted based on the number of years of experience of the consultants	> =2 years to < 4 years of experience	0.5 mark for each such consultant with a maximum of 3 marks	9	Complete CV of each consultant to be submitted.
	>= 4 years to < 6 years of experience	1 mark for each such consultant with a maximum of 3 marks		
	> = 6 years of experience	1.5 marks for each such consultant with a maximum of 3 marks		
<b>InsurTech consultants:</b> Marks will be allotted based on the number of years of experience of the consultants	> =2 years to < 4 years of experience	0.5 mark for each such consultant with a maximum of 3 marks	9	Complete CV of each consultant to be submitted.
	>= 4 years to < 6 years of experience	1 mark for each such consultant with		

		a maximum of 3 marks		
	> = 6 years of experience	1.5 marks for each such consultant with a maximum of 3 marks		
<p>Bidder should give a presentation on the approach and methodologies implemented in BSFI / insure tech sector. The technical competence and capability of the bidder should clearly be reflected in the presentation. If any bidder fails to make a presentation, they will not be given any marks.</p>	Understanding of UIIC's business and operating environment	6	24	Presentation to be given by eligible bidders.
	Understanding of UIIC's proposed initiatives	6		
	Bidder's knowledge and experience to deliver scope of the assignment.	6		
	Detailed approach	6		
<b>Total Marks</b>			<b>100</b>	

## **5.7 Annexure 7: Bill of Material (Total cost of Ownership –TCO) (Revised)**

The Bill of Material for Appointment of IT and Digital Consultant is mentioned below:

### **Instructions:**

1. The quoted price against each project shall remain unchanged till the completion of the project (s).
2. UIIC is not responsible for any arithmetic errors in the commercial bid details sheet committed by the shortlisted bidders, however, if there are any computational errors UIIC will evaluate the bid as per the provisions contained under RFP document
3. The bidders should quote as per the format of the Bill of Material only and a masked replica of the Bill of Material should be enclosed in the technical bid
4. The masked bill of materials which would be submitted as part of the technical bill of material should contain 'XX' for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the commercial submission
5. All amounts in the Bill of Material should be in INR
6. The start of IT Strategy and project management tenure will be reckoned within 2 weeks after issuance of the purchase order and deployment of resources as per the project requirements
7. UIIC reserves its right to implement or drop any of the below listed projects without assigning any reasons
8. Reverse auction will be conducted on total project cost.
9. The price would be inclusive of all applicable taxes under the Indian law like custom duty, freight, forwarding, insurance, delivery etc. but exclusive of any applicable GST, which shall be paid on actual basis on production of bills with GSTN. Any increase in GST will be paid in actual by UIIC or any new tax introduced by the Government will also be paid by UIIC. The entire benefits/ advantages, arising out of fall in prices/ taxes, duties or any other reason, must be passed on to UIIC. The price quoted by the consultant should not change due to exchange rate fluctuation, inflation, market conditions, and increase in custom duty.
10. All prices to be valid for a period of 36 months from the date of the contract execution / signing.
11. Consultant to factor all its expenses like travelling, boarding, lodging etc. Apart from amount specified in commercial bid, no other expenses will be paid by UIIC
12. For section on site Resource requirements (Refer Section "*E. Resource Requirement*" in *Scope of Work*) price discovery is done for one month and the entire rate card will be applicable for the complete contract period. Resource will be on boarded as per the requirement of the project based on this rate card.
13. The type of RFQ (Small, Medium and Large) will be determined by mutual agreement between UIIC and selected bidder at the time of placement of order.



**Total Summary of Costs [Commercial Details]**

Sr. no	Phase	Description	Unit price	Number of units	Total Amount (in INR) (Unit Price * Number Of Unites)
1	Current State Assessment	Lump sum Quote for Current State Assessment		1	
2	Define IT, Digital and Cloud Strategy for next 3-5 Years	Lump sum Quote for IT, Digital and Cloud strategy		1	
3	Tendering for Evaluation and Selection of Solutions / Partners for Existing / New IT/Digital related Products, Services, Manpower, Hardware, Licenses and Strategic Projects	Description of RFP	Cost per RFP to be quoted	Number Of Units	Total Amount (in INR) (Cost per RFP * Number Of Units)
3.1		Document Management System (DMS)		1	
3.2		All Portals and Mobile Applications		1	
3.3		Reporting Infrastructure Solution & Hardware		1	
3.4		UIIC's Corporate Website		1	
3.5		UIIC's Core Insurance Solution		1	
3.6		Integrated Treasury Management Solution		1	

