REPLIES TO PRE-BID QUERIES

RFP No: 00100/HO IT/RFP/345/2022-2023 - Appointment of Consultant – IT & Digital

S.NO	Page NO	Clause	Description in the tender	Query	Replies
1		EMD	3.3.2.1, Pt.5: Bid Security Declaration as per format provided in Annexure-10 to be submitted. 3.3.2.1, Pt.9: Bank Guarantee Format for EMD Annexure-3	Please confirm if we are required to submit EMD or Bid Security Declaration will suffice	EMD should submitted as per Bank Guarantee format mentioned in the RFP. Bid Security Declaration is applicable for Micro and small Enterprises only.
2	8	1. Introduction	Address for Bid Submission The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. For further instructions regarding submission of bids online, the bidders shall visit the e-tender portal (https://uiic.enivida.com/)	Please confirm if we are required to submit Tender Fee and Bank Guarantee (EMD) in hardcopy. If yes, Please share the address details where we can courier the same	Hard copy of proof of Tender fee and Bank Guarantee for EMD is required in eligibility cum technical bid cover. Hard copy should be sent to the address mentioned in the RFP and scanned copy of BG for EMD should be uploaded as part of eligibility cum technical bid.
3	30	4.6 Change Orders	UIIC may at any time, by a written order given to the bidder to make changes within the general scope of the contract in the service to be provided by the bidder.	All major changes made by UIIC in the scope that will have a commercial effort effect, will be mutually discussed and commercials will be agreed on. Please confirm our understanding	As per mutual consensus.
4	45	5.5 Annexure-5: Eligibility Criteria, Pt.7	Supporting Documents: · Copy of purchase order (PO), period of engagement and scope of work. · Client Name · Project Summary · Project Period · Client Contact Name · Mobile, E-mail and Landline.	Please confirm if Credential letter in place of Copy of Purchase Order be submitted	Engagement letters shall also be considered if they constitute scope of work and commercials along with self-certification on bidder's letter head that the POs/Engagement letters submitted for projects have not been terminated by the client.
5	16	E. Resource Requirement	Project Director/Senior Project Manager with at least 15 years of	We request UIIC to please amend the experience of Project Director/Senior Project Manager as	Please refer corrigendum.

			experience	10+ years of Consulting Experience	
6	46	5.6 Annexure-6: Technical Experience Details, Pt.2	Average bidder turnover for the preceding three financial years	We request UIIC to align the scoring of turnover with the Eligibility Criteria and award full marks to bidders having annual turnover of more than 50 crores in each of the last 3 financial years	Please refer corrigendum
7	47	5.6 Annexure-6: Technical Experience Details, Pt.4	1 mark will be awarded for each completed project and 0.8 mark for each ongoing project for the last three financial years	Request UIIC to award full marks to completed & ongoing projects	Please refer corrigendum.
8	47	5.6 Annexure-6: Technical Experience Details, Pt.5	The bidder should showcase experience in handling Digital consultancy projects (completed / ongoing) 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. 1 mark will be awarded for each completed project and 0.8 mark for each ongoing project for the last three financial years	In line with the scope of work, Request UIIC to accept Digital Consultancy Projects with services including consultancy project in areas like Servers, Storage, Business Applications, AI, ML, Data Warehouse, Analytics, Cyber Security Also, Request UIIC to award full marks to completed & ongoing projects	Artificial Intelligence, Internet of Things (IoT), Block Chain, Data Warehouse, Data Mining, Telematics, Fraud Analytics, RPA, Video KYC, Chat Bot and AI based automation can be termed as Digital Projects. Server, Storage, Business Applications, Cyber Security do not fall in Digital category As regards to marks RFP holds good.
9	9	1.4- Schedule of Events	Last date for submission of bid- 31/10/2022 (Monday) before 03:00 P.M.	Due to the upcoming festive season, Request for extension for 3 weeks please	Please refer corrigendum
10	10, 45	4. Eligibility Criteria	The bidder should have a minimum turnover of 50 Crores and above in the preceding 3 financial years.	We request UIIC to clarify if the turnover should be from IT consultancy services in India as per the scope of the RFP	Please refer corrigendum.
11	11, 45	7. Eligibility Criteria	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.	We request to consider the IT/Digital consultancy projects in the last three financial years as well as for current financial years till the date of bid submission	Please refer corrigendum.
12	11, 45	7. Eligibility Criteria	The bidder should showcase a minimum of 3 IT/Digital consultancy projects (completed/ongoing) in the last three financial years in India in BFSI/	Kindly consider Engagement letters as part of supporting document as it constitutes both SOW & commercials.	Engagement letters shall also be considered if they constitute scope of work and commercials along with self-certification

			Public Sector/ Government space, of which at least 2 should be in BFSI sector having more than 1000 offices in India.		on bidder's letter head that the POs/Engagement letters submitted for projects have not been terminated by the client.
13	25	3.7 Reverse Auction	UIIC would conduct a reverse auction process on the commercials submitted by the qualified Bidders in UIIC eNivida Portal.	Since this is a techno-commercial based evaluation as per clause 3.8, we request UIIC to delete the provision of reverse auction	Please refer corrigendum
14	47	Annexure-6: Technical Experience Details	Presence in India	We request UIIC to clarify if presence in India should be for IT consultancy services business	Please refer corrigendum
15	47	Annexure-6: Technical Experience Details	Average bidder turnover for the preceding three financial years	We kindly request UIIC to clarify if bidder turnover should be for IT consultancy services business in India. We are asking this query as certain bidder may provide audit & tax revenue also as a part of their turnover	Please refer corrigendum
16	47 & 48	Annexure-6: Technical Experience Details	The bidder should showcase experience in handling IT consultancy projects (completed / ongoing) 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. AND The bidder should showcase experience in handling Digital consultancy projects (completed / ongoing) 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.	We kindly request UIIC to amend the allotment of marks since the majority of the initiatives UIIC wishes to take as per the SOW are in digital space. Hence we request more weightage to be given if not equal to digital projects. We kindly request UIIC to provide maximum 12 marks to digital consultancy projects & maximum 5 marks to IT consultancy projects.	Please refer corrigendum
17	47 & 48	Annexure-6: Technical Experience Details	The bidder should showcase experience in handling IT consultancy projects (completed / ongoing) 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.	We kindly request UIIC to consider the projects only for BFSI sector as Public Sector & Government space is not relevant to Insurance industry	Please refer corrigendum

			AND The bidder should showcase experience in handling Digital consultancy projects (completed / ongoing) 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.		
18	47 & 48	Annexure-6: Technical Experience Details	The bidder should showcase experience in handling IT consultancy projects (completed / ongoing) 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. AND The bidder should showcase experience in handling Digital consultancy projects (completed / ongoing) 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.	We kindly request UIIC to give more weightage to Insurance sector. As per the current marking scheme, any bidder who is completely submitting Government projects is getting equal marks to the bidder who is completely submitting Insurance projects hence the differentiation of the bidder with more experience in Insurance industry is not getting projected	No change in the RFP clause
19	47 & 48	Annexure-6: Technical Experience Details	The bidder should showcase experience in handling IT consultancy projects (completed / ongoing) 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. AND The bidder should showcase experience in handling Digital consultancy projects (completed / ongoing) in the last three financial years in India in BFSI/ Public Sector / Government space. UIIC reserves the right to talk	Kindly consider Engagement letters as part of supporting document as it constitute both SOW & commercials.	Engagement letters shall also be considered if they constitute scope of work and commercials along with self-certification on bidder's letter head that the POs/Engagement letters submitted for projects have not been terminated by the client.

