



Tender Number: OICL/HO/ITD/WEBPORTAL/2022/01

Corrigendum 1
For
Request for Proposal
For
Selection of Vendor for Selection of Vendor for Supply, Installation,
Implementation, development & Maintenance of Web Portal and
Mobile app



The Oriental Insurance Company Limited

Information Technology Department,

The Oriental Insurance Company Limited

2nd Floor, Oriental House,

A-25/27, Asaf Ali Road,

Dated: 08-07-2022



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In reference to the aforesaid RFP, all are advised to note following:

Section 1 Modifications in Eligibility Clause

Sl. No.	RFP Reference	RFP Clause	Modified Clause
1	Section 1.6 Eligibility Criteria Point 8	Bidder should have its own Support center for Telephonic and Remote Assistance Services in Delhi, Mumbai / Navi Mumbai	<p>Bidder should have its own Support center for Telephonic and Remote Assistance Services in Delhi</p> <p>In case bidder is not having its own support center at Delhi, bidder needs to provide a declaration on bidder letter head duly signed by Authorized bid signatory stating that bidder will open the office at Delhi within 2 months from the award of PO and submit the GSTIN number. If bidder fails to do so that OICL has the right to invoke the full PBG of the bidder and cancel the contract.</p>
2	Section 1.6 OEM Eligibility Criteria Point 8	<p>The cloud infrastructure provider should have presence in at least 2 cities in India and should have below certifications</p> <ol style="list-style-type: none">1) ISO 270012) ISO 270023) ISO/IEC 27017:20154) ISO 270185) PCI- DSS6) ISO 20000-17) STQC	<p>The cloud infrastructure provider should have presence in at least 2 cities in India and should have below certifications</p> <ol style="list-style-type: none">1) ISO 270013) ISO/IEC 27017:20154) ISO 270185) PCI- DSS6) ISO 20000-17) STQC
3	Section 1.6 Notes Point Vi	Proposed solution need not be the proposed version of the solution	Clause Stands Deleted



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4	Section 1.6 Eligibility Criteria Point 9	<p>The Bidder must have developed the Portal and Mobile app in any one BFSI/Government in India. The Portal and Mobile app must be live and running as on the date of submission of this RFP and must be catering of atleast 30 lakhs transactions per year.</p> <p>PO / Contract copies with completion Certificate specifying the no of transactions in last financial year Or Credential Letter from client specifying the no of transactions in last financial year</p>	<p>The Bidder must have developed the Portal and Mobile app in any one BFSI/Government in India. The Portal and Mobile app must be live and running as on the date of submission of this RFP and must be catering of atleast 30 lakhs transactions per year.</p> <p>One transaction here refers to All successful DML statement (other than login, maintenance activity, tickets) will be considered as one transaction. The credential letter has to be based on understanding of this definition of transaction.</p> <p>PO / Contract copies with completion Certificate specifying the no of transactions in last financial year Or Credential Letter from client specifying the no of transactions in last financial year</p>
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Section 2 Modifications in RFP Clauses

Sl. No.	RFP Reference	RFP Clause	Modified Clause
1	Annexure 15 Tab Encryption HSM Point 1	Support for operating systems like Windows, Linux, Solaris, AIX	Support for operating systems like Windows, Linux
	Annexure 15 Tab Encryption HSM Point 4	The proposed HSM should come with minimum 5 partitions and each partition should be protected with unique set of userid and password to grant access as per CCA IVG guidelines. The HSM should be able to scale upto 20 partitions on the same box.	The proposed HSM should come with minimum 5 partitions and each partition should be protected with unique set of userid and password to grant access as per CCA IVG guidelines. The HSM should be able to scale minimum 20 partitions on the same box.
2	Annexure 15 Tab Encryption HSM Point 8	Symmetric: AES, Triple DES, DES, ARIA, SEED, RC2, RC4, RC5, CAST (No separate license of Algorithm to be charged).	Symmetric: AES, Triple DES, DES (No separate license of Algorithm to be charged).



