

The Oriental Insurance Company Limited

Pre-Bid Query Responses for Tender Reference No.: OICL/HO/ITD/TSP/2023/01 dated 18/09/2023

Replies Dated 25/09/2023

Sno	Page No.	Point/ Section No.	Existing Clause	Query Sought	OICL's Response
1	11	Point No. 1.4	Consortium not allowed	We request Oriental Insurance to kindly allow the consortium as AA's are not allowed to file as TSP.	Please be guided as per RFP
2	11	Point No. 1.4	Bid Submission as a Consortium	We request you to allow us to form the consortium to submit our bid in this tender so that any of the member in the consortium can meet the eligibility & technical criteria. Kindly consider.	Please be guided as per RFP
3	13	Point No. 1.6	The bidder must be OEM of the FIP and FIU Module available on Cloud as SaaS Solution as on date of this RFP	Can bidder or OEM partner be valid for the same?	Please be guided as per RFP
4	13	Point No. 1.6	Bidder should have engagement with minimum 3 AAs for FIP and/or FIU module	We request Oriental insurance to kindly amend the clause as "Bidder should have engagement with minimum 1 AA for FIP / FIU module" - As point system in place for more collaborations.	Bidder should have engagement with minimum 1 AAs for FIP and/or FIU module and submit evidence of engagement for the same along with an undertaking on Bidders letter head.
5	13	Eligibility criteria , Point no. 8	Bidder should have engagement with minimum 3 AAs for FIP and/or FIU module. Letter/MOU from AA	TSP do not have a MOU with AA, AA engage with FIU/FIP directly for onboarding. TSP has pre-integration with AA as well as onboarding for AA.	

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6	13	1.6 Eligibility Criteria - Sub Clause (8)	Bidder should have engagement with minimum 3 AAs for FIP and/or FIU module - Documents Required: Letter/MOU from AA	We request you to allow the past experience of one of our wholly owned subsidiary in order to qualify in this tender? Please consider.	Bidder should have engagement with minimum 1 AAs for FIP and/or FIU module and submit evidence of engagement for the same along with an undertaking on Bidders letter head.
7	13	1.6 Eligibility Criteria - Sub Clause (8)	Bidder should have engagement with minimum 3 AAs for FIP and/or FIU module - Documents Required: Letter/MOU from AA	We request you to change and ease the criteria as below: - Bidder should have engagement with minimum 1 AA for FIP and/or FIU module - Documents Required: Letter/MOU from AA	
8	13	1.6 Eligibility Criteria	2. The Bidder should have been in existence for a minimum period of 3 years in India.	Novel Patterns Private Limited is a DPIIT registered startup. Can we get a deviation for considering 2 years rather than 3.	2. The Bidder should have been in existence for a minimum period of 2 years in India.
9	11	1.4 Schedule of Events	Tender Fee	Novel Patterns Private Limited is a DPIIT registered startup. Can we get a deviation for waiver of EMD and Tender Fee.	Please be guided as per RFP
10	13	1.6 Eligibility Criteria	4. The Bidder should have a positive net worth in the last three financial years (2020-21, 2021- 22 and 2022-23).	Novel Patterns Private Limited is a DPIIT registered startup. Can we get a deviation for considering 2 years rather than 3.	4. The Bidder should have a positive net worth in any two out of last 3 financial years(2020-21, 2021- 22 and 2022-23).

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11	13	Eligibility criteria , Point no. 4	<p>The Bidder should have a positive net worth in the last three financial years (2020-21, 2021- 22 and 2022-23)</p> <p>1. Audited Financial statements for the respective financial years and/ or 2. Published Balance Sheet and/ or 3. CA Certificate</p>	<p>Currently we do not have the audited balance sheet ready for the FY 2022-23, can the Audited Balance Sheets and Profit & Loss statements be submitted for the FYs 2019-20, 2020-21, 2021-22 . Request Bank for consideration.</p>	<p>The Bidder should have a positive net worth in any two out of the last three financial years (2020-21, 2021- 22 and 2022-23)</p> <p>1. Audited Financial statements (or provisional certificate for last FY also accepted) for the respective financial years and/ or 2. Published Balance Sheet and/ or 3. CA Certificate</p>
12	13	Eligibility criteria , Point no. 3	<p>The Bidder should have a minimum turnover of Rs. 1 Crore per annum in last three financial years (2020-21, 2021-22 and 2022- 23)</p> <p>1. Audited Financial statements for the respective financial years and/ or 2. Published Balance Sheet and/ or 3. CA Certificate</p>	<p>Currently we do not have the audited balance sheet ready for the FY 2022-23, can the Audited Balance Sheets and Profit & Loss statements be submitted for the FYs 2019-20, 2020-21, 2021-22 . Request Bank for consideration.</p>	<p>The Bidder should have a minimum turnover of Rs. 1 Crore per annum in any two out of last three financial years (2020-21, 2021-22 and 2022- 23)</p> <p>1. Audited Financial statements (or provisional certificate for last FY also accepted) for the respective financial years and/ or 2. Published Balance Sheet and/ or 3. CA Certificate</p>