			to the client references provided.		
20	54	Annexure 7: Bill of Material (Total cost of Ownership –TCO)	Project Management & Governance including Projects / solutions emanated from the IT & Digital Strategy AND Onsite Resource Requirement.	For the purpose of fair commercial evaluation, we request UIIC to consider ten person month effort for each of the roles mentioned in Sr. No. 4 & 5	Please refer corrigendum.
21	59	Annexure 9: Reference Form for IT and Digital Consultancy Services	Reference Phone Reference E-mail address	We would like to highlight that we will not be able to provide you contact detail of clients. However, we will enable the reference calls with client as part of UIIC evaluation as & when requested by UIIC.	Agreed.
22	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	What is the SAP ERP version (Core component) currently running?	Details will be shared with successful bidder.
23	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	What all are the SAP components, Modules, Sub-modules being used?	At present, UIIC has HR and Finance modules in SAP
24	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	SAP HR: a. HR Scope currently deployed on SAP ECC i.e. OM + PA + Time b. List of Custom HR Infotypes, for any specific processes c. List of Custom PY Infotypes, for any specific processes d. Any Self Services Processes currently deployed for HR and PY related activities for employees and managers e. Any HR processes that impact Payroll currently deployed in SAP or managed in external systems i.e. Suspension / Discipline etc. f. How is Time data managed for Payroll process i.e. in SAP or integration to external system g. Any custom solutions for Payroll input i.e. Housing / Insurance scheme etc. h. How is Retirals contribution managed in SAP i.e. Fund Management for PF / Gratuity / Superannuation etc.	Details will be shared with successful bidder.

				i. Any enhancements to Payroll Operations or Functions currently deployed	
25	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	What is the current landscape and client strategy (number clients and purpose of each client) from each system perspective (e.g. Development, Quality, Pre-Production, Production)?	Details will be shared with successful bidder.
26	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	What all are the SAP components being used other than Core SAP ERP? (e.g. BW, BPC etc.) For each of the SAP Component/Module, please provide details of sub modules/functionalities in use.	Details will be shared with successful bidder.
27	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	Do you have SAP Business Blueprint documents for the current implementation? If Business Blueprint documents are there, whether they are being updated for process changes made?	Details will be shared with successful bidder.
28	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	Do you have configuration documents referring to the processes in the SAP Business Blueprint document?	Details will be shared with successful bidder.
29	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	How many SAP developments (RICEFW) are in use currently in the system?	Details will be shared with successful bidder.
30	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	Do you have Functional Specification, Technical Specification documents for each of the SAP Development (Report Interface Conversion Enhancement Form Workflow)? Do you have Updated Test Scripts, especially for Legal Change Patch application process	Details will be shared with successful bidder.

31	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	Please provide applications and tools in use for Reporting and Analytics.	Details will be shared with the successful bidder.
32	13	2.A: CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Scope of Work	How many legal entities related operations are run in SAP currently? Do you have Legal or Matrix Consolidation process mapped into SAP or else interface with third party applications?	Details will be shared with the successful bidder.
33	14	2 B: PROPOSED PROJECTS -1:	Scope of Work - Proposed Projects -1; Point g	Would like to understand from "Integrated Treasury Management Solution" whether you are looking for SAP Treasury and Management Solution?	As per RFP
34	15	2C: Scope of Work - Proposed Projects 2	UIIC proposes to undertake the following new initiatives in the next one to two years	How will the prioritization of the proposed New Initiatives be agreed on	Prioritization shall be mutually agreed upon.
35	15	2C: Scope of Work - Proposed Projects 2	Consultant shall facilitate to review of various IT policies	Will the role of the consultant be restricted to Review or also include implementation of revised IT policy (if approved)	The role of consultant is restricted to review and update of the polices. Implementation is not in scope.
36	16	D. PREPARATION OF RFP AND VENDOR EVALUATION	Prepare detailed UI / UX requirements wherever applicable for various activities.	Kindly help elaborate on the ask under the section for preparation of RFP and vendor evaluation	Requirements for UI/UX design (as part of solution) should be framed as part of RFP and playbook to be designed by specialized UI/UX companies which will be then implemented by the successful bidder.
37	16	D. PREPARATION OF RFP AND VENDOR EVALUATION	Vendor Management	Consultant assumes that vendor management here refers to activities limited to the scope of bid management only	Vendor management here refers to bid management.
38	17, 48	2E - 2: Managed Services for Technical Experts	Technical resources for doing the development/hands-on as per the UIIC requirement for support of various projects. (As per rate card), UIIC will onboard resources with 5+ years' experience.	Would the profiles, projects, resource pool be considered as a part of the technical evaluation or scoring. If yes, kindly help share the details for the same	For Point E. Onsite Requirements in SOW, profile is not considered for technical evaluation. However, at the time of on boarding necessary documentary evidence for qualification to be

					submitted along with certifications wherever applicable.
39	17	2E - 2: Managed Services for Technical Experts	Technical resources for doing the development/hands-on as per the UIIC requirement for support of various projects. (As per rate card), UIIC will onboard resources with 5+ years' experience.	Request you to consider a experience bracket for full stack developers as development personnel with 5+ years of experience will sit in the upper bracket from a billing perspective	No change in the RFP clause.
40	17	3: Contract Negotiation and Pricing Expert:	Contract Negotiation and Pricing Expert:	Please provide a detailed list of software/ applications/ products used ITMS and the names of corresponding software publishers	Details will be shared with the successful bidder.
41	17	3: Contract Negotiation and Pricing Expert:	Contract Negotiation and Pricing Expert:	Kindly confirm if the vendor contracts/ agreements are readily available with UIIC	Vendor contract/agreements are readily available and will be shared with successful bidder.
42	17	3: Contract Negotiation and Pricing Expert:	Contract Negotiation and Pricing Expert:	Please provide us details of DC, DR & NDR and the details of the service provider	Details will be shared with the successful bidder.
43	17	E.2: Managed Services for Technical Experts:	Resource Requirements	Would like to understand more about the requirement of "SAP DB Developers"? Is this requirement for SAP Basis Consultant?	Please refer corrigendum.
44	38	4.25 Payment Terms	Preparation of RFP and Vendor evaluation: Payment terms	Request you to consider the below payment terms for RFP as significant effort goes into creation of RFP and evaluation of the tenders On submission of the final RFP by consultant: 20% On release of the RFP: 30% On submission of the final technical and commercial evaluation reports: 30% On Selection of the vendor: 10% Balance 10% on completion of tender related documents and issuance of PO	No change in the RFP clause.
45	44	5.4 Annexure 4: Bidder Profile	d) Major Related Activities carried out in last three years & their %age in revenue	Is the ask specific to the scope of work covered in the RFP or overall at an organization level. Please help elaborate on the ask with example.	This section covers activities specific to scope of work mentioned in the RFP.
46	49	Annexure-6: Technical Experience Details	InsurTech consultants: Marks will be allotted based on the number of years of experience of the	Kindly elaborate on what will be categorized as insuretech experience	InsureTech (Insurance Technology) refers to the innovations in technologies that are

			consultants		insurance industry specific and implemented to improve efficiency.
47	15	PROPOSED PROJECTS - 2 C.m	E-Insurance Account and Account Aggregators	Kindly help elaborate on the scope	Consultant is responsible for RFP for E-Insurance account
48	15	2 - Scope of Work C - Proposed Projects -2	Robotic Process Automation	Have RPA tool OEM such as UiPath or Blue Prism has been evaluated in any capacity for the specified schedule of requirements?	Details will be shared with the successful bidder.
49	15	2 - Scope of Work C - Proposed Projects -2	To implement complete end to end digitization of all insurance activities like pre-sales, sales, customer onboarding, policy issuance, claim processing etc. within a period of 2 years including activities identified by consultant in current state assessment.	At times automating as-is might be inefficient and benefits can be achieved only with underlying process re-design . Are we open to process re-design as part of best practices ?	Process re-design is not the scope of consultant
50	15	2.C.k	Consultant is responsible for preparation of complete process document for implementing the same including budgetary support required	The requirement is to just create process document / playbook of the framework proposed as well as provide financial budgets for the same. It is assumed that consultant is not responsible for the operations / execution of the incubator as a part of the scope outlined in the RFP? Kindly confirm the understanding	The consultant is responsible for creation of play book, define processes for selection, on boarding of start-up. The bidder is also responsible for creation of 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. Consultant is not responsible for the operations/execution of the incubator.
51	8	1.4 Schedule of Events	Last date for submission of bid 31/10/2022 (Monday) before 03:00 P.M.	Considering there are leaves pertaining to the major festival of Diwali, we kindly request UIIC to provide extension of the bid submission date to one week i.e. till 7th Nov 2022	Please refer corrigendum.