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3	Annexure 15 Tab Encryption HSM Point 10	Key Derivation: SP800-108 Counter Mode	Key Derivation: SP800-108
4	Annexure 15 Tab Encryption HSM Point 12	Random Number Generation: designed to comply with AIS 20/31 to DRG.4 using HW based true noise source alongside NIST 800-90A compliant CTR-DRBG	Random Number Generation: designed to comply with AIS 20/31 to DRG.4 using HW based true noise source alongside NIST 800-90A compliant CTR/HASH-DRBG
5	Annexure 15 Tab Encryption HSM Point 14	5G Cryptographic Mechanisms for Subscriber Authentication: Milenage, Tuak, and Comp128	Clause Stands Deleted
6	Annexure 15 Tab Encryption HSM Point 22	High quality keys through external Quantum RNG seeding	Clause Stands Deleted
7	Annexure 15 Tab Encryption HSM Point 23	Securely backup and duplicate keys in hardware with Backup HSM or to the cloud HSM for redundancy, reliability and disaster recovery	The proposed solution should be in High Availability in DC and DR for redundancy, reliability and disaster recovery
8	Annexure 15 Tab Encryption HSM Point 25	Safety & Environmental Compliance: FCC, CE, VCCI, C-TICK, KC Mark RoHS2, WEEE, TAA, UL, CSA, CE	Safety & Environmental Compliance: FCC, CE, RoHS2, WEEE, UL, CE.
9	Annexure 15 Tab Encryption HSM Point 26	Minimum Performance: RSA-2048: 5,000 TPS, ECC P256: 10,000 TPS, AES-GCM: 10,000 TPS	Minimum Performance: RSA-2048: 800 TPS, ECC P256: 1500 TPS, AES-GCM: 1500 TPS
10	Annexure 15 Tab Encryption HSM Point 27	Should Support 170000 Hrs or More	Should Support 100000 Hrs or More
11	Annexure 15 Tab Encryption HSM Point 31	Provide new version upgrades, updates, patches, etc for all the components/ sub-components through the period of contract. 24/7 telephonic and email OEM support through infrastructure based out of India. OEM should be present in India for last 5 years, one PO	Provide new version upgrades, updates, patches, etc for all the components/ sub-components through the period of contract. 24/7 telephonic and email OEM support. OEM should be present in India and one PO should be furnished for same. OEM should have warehouse in India of its own or



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		should be furnished for same. OEM should have their own warehouse in India	from distributor/partner
12	Annexure 15 Tab Encryption HSM	New Point Added	HSM should have unlimited client Licenses with (Should not have separate cost of any client License)
13	Annexure 15 Tab Encryption KSM point 6	Should integrate with users and groups from LDAP, local systems, Hadoop, Teradata and container environments.	Should integrate with users and groups from LDAP, local systems container environments etc.
14	Annexure 15 Tab Encryption KSM point 12	The system shall be capable of managing upto 1,000,000 Keys.	The system shall be capable of managing minimum 1,000,000 Keys.
15	Clause 2.6.1.8 Securing Data at Rest	Data at rest in various Data stores would be protected by hashing (salt) confidential data in both transactional and warehouse data stores. The security for the transactional data stores to be ensured by vertical partitioning of the data.	Data at rest in various Data stores would be protected by hashing (salt) confidential data in both transactional and data stores. The security for the transactional data stores to be ensured by vertical partitioning of the data.
16	Clause 2.6.1.24 Design and development of Intelligent Data Analytics dashboards	Dashboard for Data Analytics: An Analytical suite is needed to manage and monitors the new digitalized platform. This will help in knowing the activity on digitalized portal and for research studies Management facility inbuilt with the site Design and Content Management should support Extensive Web Site Analytics and Statistics to be provided. Traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistical reports should be provided as per company's requirements The Solution shall have comprehensive	Dashboard for Data Analytics: An Analytical suite is needed to manage and monitors the new digitalized platform. This will help in knowing the activity on digitalized portal and for research studies Management facility inbuilt with the site Design and Content Management should support Extensive Web Site Analytics and Statistics to be provided. Traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistical reports should be provided as per company's requirements The Solution shall have comprehensive settlement / reconciliation and complaint redressal mechanism.