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13	13	1.6 Eligibility Criteria - Sub Clause (7)	The proposed FIP and FIU SaaS Solution should have been successfully implemented / under implementation by TSP in at least one BFSI in India (As on RFP date) - Documents Required: Client details with Documentary evidence in the form of past Purchase Order / Work Order.	We request you to allow the past experience of one of our wholly owned subsidiary in order to qualify in this tender? Please consider.	Wholly owned subsidiaries are allowed and relevant document to be submitted along with self declaration by the Bidder
14	15	Scope of work	The proposed Solution should have browser based user friendly and available interface for branches and customers	FIU exposes API for any system of OICL to integrate	Please be guided as per RFP
15	31	6.1 Eligibility Bid Documents - Sub Clause (9)	The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder	Please confirm if copy of board resolution signed by the company secretary will suffice for authorizing the signatory. -	Will be allowed
16	34	6.4 Eligibility cum Technical Evaluation - Sub Clause (2) Bidder Presentation	3. Service Model demonstration -20 Marks	We request you to please elaborate the service model demonstration & your expectations out of it.	As per Scope of work in the RFP
17	56	10.1 Appendix 1: Minimum Technical Specification	2. Ability to support Low Code /No Code technology for design of workflow/ reports.	Do you require support of low Code / No Code only on workflow / reports or do you require the whole solution to be on low code / no code technology. Please clarify.	Proposed solution should be able to integrate with any OICL platform irrespective of being a low/no code system.

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18	56	10.1 Appendix 1: Minimum Technical Specification	8. The Solution should also support API throttling, quota, able to queue requests in case the load on OICL application/ warehouse server.	Since AA is a real time online activity, we request you to please let us know th reason for having the queue management or queue requests because if the requestor doesn't get the response within stipulated timeline it will get auto timed-out.	Please be guided as per RFP
19	56	10.1 Appendix 1: Minimum Technical Specification	12. The proposed solution should have user friendly and robust interface for customers. There should be a mobile application and web-based portal for customer to link accounts/ to give consent etc. It should have the ability to integrate with mobile banking app and internet banking module and any other channel identified by the bank.	We request you to clarify the need of integration with mobile banking app and internet banking module and any other channel identified by the bank.	Stands deleted
20	56	10.1 Appendix 1: Minimum Technical Specification	13. Proposed FIP and FIU solution is plug-and-play into the Account Aggregator Platform, Low code integration, REST API, ReBIT and RBI Guidelines Compliant with Ready Made Dashboards	We can provide all the functions except low code integration. Please confirm your acceptance towards the same.	Proposed solution should be able to integrate with any OICL platform irrespective of being a low/no code system.
21			Mode of Submission of the bid	Kindly confirm that we only have to submit the bid online on GeM portal. Also, confirm that we need not to submit any documents in hard copy to you?	Understanding is correct, no hard copy required.

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22	11	Schedule of Events	Date and Time of Eligibility cum Technical Bid Opening 29/09/2023, 3:30 PM	The current date of bid submission is 29.09.2023. Requesting Bank to provide an extension of two weeks. Given the festive season, teams won't be available, hence, we are requesting for the extension.	Date and Time of Eligibility cum Technical Bid Opening 06/10/2023, 3:30 PM
23	11	Schedule of Events	Bid Submission Due Date Extension Request	We request you to kindly extend the tender due date by at least 2 weeks after replying with clarifications to our above queries so that we can have time for preparation of our complete proposal.	