52	12	Current State Assessment	Suggested Areas:- Security at all layers	Kindly elaborate on the requirement of performing current state assessment of '*security at all layers*'	'layer' here represents Servers, Endpoint, Data, Network (Perimeter, DMZ, Corporate and Third Party), Application (data in motion and data at rest) Logging & Monitoring, critical Infrastructure like DC,DR,NDR and APIs.
53	13	Current State Assessment	Suggested Areas: - Endpoint Management and Extended Detection & Response (EDR & XDR) - Data Loss Prevention	If the bidder expected to review the implemented EDR & XDR, DLP technologies and provide the gaps?	As of now UIIC has not implemented XDR solutions. Basic level of DLP is available. Bidders has do the current statement assessment and recommend best practices.
54	13	Current State Assessment	Suggested Areas:- Zero Trust Network Access (including Remote access) and monitoring	Kindly elaborate on the requirement of performing current state assessment of '*Zero Trust Network Access*'	Zero Trust Network Access is future state roadmap. Bidders to study the existing IT Infra and recommend best solutions
55	13	Current State Assessment	Suggested Areas:- Zero Trust Network Access (including Remote access) and monitoring	Is the bidder expected to review the remote access and monitoring solution currently implemented at UIIC?	Yes
56	13	Current State Assessment	Certification compliance both regulatory, ISO 270001 latest standards published from time to time.	Is the bidder expected to review the compliance against ISO27001 standards?	Consultant is responsible for current state assessment as regards to ISO 27001 certification. With regards to SOW - Proposed Projects-2-item j: Consultant is also responsible for bringing the overall IT infrastructure (hardware and applications and security) to readiness state for compliance with ISO 27001 framework in respect of DC, DR, NDR, IT department at Head Office Bidder is also responsible for the RFP for certification by authorized agencies.

57	13	Current State Assessment	Certification compliance both regulatory, ISO 270001 latest standards published from time to time.	Is the bidder expected to perform surveillance review/sustenance activities for the next 2 years after certification	No
58	13	Current State Assessment	Certification compliance both regulatory, ISO 270001 latest standards published from time to time.	Any standards other than ISO 27001, kindly mention.	ISO 27001 certification will suffice.
59	-	Current State Assessment	General Queries	Is the bidder expected to perform any security assessment (VAPT, web application security testing, source code review, secure configuration review, firewall rule review, etc?	The consultant has to perform Configuration review and firewall rule review.
60	-	Current State Assessment	General Queries	What are the security solutions implemented in UIIC?	Details will be shared with the successful bidder.
61	-	Current State Assessment	General Queries	Is the bidder expected to review current security solutions configuration review?	Yes.
62	-	Current State Assessment	General Queries	Is the Zero Trust Architecture currently implemented?	Zero Trust Network Access is future state roadmap. Bidders to study the existing IT Infra and recommend best solutions
63	31	4.9	UIIC may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or in part: a) If the bidder fails to deliver any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by UIIC, OR b) If the bidder fails to perform any other obligation(s) under the contract and fails to remedy the same within 30 days of notice. In the event UIIC terminates the contract in whole or in part, pursuant to above mentioned clause, UIIC may procure, upon such terms and in such manner, as it deems appropriate,	Consultant should have the right to immediately terminate the agreement, if consultant is unable to provide the services due to compliance with applicable law/regulation. Hence requesting you to consider adding: *"Service Provider may terminate this Contract or any particular services immediately upon written notice to UIIC, if Service Provider reasonably determines that it can no longer provide the services in accordance with applicable law or its professional obligations."*	As per RFP only

				services similar to those undelivered. However, the bidder shall continue performance of the contract to the extent not terminated. UIIC shall pay Bidder for services performed till effective date of termination.		
64			New Clause to be inserted	Further, as an independence requirement, EY should have the right to immediately terminate the agreement, if EY is unable to provide the services due to compliance with applicable law/regulation. Hence engagement team to ensure that the below specific language is inserted:	Not considered.
65			New Clause to be inserted	Service Provider may terminate this Contract or any particular services immediately upon written notice to UIIC, if Service Provider reasonably determines that it can no longer provide the services in accordance with applicable law or its professional obligations.	Not considered.
66			New Clause to be inserted	GCO Internal comment: In case of any deadlock Engagement Partner to consult the Independence team.	Not considered.
67		1.4 Schedule of Events		Could you please clarify the format of this Pre-Bid Meeting? High Level Agenda, is this by Bidder or across all Bidders etc.,	Pre-Bid meeting is already completed.
68		2. Scope of Work Section A.		Item f) of this scope section says "Item wise Budget for Digital Strategy / IT Strategy". Should we assume Item Wise means Project Level?	Yes. Project level budget for IT and Digital strategy needs to submitted.
69		2. Scope of Work Section B. Proposed Project -1		Can you please help us with high level understanding on As-Is Process Methodologies being used, Architecture, Tools Landscape, Risks & Controls Framework, Regulatory Standards that are adhered to and Application Software / Technology Landscape	Details will be shared with the successful bidder.

70		2. Scope of Work Section B. Proposed Project -1		For the said proposed applications that require either upgrade or replace, we assume our responsibility is to evaluate a. Current State b. Identify Gaps c. Prepare a Future State Recommendation d. Provide a Budgetary estimate for the Future State Roadmap? Please confirm (These will be done during the engagement and not submitted during the RFP)	These will be part of engagement only.
71		2. Scope of Work Section C. Proposed Projects - 2		We see multiple scope items here, please clarify if our assumption is correct 1. for the proposed projects such listed items a. through i., the role of the consultant is to prepare a. Current State b. Identify Gaps c. Prepare a Future State Recommendation d. Provide a Budgetary estimate for the Future State Roadmap? Please confirm (These will be done during the engagement and not submitted during the RFP)	These will be part of engagement only.
72		2. Scope of Work Section C. Proposed Projects - 2		2. for item j., we assume that the expectation from UIIC is for us to propose budgetary estimate and potential methods including current state assessment, gaps and opportunities and future state roadmap to achieve ISO 270001:2013 certification including working with you through the certification process.	Consultant is responsible for current state assessment as regards to ISO 27001 certification. With regards to SOW - Proposed Projects-2-item j: Consultant is also responsible for bringing the overall IT infrastructure (hardware and applications and security) to readiness state for compliance with ISO 27001 framework in respect of DC,DR,NDR, IT department at Head Office Bidder is also responsible for the RFP for certification by authorized agencies.
73		2. Scope of Work Section C. Proposed Projects - 2		What are the focus areas UIIC is expecting ISO 270001:2013 certification in process? Is your current landscape aligned to it?	Consultant is responsible for current state assessment as regards to ISO 27001 certification. With regards to SOW -