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	<p>settlement / reconciliation and complaint redressal mechanism.</p> <p>The vendor shall provide complete technical details and specimen of the following MIS reports.</p> <p>User wise Reports</p> <p>Transaction-wise Reports</p> <p>No of Registered/Downloaded Users</p> <p>Reports based on filters such as user activity, customer status, range of date/time, status</p> <p>Audit Trail Report</p> <p>Provision to search for customers based on different search filters like name, mobile no, address, age, status and Account No</p>	<p>The vendor shall provide complete technical details and specimen of the following MIS reports.</p> <p>User wise Reports</p> <p>Transaction-wise Reports</p> <p>No of Registered/Downloaded Users</p> <p>Reports based on filters such as user activity, customer status, range of date/time, status</p> <p>Audit Trail Report</p> <p>Provision to search for customers based on different search filters like name, mobile no, address, age, status and Account No</p> <p>Reporting is required from the captive database only.</p> <p>Bidder needs to factor atleast 60 reports / dashboard from the Analytics solution which will be a combination of 30 Simple report , 20 Medium report and 10 Complex report</p> <p>The definition of Simple, Medium and Complex is as below</p> <p>Simple Report: - Report with up to 5 tables join with Primary Index select condition on a base of 30 million records with 20,000 records in the query result.</p> <p>Medium Report: - Report from joining 6 to 10 tables on primary or foreign key fetching around 300,000 records including grouping or sorting on given condition</p> <p>Complex Report: - Report from joining more than 10 tables on composite key fetching any number of 2,000,000 records, including grouping or sorting, formula calculation, aggregation etc. for</p>
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			report displaying on given condition
17	Clause 3.1.11 Portal and Mobile app development and implementation	<p>20% of implementation cost for Portal and Mobile app: - SRS Sign off by OICL</p> <p>20% of implementation cost for Portal and Mobile app: - SRS Sign off by OICL</p> <p>40% of implementation cost for Portal and Mobile app: - Go-Live of Phase 1</p> <p>30% of implementation cost for Portal and Mobile app: - Go-Live of Phase 2</p>	<p>20% of implementation cost for Portal and Mobile app - SRS Sign off by OICL</p> <p>20% of implementation cost for Portal and Mobile app - UAT completion of Phase 1</p> <p>40% of implementation cost for Portal and Mobile app - Go-Live of Phase 1</p> <p>20% of implementation cost for Portal and Mobile app - Go-Live of Phase 2</p>
18	Clause 2.6.1.29 Benchmarking	<p>The Bidder will have to perform a product benchmark at the benchmarking center as identified by the Bidder in the presence of OICL employees or its appointed officials or PMO resources. The objective of this exercise is to demonstrate that the proposed sizing, hardware and architecture meets the requirements and provides the required service levels in terms of number of the necessary transactions per second (TPS), user concurrency, Business Volumes and Growth Projections, along with the necessary number of concurrent transactions, total number of transactions in a 4 hour window, time taken for End of Day, batch processing and meet the required response time as expected by OICL. This benchmark should be carried out on the proposed hardware, sizing and architecture with the proposed version of the operating system, proposed version of the database system and the proposed version of the application system. The benchmarking exercise should be successfully completed within 2 months from the date of Go-live.</p> <p>The Bidder should factor all the necessary costs for the benchmark, including the travel, lodging,</p>	<p>The Bidder will have to perform a product benchmark at the DR site as identified by the Bidder in the presence of OICL employees or its appointed officials or PMO resources. The objective of this exercise is to demonstrate that the proposed sizing, hardware and architecture meets the requirements and provides the required service levels in terms of number of the necessary transactions per second (TPS), user concurrency, Business Volumes and Growth Projections, along with the necessary number of concurrent transactions, total number of transactions in a 4 hour window, time taken for End of Day, batch processing and meet the required response time as expected by OICL. This benchmark should be carried out on the proposed hardware, sizing and architecture with the proposed version of the operating system, proposed version of the database system and the proposed version of the application system. The benchmarking exercise should be successfully completed within 2 months from the date of Go-live.</p> <p>While performing Benchmarking at DR Site bidder needs to make sure that there should not be any impact on SLA, RTO and RPO</p>