3.7		SAP Application		1	
3.8		Robotic Process Automation		1	
3.9		Conversational Bots & Call center set up.		1	
3.10		Enterprise Service Bus for Integrations with third parties.		1	
3.11		Implementation of Video KYC		1	
3.12		End To End Digitization of Insurance Activities		1	
3.13		GIS Integration		1	
3.14		Implementation of Customer Relationship Management Solution		1	
3.15		Implementation of Fraud Analytics		1	
3.16		Claim Automation for Private Car and Two-Wheeler		1	
3.17		Claim Automation for Commercial Vehicle		1	
3.18		Claim Automation for any other Line of Business		1	

3.19		All IT related Policies' review and update		1	
3.20		Procurement of Unlimited License Agreement (ULA), Enterprise Agreement and similar contracts.		1	
3.21		E-Insurance Account		1	
3.22		Any other Small Project as per UIIC's requirements (Cost of 1 RFP to be quoted for notional computation)		1	
3.23		Any other Medium Project as per UIIC's requirements (Cost of 1 RFP to be quoted for notional computation)		1	
3.24		Any other Large Project as per UIIC's requirements (Cost of 1 RFP to be quoted for notional computation)		1	
4	ISO 27001:2013 Certification		Cost of Consultancy to be quoted.		
5	Incubation Center		Cost of Consultancy to be quoted		

6	Project Management & Governance including Projects / solutions emanated from the IT & Digital Strategy	Description of the resource	Man Month cost of the resource to be quoted	Number of Months	<b>Total Amount (in INR)</b> <b>(Man month cost of the resource * Number of months)</b> (This is for notional computation for commercial evaluation. Payments will be made on actual consumption basis only.)
6.1		Project Director/Senior Project Manager		5	
6.2		Program manager/Junior Project Manager		5	
7	Onsite Resource Requirement	Description of the resource	Man Month cost of the resource to be quoted	Number of Months	<b>Total Amount (in INR)</b> <b>(Man month cost of the resource * Number of months)</b> (This is for notional computation for commercial evaluation. Payments will be made on actual consumption basis only.)

7.1		Business Analyst Digital (5-8 years of experience)		5	
7.2		Business Analyst Digital ( 8+ years of experience )		5	
7.3		Business Analyst Insurance (5-8 years of experience)		5	
7.4		Business Analyst Insurance (8+ years of experience)		5	
7.5		Solution Architects (10+ years of experience)		5	
7.6		Data Architects		5	
7.7		Java / .net developers ( Based on current stack )		5	
7.8		Full stack developers ( Angular JS , Node JS , MongoDB )		5	
7.9		Full stack developers (Linux, Apache, MySQL, PHP including Java Script)		5	
7.10		Full Stack developers (RUBY on RAILS)		5	

7.11		Full Stack developers (Linux, Nginx, MySQL and PHP).		5	
7.12		Full stack developers (Django).		5	
7.13		UI/UX Developers		5	
7.14		Technical Project Managers		5	
7.15		RPA Developers		5	
7.16		SQL developers		5	
7.17		SAP – ABAP developers		5	
7.18		SAP – FICO consultants		5	
7.19		SAP – HRMS consultants		5	
7.20		Cyber Security Experts		5	
7.21		SAP Native DBA		5	
7.22		MSSql DBA		5	

7.23		Oracle DBA		5	
7.24		ISO 27001 Consultant		5	
8		<b>Contract Negotiation and Pricing Expert</b>		5	
<b>Total</b>					

Note:

- In the event any or all of the RFP's are combined, UIIC will release the payments for the respective RFP's as specified above based on payment terms specified in the RFP for the completed portion. UIIC will pay the complete amount specified against each of the RFP's even if some of them were to be combined by UIIC. In the event a new RFP needs to be formulated the same would be done using Unit amount arrived from above table.
- If any of the scope item is found as not required by UIIC during any point of time, proportionate amount will not be paid by UIIC
- The price quoted for the project should be inclusive of taxes and charges/levies except GST. GST will be payable actual and on submission of original invoice / receipt.
- The base location for the project execution would be Chennai. No Travel expenditure will be paid by UIIC
- The Consultant will have to work as per the timings of UIIC
- The rate quoted should include all expenses, lodging and boarding for work to be executed as part of this Project.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**(Company Seal)**

## 5.20 Annexure 18 – Bid Submission Checklist

S.No.	Document	Enclosed (Yes/No)
<b>1.</b>	<b>Eligibility cum Technical Bid</b>	
1.1	A letter on the bidder's letter-head: <ul style="list-style-type: none"> <li>a. Describing the point wise confirmation in respect of the eligibility criteria enumerated in <a href="#">Annexure-5</a>.</li> <li>b. Certifying that the period of validity of bids is 180 days from the last date of submission of bid.</li> </ul>	
1.2	The profile of the bidder (template given in <a href="#">Annexure-4</a> )	
1.3	Tender Offer Letter as per <a href="#">Annexure-1</a>	
1.4	Proof of Submission of Tender Fee.	
1.5	Bid Security Declaration as per format provided in <a href="#">Annexure-10</a> to be submitted.	
1.6	Power-of-attorney granting the person signing the bid the right to bind the bidder as the 'Constituted attorney of the company'.	
1.7	Bidder shall submit PAN number, GST Registration number	
1.8	Statement of No-Deviation as per <a href="#">Annexure-2</a>	
1.9	Bank Guarantee Format for EMD <a href="#">Annexure-3</a> /Proof of submission of EMD in case of electronic credit	
1.10	List of Bidder's Major Clients <a href="#">Annexure-8</a>	
1.11	Reference Form for Information Technology Consultancy <a href="#">Annexure-9</a>	
1.12	Office locations and service infrastructure facilities <a href="#">Annexure-11</a>	
1.13	Technical Experience Details <a href="#">Annexure-6</a>	
1.14	Masked Replica of Commercial Bid <a href="#">Annexure-7</a>	
1.15	Integrity Pact as per <a href="#">Annexure-13</a>	
1.16	No Blacklisting Declaration as per <a href="#">Annexure-14</a>	
1.17	<a href="#">Land Border Sharing Declaration as per Annexure-15</a>	
1.18	Copy of RFP published in the website ( <a href="https://uiic.co.in/en/tenders-rfp">https://uiic.co.in/en/tenders-rfp</a> ) duly signed and stamped	
<b>2.</b>	<b>Commercial Bid</b>	
2.1	<a href="#">Annexure-7</a> : Bill of Material (Total Cost of Ownership - TCO)	



**The following conditions are added and shall become part of the RFP:**

**4.28 Indemnity (New Addition)**

**4.28.1** Subject to Clause 4.28.2 below, **Consultant** (the "**Indemnifying Party**") undertakes to indemnify **UIIC** (the "**Indemnified Party**") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or Indian patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; (d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or (e) information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a noninfringing equivalent, (iii) modify it to make it noninfringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

**4.28.2** The indemnities set out in Clause 4.28.1 shall be subject to the following conditions:

- (i) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
- (ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense;
- (iii) if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;
- (iv) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- (v) all settlements of claims subject to indemnification under this Clause will: a. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for

all liability in respect of such claim; and b. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;

(vi) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;

(vii) the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;

(viii) in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and

(ix) if a Party makes a claim under the indemnity set out under Clause 4.28.1 above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

#### **4.29 Limitation of Liability (New Addition)**

**4.29.1** The liability of Consultant (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the fees and expenses received under this. The liability cap given under this Clause 4.28.1 shall not be applicable to the indemnification obligations set out in Clause 4.28.

**4.29.2** In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.

**4.29.3** The allocations of liability in this clause represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

#### **The following clauses are removed from the RFP:**

- Section 3.7 Reverse Auction and the conditions relevant to reverse auction in the RFP are removed.
- Annexures 17, 17.1 and 17.2 are removed.

#### **Note:**

Bidders to note that all other conditions of the RFP remain unaltered.