					Proposed Projects-2-item j: Consultant is also responsible for bringing the overall IT infrastructure (hardware and applications and security) to readiness state for compliance with ISO 27001 framework in respect of DC,DR,NDR, IT department at Head Office Bidder is also responsible for the RFP for certification by authorized agencies.
74		2. Scope of Work Section C. Proposed Projects - 2		3. for item i., we assume that the exception from UIIC is for us to propose a per month T&M cost estimate for the purpose of constructing ULA, ELA, and contracts in alignment with the potential proposed projects from the Future State Roadmap? This is due to the fact that at present, we are not in a position to determine number of contracts that need to be produced and negotiated	Bidders to quote for one such agreement as rate card
75		2. Scope of Work Section C. Proposed Projects - 2		4. for item n., we assume this will be a scope item that requires a cost estimate for reviewing the current state IT Policies and provide recommendations on changes. Does UIIC require us to also provide an estimate to document the new policies?	The role of consultant is restricted to review and update of the polices. Implementation is not in scope.
76		2. Scope of Work Section C. Proposed Projects - 2		5. for item k. - please elaborate budgetary support mentioned this section. Our assumption for this scope item is as follows i) Prepare Incubation Center Charter, Mission and Vision ii) Prepare Organization structure and operating model for the Incubation Center iii) Prepare processes for the core functions of the Incubation Center iv) Participate in the Incubation Center with expertise to provide directions on potential projects v) Provide expertise to enable estimation / budget preparation for the projects	The consultant is responsible for creation of play book, define processes for selection, on boarding of start-up. The bidder is also responsible for creation of 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. Consultant is not responsible for the operations/execution of the incubator.
77		2. Scope of Work Section D. Preparation of RFP and Vendor Evaluation		We believe that this requirement cannot be estimated accurately unless a detailed list of projects are identified for the RFP Process. Is UIIC open to us providing a per month T&M cost for a RFP Administration Team that will build the RFP Processes, Evaluation Methods and Templates and execute the RFP Evaluation Process post the completion of the Future State recommendation.	No change in the RFP clause.
78		2. Scope of Work		Is there any internal capability/ dedicated teams to manage the change, communication, and training introduced by digital initiatives a. Proposed Projects – 1: Upgrade/replacement of existing systems b. Proposed Projects – 2: Multi-digitization and robotics initiatives	Will be shared with successful bidder.
79		2. Scope of Work		Is UICC considering a framework and/or KPIs to measure the success/ROI of these proposed initiatives?	Not considered.
80		2. Scope of Work		Is there the capacity to mobilize UICC employees across these multiple initiatives and manage concurrent engagements (the success rate of digitization programs; the agility of employees to adopt new technologies and processes; tech savviness of impacted employees)	Yes.
81		2. Scope of Work		Is there any governance around delivering training and assessing user readiness when a new digital initiative is introduced?	Yes.
82		Future Projects		Please elaborate on UIIC's approach to future projects? Will the appointed consultant be able to participate in the future projects	Please refer page 18 Note section point No:3

				from an implementation standpoint?	
83		5.6 Annexure 6 – Technical Experience Details		For IT Consultants, Digital Consultants and Insurtech Consultants, the sum of maximum marks for each experience band comes to 8. However, the total maximum marks for the category comes to 10. Can you please clarify on this gap of 2 marks in the scoring	Please refer corrigendum.
84		5.7 Annexure 7 – Bill of Material (Total Cost of Ownership – TCO)		For 5 – Onsite Resource requirement, for listed roles such as Full stack developers, UI developers etc., no experience band has been specified in RFP document. It has been mentioned in the RFP document that UIIC will onboard developers with 5+ years of experience. Wherever specific experience bands are not mentioned for a role, can we assume experience band of 5-7 years while providing the resource cost?	Bidder can provide quote for experience 5+ years.
85	page 9	1.4 Schedule of Events	180 days from the last date of submission of the Bid.	Request you to increase the validity period	No change in the RFP clause.
86	page 11/Pg 46/Pg 69	Point 14 at page 11/Cl 14 Pg 46/Cl 4 Pg 69	Pre-qualification requirement regarding blacklisting / debarment: We are not eligible to bid in case we have been blacklisted / debarred in the past: Submitting the proposal with this eligibility requirement may lead to rejection or proposal and liquidation of EMD, amongst other risks	The UIIC is requested to revise the pre-qualification regarding blacklisitng/ debarment. Entities that are not blacklisted / debarred at the time of the submission of bid should be allowed to participate in the tender process. Further, entities whose blacklisting was subsequently revoked / set aside should also be allowed to participate in the tender process.	No change in the RFP clause.
87	Page 12	2	Scope of Work	Request UIIC to provide the exisitng network architecture with details of Number of Branches, Regional offices and H.O/ DC and DR.	Details will be shared with the successful bidder.
88	page 12	2.A: Current State Assessment, IT & Digital Strategy & Technology Roadmap	Study the existing Application Software landscape	Request to provide current Policy Administration System is used at present	Details will be shared with the successful bidder.

89	page 12	2.A: Current State Assessment, IT & Digital Strategy & Technology Roadmap	Gap Assessment Report	We request UIIC to broadly let us know the current challenges with respect to core insurance applications and business processes	Details will be shared with the successful bidder.
90	page 12	2.A	Suggested Areas - Security at all layers	Please clarify, does the 'layer' here represent Endpoint, Data, Network (Perimeter, DMZ, Corporate and Third Party), Application, Logging & Monitoring?	'layer' here represents Servers, Endpoint, Data, Network (Perimeter, DMZ, Corporate and Third Party), Application (data in motion and data at rest) Logging & Monitoring, critical Infrastructure like DC,DR,NDR and APIs.
91	page 12	2.A	Suggested Areas - Security at all layers	Kindly clarify does the requirement pertain to review the secure network architecture with respect to traffic flow, placement of security solutions, high availability, and different ingress and egress points?	Yes.
92	page 12	2.A	Suggested Areas - Security at all layers	Kindly clarify should the review also include DR and NDR centres for the secure network architecture? Please clarify	Yes, review includes DC,DR and NDR.
93	page 12	2.A	Suggested Areas - Security at all layers	Please clarify, if the review includes firewall rule-based review? If yes, how many firewalls and the rule count for each firewall come under the purview?	Review includes firewall rule-based review. The details of number of firewalls and number of rules will be shared with successful bidder.
94	page 12	2.A	Suggested Areas - Security at all layers	Please clarify, Should the review include the following: a. WAF b. IPS/IDS c. Proxy d. PIM	Yes
95	page 12	2.A	Suggested Areas - Security at all layers	Please clarify, Should the review for Logging & Monitoring include the following: a. SIEM b. UEBA c. SOAR d. DAM	Yes

96	page 12	2.A	CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP Study the existing IT Infrastructure, Application Software landscape, Tools and Utilities which are in use (or) available with United India Insurance Company (UIIC) covering the following areas but not limited to the same taking into account the business strategy & requirements, growth envisaged, current technological environment and industry benchmarks	For Data & Analytics perspective, please provide information below 1. How many source systems exist. 2. What is the current integration level of these systems with the existing data platforms? 3. Does the source systems have documentation which can be leveraged to understand the source applications?	Details will be shared with the successful bidder.
97	page 12	2.A.1.a	a) Current state assessment report.	For the Data perspective, we normally cover below areas. Is there anything that UIIC believe we need to add/remove 1.Technology Architecture 2. Processes 3. People and Culture 4. Data Governance, Master Data Management, Data Quality 5. Impact	The assessment should cover all the areas mentioned including implementation
98	page 12	2.A.1.a	a) Current state assessment report.	Please confirm if below things needs to be included in the current state assessment. 1. Report/Dashboard rationalization 2. Data Migration Strategy/Roadmap from existing data platform to the new data platform. 3. Study if all reports/ ETLs/jobs/processes/ currently used by the data team? If yes, please provide the approximate count of these items. 4. Assessment of the current analytics capabilities? If yes - please provide information on what is the current maturity of analytics. What is the technology being used. What is the current team size. How many	Details will be shared with the successful bidder.

				analytics model currently exists. Is there a defined roadmap for analytics?	
99	page 12	2.A.1.b	b) Gap assessment report including IT risk management.	For Gap Assessment, we normally cover below functions. Please let us know if UIIC want us to include/remove any area in the below list. -People -Governance process -Development Lifecycle -Support Lifecycle -Reporting -Architecture -ETL -Data Model -Datastores -Security -Environment	Consultant can perform Gap Assessment covering all the areas mentioned here.
100	page 12	2.A.1.c	c. Target state report including plan to bridge gaps.	Please confirm if the below things need to be included in the target state 1. Assessment of any existing data source which could be leveraged to do enhanced customs 360 or fraud analytics, 2. Assessment of any external partner data / analytics requirements. 3. Assessment of the "to-be" journeys produced by digital teams and ingestion of the all data getting generated at various touchpoints.	Target state is the future state which the company has to achieve based on the best current technology available and meeting future business needs and also factoring best practices implemented across industries for similar projects at optimum cost.
101	page 12	2.A.1.c and 2.A.1.e	c. Target state report including plan to bridge gaps. e) Technology road map with milestones for both strategy and gap bridging.	1. Please confirm if we also need to do below in addition to the target data architecture a. Cloud Vendor Evaluation / Recommendation b. Technology Vendor Evaluations /Recommendations c. Any POCs on any of the platforms or recommendations.	No
102	page 12	2.A	Suggested Areas - Data Visualization	Kindly provide below information. 1. As of now what type of reporting (MIS, Regulatory etc) is being done By UIIC, what are the Reports & dashboard count for each of them 2. What is the currently technology platform / tools used for reporting? 3. What is the current level of automation for	Details will be shared with the successful bidder.