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		meals for OICL personnel.	The Bidder should factor all the necessary costs for the benchmark, expect the travel, lodging, meals for OICL personnel.
19	Clause 2.5.5 Manuals / Documents Point 3	Customization retro fitment document	Clause Stand Deleted
20	Clause 2.6.1.18 Mobile Application Point J	Application should ensure Compatibility with all platforms such as windows, Android, Blackberry & Mac iOS etc.	Application should ensure Compatibility with all platforms such as Android, Mac, iOS etc.
21	Annexure 15 Tab Security Point 56	The system shall provide testing environments that integrate with legacy test environments in order to execute data synchronization, conversion, and performance testing conditions that require access to or impact legacy systems as part of the test execution.	Clause Stand Deleted
22	Clause 2.6.1.2 Development of Portal and Mobile app	<p>The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. OICL will not pay any additional customization costs either for gaps observed as given above and/or gaps observed for statutory or regulatory reports as required by the OICL.</p> <p>The Bidder will have to provide the OICL weekly progress reports on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving, and status for all kind of bugs and problems whether reported by OICL or Bidder staff.</p> <p>The OICL may require the Bidder to address additional requirements that are other than the following:</p>	<p>The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. OICL will not pay any additional customization costs either for gaps observed as given above and/or gaps observed for statutory or regulatory reports as required by the OICL.</p> <p>The Bidder will have to provide the OICL weekly progress reports on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving, and status for all kind of bugs and problems whether reported by OICL or Bidder staff.</p> <p>The OICL may require the Bidder to address additional requirements that are other than the following:</p>



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		<ul style="list-style-type: none"> Bug fixes Gaps found during base version testing 	<ul style="list-style-type: none"> Bug fixes Gaps found during base version testing <p>The requirement finalization will happen during SRS & phase and sign off on final requirements will be done by the OICL, unless absolutely necessary the requirements subsequently will not change. OICL will have the right to change upto 1 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis</p> <p>However, this clause is not applicable for any Statutory and regulatory reports</p>
23	Clause 2.6.1.1 Requirement Gathering Point 6	The Bidder is expected to study the existing portal and mobile app to assess the existing structure, content and user interface. The Portal and mobile app features, assistance and other items include, but not limited to, the functions and features defined in this RFP.	<p>The Bidder is expected to study the existing portal and mobile app to assess the existing structure, content and user interface. The Portal and mobile app features, assistance and other items include, the functions and features defined in this RFP</p> <p>The requirement finalization will happen during SRS & phase and sign off on final requirements will be done by the OICL, unless absolutely necessary the requirements subsequently will not change. OICL will have the right to change upto 1 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis</p> <p>However, this clause is not applicable for any Statutory and regulatory reports</p>
24	Clause 2.6.3.10 Exit Management Services Point 5	During the exit management process, it is the responsibility of bidder to address and rectify the problems identified with the IT infrastructure of OICL including installation/reinstallation of the system	During the exit management process, it is the responsibility of bidder to address and rectify the problems identified with the IT infrastructure of OICL including installation/reinstallation of the system software, Databases etc. The Successful



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		software, Databases etc. The Successful Bidder shall ensure that the infrastructure are handed over to OICL in an operational condition to the satisfaction of OICL	Bidder shall ensure that the infrastructure are handed over to OICL in an operational condition as per the terms and conditions of the RFP.
25	Clause 3.1.2.9 Right to Alter Quantities	OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the bidder against the item would be considered for such alteration. The bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.	OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the bidder against the item would be considered for such alteration. The bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract except to the extent of +/- 10%. During the contract period the bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.
26	Clause 4.4 Compliance	Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect OICL and its employees/ officers/ staff/ personnel/	Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect OICL and its employees/ officers/ staff/ personnel/ representatives/agents