				the reporting? 4. What is the current status of the regulatory reporting? How many regulatory reports and are these automated?	
103	page 12	2.A	Suggested Areas - AI/ML driven analytics	Kindly confirm does UIIC have any AI/ML use cases? if yes then, how many & high level details of them would be appreciated.	Details will be shared with the successful bidder.
104	page 12	2.A	Suggested Areas	Kindly provide the current UIIC Data & Analytics system hosted? On- prem or Cloud or Hybrid?	Current data analytics systems is on-prem.
105	page 13	2.A	Suggested Areas - On-premise DNS security solution	Please share which DNS security solution is currently implemented in the organization?	On-premises DNS security solution is future state roadmap. Consultant to study the existing IT Infra and recommend best solutions
106	page 13	2.A	Suggested Areas - On-premise DNS security solution	Kindly clarify, Is this implemented across DC, DR and NDR? Please clarify	On-premises DNS security solution is future state roadmap. Consultant to study the existing IT Infra and recommend best solutions.
107	page 13	2.A	Suggested Areas - On-premise DNS security solution	Please share which of the below needs to be performed as part of the current state assessment a. Policy Review b. Configuration Review as per the hardening/baseline document	On-premises DNS security solution is future state roadmap. Consultant to study the existing IT Infra and recommend best solutions.
108	page 13	2.A	Suggested Areas - Endpoint Management and Extended Detection & Response (EDR & XDR)	Please share which solution is currently implemented in the organization?	As of now UIIC has not implemented XDR solutions. Basic level of DLP is available. Consultant has to do the current statement assessment and recommend best practices.
109	page 13	2.A	Suggested Areas - Endpoint Management and Extended Detection & Response (EDR & XDR)	Is this implemented across DC, DR and NDR? Please clarify	Details will be shared with the successful bidder.

110	page 13	2.A	Suggested Areas - Endpoint Management and Extended Detection & Response (EDR & XDR)	Which of the below needs to be performed as part of the current state assessment a. Policy Review b. Configuration Review as per the hardening/baseline document	Policy and configuration review need to be performed.
111	page 13	2.A	Suggested Areas - Endpoint Management and Extended Detection & Response (EDR & XDR)	Please clarify, Should we include the following from endpoint security perspective a. Patch b. Anti-virus c. Disk Encryption d. NAC	Yes
112	page 13	2.A	Suggested Areas - Data Loss Prevention	Does the DLP contains the following a. Network DLP b. Endpoint DLP c. Email DLP	Yes
113	page 13	2.A	Suggested Areas - Data Loss Prevention	Please provide clarity , Which solution is currently implemented in the organization?	Details will be shared with the successful bidder.
114	page 13	2.A	Suggested Areas - Data Loss Prevention	Please Clarify, Is this implemented across DC, DR and NDR?	Details will be shared with the successful bidder.
115	page 13	2.A	Suggested Areas - Data Loss Prevention	Which of the below needs to be performed as part of the current state assessment a. Policy Review b. Configuration Review as per the hardening/baseline document	Policy and configuration review need to be performed.
116	page 13	2.A	Suggested Areas - Data Loss Prevention	Please clarify, What is the number of policies involved in the review?	Details will be shared with the successful bidder.
117	page 13	2.A	Suggested Areas - Data Loss Prevention	Please Clarify, Should the review include KMS solutions as well?	Yes
118	page 13	2.A	Suggested Areas - Zero Trust Network Access (including Remote access) and monitoring	Please Clarify, Which solution is currently implemented for zero trust in the organization?	Zero Trust Network Access is future state roadmap. Consultant to study the existing IT Infra and recommend best solutions.
119	page 13	2.A	Suggested Areas - Zero Trust Network Access (including Remote access) and monitoring	Please clarify, Is this implemented across DC, DR and NDR?	Details will be shared with the successful bidder.
120	page 13	2.A	Suggested Areas - Zero Trust Network Access (including Remote access) and monitoring	Please clarify, How many VLANs are configured in the network?	Details will be shared with the successful bidder.

121	page 13	2.A	Suggested Areas - Certification compliance both regulatory, ISO 27001 latest standards published from time to time.	Considering that the process of getting compliance with the regulatory, ISO 27001 latest standards is to be reviewed through reports, mitigation techniques to close the identified gaps and procedures followed to ensure compliance.	Consultant is responsible for current state assessment as regards to ISO 27001 certification. With regards to SOW - Proposed Projects-2- item j: Consultant is also responsible for bringing the overall IT infrastructure (hardware and applications and security) to readiness state for compliance with ISO 27001 framework in respect of DC,DR,NDR, IT department at Head Office Bidder is also responsible for the RFP for certification by authorized agencies.
122	page 13	A: Current State Assessment, IT & Digital Strategy & Technology Roadmap	Suggested Areas of Assessment	Request you to provide current solutions/systems for below areas: 1.Portal Applications 2.Mobile Applications 3.Progressive Web Apps 4.CRM Solution 5.Workflow / Business Process Management Engine 6. Reporting Application 7. Enterprise Document Management Solution 8. Core Insurance solution	Details will be shared with the successful bidder.

123	page 13	2.A	Suggested Areas - Online Data Stores (ODS), Data Lake, AI/ML driven analytics, Data Visualization, Big Data Analytics, Dashboards, Data driven decision making, and Data Marts	Please provide this information For ODS 1. Current Technology Platform (Database/ETL/Cloud/CDC) 2. Is there any other layer between ODS and Source? If yes, please provide the approximate count of tables at each layer. 3. Is the CDC implemented? If yes which tool and on how many systems? 4. What is the data extraction mechanism from the source systems (e.g. CDC/Batch/SFTP/Push/API etc) - please clarify by source system. 5. How many source systems are currently integrated into ODS? What kind of data model exist at ODS? For Data Marts 1. How many datamarts- their business functions and how many tables each datamart? Big Data Analytics, Dashboards, Data driven decision making, 1. What is the current Big Data capability/platform (if any) 2. What are the current volumes of data and the project for next 5 years 3. What all external data sources are currently being used? 4. What is the current unstructured data being processed and what analytics use cases are being solved using this data	Details will be shared with the successful bidder.
124	page 13	2.A	Suggested Areas : Core Insurance Solution	Kindly provide below information 1. Is there a front-end product configurator that can quickly configure & rollout products 2. Which channels are used for policy issuance, servicing, claims - Online, Mobility, Offline manual, Banca etc	Details will be shared with successful bidder
125	page 14	2. A	CURRENT STATE ASSESSMENT, IT & DIGITAL STRATEGY AND TECHNOLOGY ROADMAP:	Kindly provide below information 1. Is there a front-end product configurator that can quickly configure & rollout products 2. Which channels are used for policy issuance, servicing, claims - Online, Mobility, Offline	Details will be shared with successful bidder

				manual, Banca etc	
126	page 14	2. A	Suggested Areas Integrations	In current system landscape do UIIC have APIs Integrations? if yes than kindly provide the details about them.	Yes, details will be shared with successful bidder
127	page 14	B. PROPOSED PROJECTS -1:	c. Reporting Infrastructure and Hardware.	1. Our understanding is that this covers below. Please clarify a. Reporting tools/technology for MIS Reporting, Regulatory Reporting b. Reporting requirements for dowsnstream applications and data extracts for other teams (e.g. actuary, finance etc) 2. Our understanding is that this excludes any Ind As / IFRS17 reporting requirements and implementations. Please clarify.	Details will be shared with successful bidder
128	page 15	C. PROPOSED PROJECTS -2:	h. To implement comprehensive Fraud Analytics solution covering all lines of business and all channels.	Please clarify 1. What are the current fraud analytics capabilities. 2. What data sources are currently used for fraud analytics 3. What are the external/ paid data currently available at hand for use? 4. Do you use unstructured data (text, images, videos, social media) in your fraud models? 5. What is the current fraud capture rate and false positive rate for the cases deemed to be fraudulent? Can you share the split across Underwriting and Claims Fraud?	Details will be shared with successful bidder
129	page 15	C. PROPOSED PROJECTS -2:	i. AI based claims automation · Private Car & Two-wheeler · Commercial Vehicle · Any other Line of Business	Please clarify 1. What is the goal for Automation for AI to achieve for straight through processing of automated claims? 2. What is the current setup for AI/ML driven interventions in the claims journey? Please share the details of all the Business Rules/Logics/Models currently in place along the claims life-cycle. 3. Do you have a mechanism to save and extract unstructured data generated throughout the claims life cycle?	Details will be shared with successful bidder