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	<p>representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OICL and its employees/ officers/ staff/ personnel/ representatives/ agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and OICL will give notice of any such claim or demand of liability within reasonable time to the Bidder.</p> <p>This indemnification is only a remedy for OICL. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by OICL arising out of</p>	<p>from any failure or omission on its part to do so and against all Third Party claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OICL and its employees/ officers/ staff/ personnel/ representatives/ agents from and against all third Party claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and OICL will give notice of any such claim or demand of liability within reasonable time to the Bidder.</p> <p>This indemnification is only a remedy for OICL. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its</p>
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		claims made by its customers and/or regulatory authorities.	customers and/or regulatory authorities.
27	Clause 4.7 Indemnity	<p>The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ul style="list-style-type: none"> a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents <p>Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages.</p>	<p>The Bidder should indemnify OICL (including its employees, directors or representatives) from and against all third-party claims, losses, and liabilities arising from:</p> <ul style="list-style-type: none"> a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Gross Negligence and Wilful misconduct of the Bidder, its employees, and agents <p>Indemnity shall not exceed the total contract value and shall exclude indirect, consequential and incidental damages.</p>
28	Clause 4.17 Termination for Default	<p>OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days prior written notice of default sent to the Bidder, terminate the contract in whole or in part:</p> <ul style="list-style-type: none"> a) If the Bidder fails to deliver any or all of the Solution, Components and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or b) If the Bidder fails to perform any other obligation(s) under the contract <p>In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and</p>	<p>OICL may, without prejudice to any other remedy for breach of contract, by 60 calendar days prior written notice of uncured (including 30 days cure period) default sent to the Bidder, terminate the contract in whole or in part:</p> <ul style="list-style-type: none"> a) If the Bidder fails to deliver any or all of the Solution, Components and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or b) If the Bidder fails to perform any other obligation(s) under the contract <p>In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the</p>



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		the Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated.	Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated. OICL Shall pay to the bidder as part the payment milestone which are achieved and sign off by OICL till the time of termination.
29	Clause 4.19 Termination for Insolvency	OICL may, at any time, terminate the contract by giving written notice to the Bidder, without any compensation to the Bidder, whatsoever if: i. The Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to OICL. the Supplier being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the OICL.	OICL may, at any time, terminate the contract by giving written notice to the Bidder, without any compensation to the Bidder, whatsoever if: i. The Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to OICL. the Supplier being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the OICL. OICL Shall pay to the bidder as part the payment milestone which are achieved and sign off by OICL till the time of termination
30	Clause 4.28 Cancellation of the contract & compensation	OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the	OICL reserves the right to cancel the contract placed on the selected bidder by giving 60 days prior written notice (including 30 days



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		<p>Company in the following circumstances:</p> <ul style="list-style-type: none"> i. The selected bidder commits a breach of any of the terms and conditions of the bid. ii. The selected bidder goes in to liquidation voluntarily or otherwise. iii. The progress made by the selected bidder is found to be unsatisfactory <p>If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p>	<p>cure period) and recover expenditure incurred by the Company in the following circumstances:</p> <ul style="list-style-type: none"> i. The selected bidder commits a material breach of any of the terms and conditions of the bid. ii. The selected bidder goes into liquidation voluntarily or otherwise. iii. The progress made by the selected bidder is not as per the terms and conditions of RFP <p>If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p>
31	Clause 7.3 Service level Default	Overall cap of all the penalties over the tenure of the contract will be 15% (Fifteen percent) of the contract value	Overall cap of all the penalties over the tenure of the contract will be 10% (Ten percent) of the contract value
32	Clause 7.6 At Risk Amount	<p>The quarterly At-Risk Amount ('ARA') shall be 15% of the estimated quarterly pay-out of the respective month. In case maximum penalty is imposed for more than two times in a year, OICL will impose an additional penalty of 5% of the quarterly charges and may consider termination of services.</p> <p>Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 15% (Fifteen per cent.) of the contract value</p>	<p>The quarterly At-Risk Amount ('ARA') shall be 15% of the estimated quarterly pay-out of the respective month. In case maximum penalty is imposed for more than two times in a year, OICL will impose an additional penalty of 5% of the quarterly charges and may consider termination of services.</p> <p>Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 10% (Ten per cent.) of the contract value</p>
33	Annexure 13 NDA	The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement	The obligations of this clause shall survive for a period of one year post the expiration, cancellation or termination of this Agreement