130	page 15	C. PROPOSED PROJECTS -2:	b. Conversational Bots & Call center set up.	Please Clarify 1. What be your preferred model for Conversational Bot (in-house development or off-the-shelf from a vendor)? 2. How many Conversational Bots are in-place today? Can your share there Architecture Design and Algorithm Specifcations?	Details will be shared with successful bidder
131	page 15	2D	PREPARATION OF RFP AND VENDOR EVALUATION	This section does not highlight the security pratices/parameters to be part of RFP. Envisage your requirement on the same.	No Change in the RFP clause
132	page 15	-	General Query	Please clairfy, Is VAPT required for web applications, mobile applications and APIs?	No
133	page 15	-	General Query	Please clairfy, Is VAPT required for servers and network devices?	No
134	page 15	-	General Query	Please clarify, Is source code review required to be performed?	No
135	page 15	-	General Query	Please clarify, Does Network PT need to be performed?	No.
136	page 15	-	General Query	Please share the list of security stack to be reviewed as part of the current assessment.	Details will be shared with successful bidder.
137	page 22	Cl 3.3.8 Pg 22	IPR: No protection to our pre- existing IPRs	There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by Meity in its guidelines. "Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due	No change in RFP Clause

				and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/UIICto use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations."	
138	Page 22	3.4	3.4 Procedure of Submission of Bids	"Tender Bidding Methodology: Single Stage online submission & Two Stage of online opening followed by a Reverse Auction process". - Kindly provide clarification of reverse auction clause. Does it is mandatory to conduct reverse auction or UIIC can decide to go ahead with the L1 bidder. As the evaluation is based on quality based with reverse auction you would dilute the quality base evaluation. Kindly consider deleting the reverse auction section.	Please refer corrigendum
139	Pg 28/Pg 36/Pg 39	Cl f Pg 28/Cl 4.25 Pg 36/Cl 4.27 Pg 39	Uncapped Liquidated Damages	We request UIIC to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	Please refer corrigendum
140	page 29	Cl k Pg 29	Limitation of Liability	There are following exceptions to the limitation of liability - fraud or willful misconduct in the performance of the services hereunder and award by court: UIIC is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	No change in RFP clause.
141	page 29	Request clause addition	Limitation of Liability	Indirect and consequential losses are not excluded from liability: "UIIC is requested to include to clause to state that we will not be liable for any indirect and consequential losses or damages. This is as per GFR and Meity guidelines and also the industry standard. Even the Contract Act, stipulates and remote and consequential damages are not payable. UIIC is requested to include the below clause: ""Purchase/UIIC agrees that Consultant will not be liable for (i) loss or corruption of data from your	Please refer corrigendum.

				systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss."""	
142	page 30/page 33/page 62	Cl 4.2 Pg 30/Cl 4.17 Pg 33/NDA Pg 62	Confidentiality Obligations: Duty of care is very high - i.e. we need to maintain confidentiality using highest/strictest/best efforts standards	We request UIIC to kindly confirm that we will be obliged to protect Confidential information using the same degree of care as we use to protect our confidential information of similar nature, and in any event, by using at least reasonable degree of care.	No change in RFP clause.
143	page 30/page 33	Cl 4.2 Pg 30/Cl 4.17 Pg 33	Confidentiality Obligations: Obligations to survive expiry or termination of contract	We request UIIC to reduce the survival period of confidentiality obligations to one year post expiry or termination.	No change in RFP clause.
144	page 30	Clause 4.3	Indemnities for IPR infringement claims without exceptions	We request UIIC to include the following exceptions and procedure as these are industry standards and reasonable. They are also mentioned in the MeitY guidelines. "1. Notwithstanding anything contained in 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 patents incorporated in India 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. 2. 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; However, if any service, information, direction, specification or materials	No change in RFP clause

				provided by Indemnified Party or any third party contracted to it, 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 non infringing equivalent; iii. Modify it to make it non infringing.	
145				3. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement."	No change
146	page 30	No clause: Request addition	Indemnities not subject to final determination by court/arbitrator	We agree to indemnify to the extent the damages/losses are finally determined by a competent court or arbitration. Please make indemnities subject to final determination by court/arbitrator. This is also the industry standard and prescribed by Meity in its guidelines.	No change
147	page 30	No clause: Request addition	No process for indemnity	The indemnities set out in this agreement 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 clause, the Indemnified Party may participate in such defense at its sole cost and	Please refer corrigendum

| | | | | 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 clause, 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 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).	
148	page 31	Cl 4.9 (a) PG 31	Termination without notice and rectification period	To uphold the principles of natural justice, we request UIIC to notify us and give us a rectification period of at least 30 days, prior to invoking this clause.	No change in RFP clause
149	page 31	Cl 4.9 Pg 31	Time is of essence	By making time of essence of the contract, you retain the right to void the contract ab initio in case timelines are not met. There are various dependencies on the UIIC and other third parties for completing the project. There may be delays on part of UIIC and other parties also. Thus, contract can be voided by you even if the fault is not entirely ours. We understand that it is not the intention to make the agreement void ab initio in case of any delay in achieving the timelines. You may exercise your right to terminate the contract in case of material breaches. Thus, request you to kindly delete this clause.	No change in RFP clause
150	page 32	Cl 4.12 Pg 32	Termination: We do not have any right to terminate	To uphold the principles of natural justice and to bring parity in the contract, we request UIIC to give us the right to terminate the contract in case UIIC breaches any of its material obligations under the contract, provided a notice for such breach is given to UIIC along with a rectification period of 30 days.	No change in RFP clause
151	page 32	Not applicable	Unreasonable ground for termination	We request UIIC to delete this ground for termination as it is unreasonable and there are several remedies in contract and law available to the UIIC for such breach.	No change in RFP clause
152	page 32	Cl 4.12 (2) Pg 32	Cancellation /Recission of Contract	Cancellation / Rescission means voiding the contract and making the contract ineffective from its inception, thereby restoring the parties to the positions they would have occupied if no contract had ever been formed. In this scenario, bidder may be deprived of any payment and refund of all payments made already may be sought. Request deletion of this clause	No change in RFP clause

153	page 34	Cl 4.20 Pg 34	Risk purchase	Request UIIC to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm that UIIC will use government procurement norms (including price discovery) for procurement of such services from third parties.	No change in RFP clause
154	page 35	Cl 4.22 Pg 35	Confidentiality Obligations: No right to disclose UIIC name or project for citation / reference purposes	Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request UIIC to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	No change in RFP clause
155	page35	Cl 4.23 Pg 35	Audit: Widely worded audit rights	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow UIIC to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	Agreed
156	page 35	Cl 4.24 Pg 35	Conflict of interest: Several conflict of interest related obligations on us and there are certain declaration requirements	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	No change in RFP clause.

157	Page 36	4.25	4.25 Payment Terms	1. Current state Assessment - 1 month from the date of issue of Purchase Order - As the project involves as is study and to develop digital strategy &implement is intense process which involves extensive interview sessions with all stakeholders. Deliverable timeline will be challenging to deliver the required outcome. Request UIIC to consider the period as 3 months from the date of issue of Purchase Order.	Please refer corrigendum.
158	Page 36	4.25	4.25 Payment Terms	1.Digital Strategy Report - 2 month from the date of issue of Purchase Order - As the project involves as is study and to develop digital strategy &implement is intense process which involves extensive interview sessions with all stakeholders. Deliverable timeline will be challenging to deliver the required outcome. Request UIIC to consider the period as 3 months from the date of issue of Purchase Order.	Please refer corrigendum.
159	Page 37	4.25	The type of RFQ will be determined at the time of placement of order.	Request UIIC to provide details on number of small , medium and Large RFP to be worked under proposed project.	Any project undertaken by UIIC during the contract period.
160	Page 37	4.25	Balance 20% on completion of tender related documents and issuance of PO	Request you to consider the changes as Release of RFP - 50%,Vendor selection - 30% to 40 % Balance 20% to 10% on completion of tender related documents and issuance of PO	No change in RFP clause.
161	page 49	Annexure-6: Technical Experience Details	InsurTech Consultants/Digital Consultants/IT consultants: Marks based on experience	Please clarify: The maximum marks would be 8 instead of 10 ? (The individual score sums up as 8 whereas the overall maximum score is mentioned as 10) Maximum marks based on number of years of experience 1. > =2 years to < 4 years of experience : 2 Marks 2. >= 4 years to < 6 years of experience: 3 Marks 3. > = 6 years of experience: 3 Marks	Please refer corrigendum.

162	page 52		Total Summary of Costs [Commercial Details]	Request UIIC to provide the project governance structure for listed 23 projects. We would like to understand the process flow on approvals pertaining to projects and implementation. We recommend UIIC to form a committee for each proposed projects for project governance as the work involves assessment, due diligence and developing the boundary conditions will require significant support from UIIC , extensive discussions with different stakeholders etc.	Details will be shared with successful bidder.
163	page 64	Cl 3 Pg 64	Confidentiality Obligations: Obligation to return all confidential information / destroy all confidential and no right to retain a copy	We request UIIC to allow us to retain our working papers and a copy of confidential information for our records and any future reference or audit requirements, subject to confidentiality obligations under this Agreement.	No change in RFP clause.
164	page 69	Cl 3.12 Pg 69	Related Party	We understand that this declaration pertains to confirmation wrt related party transaction u/s 188 of the Companies Act, 2013. We understand that the related party provisions however do not apply when a transaction is carried out in the ordinary course of business at an arm's length price and this holds true even when parties are related to each other. Given that this is a tender situation, we submit that this will be an arm's length price / transaction. Hence, we request you to kindly consider making the requirement of giving such related party confirmation/ declaration non-mandatory or removing it from the declarations.	No change in RFP clause
165	page 70	clause 7	Fall clause	Request deletion as all our solutions are bespoke	No change in RFP clause.
166	page 73	Annexure / Form / Appendix 5.14 at Page 73 (Declaration on blacklisting	Declaration with respect to prior debarment / blacklisting is sought	The UIIC is requested to allow us to submit the blacklisting declaration based on the present status of our blacklisitng / debarment as on date of submission of the bid.	No change in RFP clause.

			/ debarment)		
16 7	No clause in RFP	No clause in RFP	There is no restriction on the usage of deliverable. No third party disclaimers.	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	No change.
16 8	No clause in RFP	No clause in RFP	No acceptance criteria	If the project is to be completed on time, it would require binding both parties with timelines to fulfill their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by Meity in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: "Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, UIIC will notify Consultant if it is accepted. If it is not accepted, UIIC will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If UIIC does not notify Consultant within the agreed time period or if UIIC uses the draft deliverable, it will be deemed to be accepted."	No change

169	No clause: Request addition	Request addition	Liquidated damages: Not sole and exclusive remedy	We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches.	No change
170	Not Applicable	Not Applicable	Replacement of Personnel: Penalties linked to replacement / no exceptions provided (death, illness, resignation, etc.)	There may be circumstances beyond the reasonable control of the Consultant, where a replacement of personnel may be necessary, such as illness, death, resignation or disciplinary action against the concerned personnel, etc. In such cases, UIICis requested to allow exceptions to this clause and make penalties inapplicable. The Consultant shall exercise reasonable efforts to provide a suitable replacement to the Client.	No change
171	Multiple	Multiple	Survival obligations: Obligations to survive for more than a year post expiry or termination of contract	We request that any obligation arising under the agreement shall survive for a period of 12 months, post termination/expiry of the Contract	No change in RFP clause
172	Staffing	Staffing	Deployment of Resources: Covid 19 Crisis	If there are any circumstances that reasonably restricts travel or physical presence of our personnel at your office / location, then without prejudice to your payment obligations, you shall allow such personnel to work from home or other remote location till the time such reasonable restrictions exist. Any delay / default in performing our obligations arising from such restrictions, shall not be attributable to us and shall not be considered a breach of contract on our part and no consequent damages / penalties etc. arising therefrom would be imposed on us under the Contract.	No change in RFP Clause
173	9	1.4 Schedule of events	Last date for submission of bid 31/10/2022 (Monday) before 03:00 P.M.	We request the Authority to please consider extension of submission of bid by 3-4 weeks after publication of responses to pre-bid queries.	Please refer corrigendum.

174	10	1.5 Eligibility criteria (Point 4)	The bidder should have a minimum turnover of 50 Crores and above in the preceding 3 financial years. Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2021-2022, 2020-2021, 2019-2020, which includes profit and loss account and	We request the authority to please consider preceding 3 financial years starting from 2018-19, 2019-20 and 2020-21. Or else we request the authority to please consider an undertaking from the Chartered Accounting stating that the company would have a minimum turnover of INR 50 cr for 2021-22.	No change in RFP clause
175	10	1.5 Eligibility criteria	The bidder should have a positive net worth in all the 3 preceding financial years i.e., 2021-2022, 2020-2021, 2019-2020. Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2021-2022, 2020-2021, 2019-2020, which includes profit and loss account and	We request the authority to please consider preceding 3 financial years starting from 2018-19, 2019-20 and 2020-21. Or else we request the authority to please consider an undertaking from the Chartered Accounting stating that the company has a positive net worth for 2021-22.	No change in RFP clause
176	11	1.5 Eligibility Criteria	The bidder should provide brief details of legal disputes with clients arising in the IT/Digital consultancy space in the last 3 financial years' projects	Need Clarification if the start year of the project should be within the last 3 financial year.	The reported date of the legal dispute should be within the last 3 financial years. Start date of the project is of no relevance here.
177	11	1.5 Eligibility Criteria	The bidder should provide brief details of legal disputes with clients arising in the IT/Digital consultancy space in the last 3 financial years' projects	Need Clarification if the start year of the project should be within the last 3 financial year.	The reported date of the legal dispute should be within the last 3 financial years. Start date of the project is of no relevance here.
178	12	2. Scope of work A suggested areas	Servers, desktops …..Cloud vs on premise vs hybrid strategy	We request the authority that the study of suggested areas involve the following a. End user IT infrastructure b. Network infrastructure c. Application/Software components And the timeline mentioned to complete the Current State Assessment is 1 month. Since the areas involve a mix of IT systems/infrastructure, applications along with IT principals we request the authority to please consider individual timeline for a, b and c or else provide the consultants with 4 months to carry out the current state assessment deliverable.	Please refer corrigendum.

179	14	2. Scope of Work A (point 3)	For gaps that are not actionable by existing System Integrator or Solution Provider, the consultant shall prepare a detailed list along with comprehensive recommendations.	We request if the authority can share the details of the existing system integrator or solution provider and the work done by them and any other document that can be shared in a public domain as it would help the bidding firm to take account of the work to be done and the corresponding costs.	Details will be shared with successful bidder.
180	14	2. Scope of Work A (point 5)	Conduct interviews with critical stakeholders from across various departments to complete the activity wherever applicable.	We request the authority to please let us know the list of stakeholders and locations or should we assume stakeholders within UIICC would be the departments stationed at Head Office at Chennai, 30 Regional Offices, 7 Large Corporate and Brokers Cells and 1700+ Operating offices geographically spread throughout India. Also does the consultant would need to carry out field visits in person or if it can be conducted virtually.	Details will be shared with successful bidder.
181	15	2 / D	For planned/new initiatives or any other initiative which requires RFP /RFQ preparation and vendor selection, the team structure as specified in the RFP will be valid.	Will the mentioned team structure also be applicable for successful bidder for non RFP / RFQ activities/initiatives? Is our understanding correct?	As per RFP.
182	15	2. Scope of work C proposed projects -2 (j)	Consultant shall facilitate UIIC in becoming eligible for ISO 27001:2013 certification	We request the authority to please clarify the activities that need to be undertake by the consulting firm. What is the support expected here? Is UIICL looking for guidelines/ recommendations?	Consultant is responsible for current state assessment as regards to ISO 27001 certification. With regards to SOW - Proposed Projects-2-item j: Consultant is also responsible for bringing the overall IT infrastructure (hardware and applications and security) to readiness state for compliance with ISO 27001 framework in respect of DC,DR,NDR, IT department at Head Office Bidder is also responsible for the RFP for certification by authorized agencies.