34	Clause 2.6.1.32 ADR	The proposed solution must support all major platforms including Linux, Windows, Solaris, HP-UX, and AIX with native high availability options. It must support both physical and virtual platforms.	The proposed solution must support all major platforms including Linux, Windows with native high availability options. It must support both physical and virtual platforms.
35	Clause 6.7 Commercial Evaluation	<p>The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL's discretion. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of five (5) years.</p> <p>Bidders need to note that the Annexure 16 Bill of material with complete bifurcation of Price which is mentioned in GEM Portal (As a consolidate Price) needs to submit at OICL Office (address mentioned in RFP). This needs to be submitted with proper labelling, seal, sign and stamped.</p> <p>Bidder needs to note that the appendix needs to be submitted physically on the same date and time which is the RFP submission date and time. If any bidder fails to submit the same the bid will be rejected.</p> <p>Bidder needs to note that Amount (consolidated amount on GEM Portal) and the total of bifurcation mentioned in the Annexure 16 - Bill of material has to be tally till 2 decimal places. If any discrepancy found that bid will be rejected.</p>	<p>The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL's discretion. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of Five (5) years.</p> <p>Bidders need to note that the Annexure 16 Bill of material with complete bifurcation of Price which is mentioned in GEM Portal (As a consolidate Price) needs to submit at OICL Office (address mentioned in RFP). This needs to be submitted with proper labelling, seal, sign and stamped.</p> <p>Bidder needs to note that the appendix needs to be submitted physically on the same date and time which is the RFP submission date and time. If any bidder fails to submit the same the bid will be rejected.</p> <p>The amount quoted on GEM Portal should be inclusive of GST while the amount quote on Hard copy (Appendix -1 Bill of material) shown be exclusive of GST. There should not be any other difference other than GST. If there is any other difference found the bid will be rejected</p> <p>Bidder needs to note that Amount (consolidated amount on GEM Portal excluding GST) and the total of bifurcation mentioned in the Annexure 16 - Bill of material has to be tally till 2 decimal places. If any discrepancy found that bid will be</p>



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			rejected.
36	Annexure 9 Bidder Profile	Major Related Activities carried out in last two years & their %age in	Major Related Activities carried out in last two years
37	Annexure 15 Tab Portal Technical Requirements Point 23	Application Server should be fully standards compliant providing support for Web Services, SOAP, WSDL, UDDI, LDAP v3, SSL v3, Java 1.3 and XML 1.0 standards.	Application Server should be fully standards compliant providing support for Web Services, SOAP, WSDL, UDDI, LDAP v3, SSL(latest version), Java (latest version) and XML 1.0 standards.
38	Annexure 15 Tab Portal Technical Requirements Point 60.3	AJAX based JSF components - for rich UI ,web 2.0 components	Frontend to be in React / angular JS and latest Javascript Library like Tailwind CSS and Material U - for rich UI ,web 2.0 components
39	Clause 1.3 Project Objective	The Oriental Insurance Company Ltd. (OICL) being a public sector organization under Ministry of Finance , Govt. of India accordingly envisages to Select Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app to be hosted on public cloud based on PaaS/IaaS model of hosting using microservices and containers based architecture and is to be capable of performing fresh policy issuance and renewals (to be setup in a loosely coupled and independent fashion) with real time sync to core insurance database . OICL proposes to invite online bids from eligible Bidders having proven past experience in providing Portal and Mobile app for the same	The Oriental Insurance Company Ltd. (OICL) being a public sector organization under Ministry of Finance , Govt. of India accordingly envisages to Select Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app to be hosted on Virtual Private cloud based on PaaS/IaaS model of hosting using microservices and containers based architecture and is to be capable of performing fresh policy issuance and renewals (to be setup in a loosely coupled and independent fashion) with real time sync to core insurance database . OICL proposes to invite online bids from eligible Bidders having proven past experience in providing Portal and Mobile app for the same
40	Annexure 15 Tab Func Spec for Portal & app Point 1.15.5.2	Mobile Shortcode Details	Clause Stand Deleted