183	15	2. Scope of work C proposed projects -2 (k)	To set up an Incubation Center…..	We request the authority to please specify the activities the consulting firm needs to undertake for this task and timeline.	The consultant is responsible for creation of play book, define processes for selection, on boarding of start-up. The bidder is also responsible for creation of 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. Consultant is not responsible for the operations/execution of the incubator.
184	15	2 / C / l	Procurement of Unlimited License Agreement (ULA), Enterprise Agreement and similar contracts.	Request further clarity on the requirement	Bidders to quote for one such agreement as rate card.
185	16	2. Scope of work D	Prepare detailed UI / UX requirements wherever applicable for various activities	We would like to bring to the notice of the Authority that preparation of detailed UI/UX would be the scope of SI/SP, the consulting firm would help in providing the guiding principals for the same.	Requirements for UI/UX design (as part of solution) should be framed as part of RFP and playbook to be designed by specialized UI/UX companies which will be then implemented by the successful bidder.
186	16	2. Scope of work D	Doing normalization wherever required.	We request the authority to please elaborate on this point.	As per RFP only
187	16	2. Scope of work D	Expression of Interest can also be the alternate mechanism for delivering the requirements	We would like the authority to know that based on the mutual consensus between the Consulting Firm and UIIC, we shall take a call either to call for and EoI and then share the RFP to shortlisted SI/SP or else to directly call for RFP. The stand to call for EoI and/or RFP shall also be based upon the proposed areas of work.	UIIC shall take the decision.

188	16	2. Scope of work E Resource requirement	Payment for engagement will be on actual usage basis	We request the authority to please confirm as the payment is based on deliverable basis as per the 4.25 payment terms, then what is the significance of engagement will be on actual usage basis.	Payment is based on deliverable basis for Current State Assessment IT and Digital strategy RFP and Vendor Evaluation. However, during implementation stage of the project UIIC may utilize services of resources of the consultant as per point E. Resource Requirements mentioned in the scope, for which payment will be on actual usage basis.
189	16	2. Scope of Work E (point 1)	Project management team. 1) Project Director/Senior Project Manager with at least 15 years of experience. 2) Program manager/Junior Project Manager with at least 8 years of experience at UIIC onsite during the project management phase as per UIIC requirement.	We request the authority to please confirm if our understanding of this clause is right - Only two resources as mentioned in the RFP shall be deployed on-site for the entire duration of the project i.e., 36 months	No change in the RFP clause.
190	17	2. Scope of Work E (point 2)	Managed services for technical experts There are 25 no. of resources that have been asked for starting from Business analyst to Oracle DBA	As we understand that this is a consulting opportunity and not execution, we request the authority to please consider removing this clause partially. Resources starting from Java/.net developers to Oracle would be required for development. If we were to provide tentative rates and later on if UIIC happens to procure the services of these experts from the consulting firm itself, it would lead to conflict of interest for both the parties, because as part of the scope of work the consulting firm would have to submit RFP to procure services of SI/SP. Chances of these resources availability with the consulting firm is also a prospective challenge.	No change in the RFP clause.
191	18	2 / E / Note	Consultant should not participate in the bidding process in those projects for which consultancy is being provided.	Will the consultant be given the first right to implement as there is requirement for designers and developers as well?	No

192	18	2 / E / Note	UIIC at its discretion, wherever relevant may engage the existing resource for not exceeding 3 projects running parallelly at no additional cost.	Request clarity on the type of roles for which this is applicable.	For all roles mentioned in section E. Resource Requirements in SOW
193	19	3.1 EMD	The electronic credit should be affected positively at least two days prior to the tender submission date.	We request the authority to please relax this clause to the date of submission.	The consultant can provide BG for EMD instead of electronic credit
194	22	3.3.8	The proposal and all supporting documentation submitted by the vendor shall become the property of the Company	We agree to this clause. However, need a confirmation that any proprietary or confidential/financial information will not be shared with a third-party/ contractor engaged by UIICL.	Agreed.
195	27	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/-	We request the authority to please consider 15 working days instead of 15 days, reason being that We would have to get internal clearance from the firm and then proceed towards obtaining the performance security.	Please refer corrigendum
196	30	4.3 Patent rights	The Bidder shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from the use of the service or any part thereof including Intellectual Property Rights (IPR).	We request the authority to please consider that only if the negligence is from the consulting firm, it shall indemnify for any losses and the cap these losses shall be to that of the contract value.	No change in the RFP clause
197	30	4.6 Change of orders	UIIC may at any time, by a written order given to the bidder to make changes within the general scope of the contract in the service to be provided by the bidder	We request the authority to please consider and consult with the firm before any change of orders is being processed and this is to be mutually agreed by both the parties. Any deviation in the effort shall be monetarily compensated as per the discussion and agreement between the parties.	As per mutual consensus.
198	36	4.25 Payment terms	Current state assessment - 1 month from the date of issue of Purchase Order	The timeline for carrying out the current state assessment is 1 month, in our opinion it is a bit stringent with the volume of spread across pan-India, review and addressing the comments and 2 full-time resources, we believe that this task can be done in 2 months from date of issue of purchase order. Therefore, we request to please consider 2 months as the timeline for this task.	Please refer corrigendum
199	37	4.25 payment terms – Project		We request the authority to please let us know the resources required and their deployment plan	As per RFP only

		management and governance			
200	38	4.25 payment terms – Onsite resource requirement		We request the authority to please let us know the resources required, their deployment plan including location	As per RFP only
201	48 & 49	5.6 Annexure-6: Technical Experience Details – IT Consultant, Digital consultant and InsurTech consultant		We request the authority to please clarify, in the Section 2 – Scope of Work under the project management team only 2 resources description is given, while as in the Annexure 3 resources and respective graded marking is given, there is no alignment to these sections mentioned. So, we would like to know if we need to follow resource requirement deployment and submission of CVs as per the annexure 5.6 Also, as per graded marking the number of IT consultants, Digital consultant and Insurtech consultant doesn't match with the total marks 10 for each of the resources. If our understanding is correct that we would require to deploy the following no. of resources as per this annexure IT consultant – 9 no's Digital consultant – 9 no's InsurTech consultant – 9 no's Total of 27 nos.	20 days prior notice shall be given for resource requirement. We have not anywhere in the RFP mentioned the required number of resources. Resource requirement will be on ad hoc basis. For graded marking of number of IT consultants Please refer corrigendum.
202	52 to 54	5.7 Annexure 7 Total summary costs (Sl no. 3)		As the authority has asked for costs related to several modules, we would like the authority to know that we can only provide a tentative cost, because at the proposal stage we would have limited idea with respect to the gaps and requirements. Upon the current state assessment stage, we will be able to have a good idea on all the modules required and the cost.	Exact cost has to be provided.
203	54 to 57	5.7 Annexure 7 Total summary costs (Sl no. 5)		We would bring to the notice of the authority that since this is a consultancy assignment, resources and their rates asked for under this clause pertains to the execution of the assignment. If this is a rate discovery, we shall be able to share the tentative market cost for each of the resources asked for with a % margin increase or decrease in the cost. Hope our understanding of this clause is right.	Exact cost has to be provided.

204				Limitation of consultant's liability: We request the authority to consider inserting a clause on the limitation of consultant's liability to that of the contract value. This clause shall be in addition to the penalty and liquidating damages.	Please refer corrigendum