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41	Annexure 15 Tab Func Spec for Portal & app Point 1.18.30	Kiosk accessibility	Clause Stand Deleted
42	Annexure 15 Tab Mobility Solution	Mobile Device management	Clause Stand Deleted
43	Annexure 15 TAB ADR "Discovery & Administration" Point 6	There should not be any downtime for ATM and IB services during Switch over from DR to DC and switch back from Dr to DC.	Clause Stands Deleted
44	Clause 2.5.4 Bilingual	<p>The new develop Portal and Mobile app should have bilingual capability minimum English and Hindi which can be extended to multiple languages as desire time to time by OICL and should be able to interact with other bilingual (English and Hindi) systems providing data in required format. The bilingual functionality should be provided as per regulatory guidelines and should be functional with go-live. The data storage need not be in Hindi or any other language. Only the presentation layer to the user has to be in in the language as desire by the customer.</p> <p>Bidders are required to refer and comply to the Master Circular DBOD No. Rajbhasha BC. 25/06.11.04/ 2012-13 dated July 2, 2012 on the 'Use of Hindi'. The Master Circular has been suitably updated by incorporating instructions issued up to June 30, 2013 and has been placed on the RBI website (http://www.rbi.org.in).</p>	<p>The new develop Portal and Mobile app should have bilingual capability minimum English and Hindi which can be extended to multiple languages mentioned in the 8th Schedule of Indian Constitution. The extension in the languages will be on Change request Basis.</p> <p>The bilingual capability is required at the presentation layer as well as bidder needs to note that solution should store the content as input by the user. For ex if the user input in Hindi then it should store in Hindi and give the output in Hindi</p> <p>The bilingual functionality should be provided as per regulatory guidelines and should be functional with go-live</p> <p>Bidders are required to refer and comply to the Master Circular DBOD No. Rajbhasha BC. 25/06.11.04/ 2012-13 dated July 2, 2012 on the 'Use of Hindi'. The Master Circular has been suitably updated by incorporating instructions issued up to June 30, 2013 and has been placed on the RBI website (http://www.rbi.org.in).</p>



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45	Clause 2.6.1.26 Ticketing Tool Point 6	Support to manage all types of operating system through one software	Clause Stands Deleted
46	Clause 4.2 Ownership, Grant and Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. Bidder needs to propose Perpetual license of the software	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. Bidder needs to propose perpetual/user based/subscription license of the software.
47	Clause 4.14 Confidentiality	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.	The requirements of use and confidentiality set forth herein shall survive for a period of one year post the expiration, termination or cancellation of this contract
48	Clause 4.18 Force Majeure	<p>For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of OICL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.</p> <p>If a Force Majeure situation arises, the Bidder shall promptly notify OICL in writing of such conditions and the cause(s) thereof. Unless otherwise directed by OICL, the Bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p>	<p>For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of OICL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, pandemics, quarantine restrictions and freight embargoes.</p> <p>If a Force Majeure situation arises, the Bidder shall promptly and within 7 days notify OICL in writing of such conditions and the cause(s) thereof. Unless otherwise directed by OICL, the Bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p>
49	Annexure 15 TAB API Gateway Point 43	Expose event tables as an API	Clause Stand Deleted



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50	Annexure 15 Security	The SI's solution shall provide a robust extract, transform, and load capability for loading disparate data sources into an analytic database (data warehouse).	Clause Stand Deleted
51	Clause 2.6.1.28 DR Setup	Recovery time operations to be near zero using Multi-Cloud Global Server Load Balancing (GSLB)	Clause Stand Deleted
52	Clause 4.33 Repeat Order	OICL may place Repeat Order against the original order for a quantity up to 25% of the original order quantity during the contract period	OICL may place Repeat Order against the original order for a quantity up to 10% of the original order quantity during the contract period
53	Clause 2.4 Project Phase	Phase 3 - Sustenance for the remaining contract period for all in scope items. The sustenance will start from the day Phase 1 will go live. There will be stabilization period of 3 months after Phase 1 go-live. The FM resource cost will start after stabilization period. Bidder has the feasibility to run the Phase 1 and Phase 2 in parallel however OICL there should not be having dependency of Phase 2 on Phase 1 going Live.	Phase 3 - Sustenance for the remaining contract period for all in scope items. There will be stabilization period of 2 months after Phase 1 go-live. The FM resource cost will start after stabilization period. The sustenance will start after stabilization period is over. Bidder has the feasibility to run the Phase 1 and Phase 2 in parallel however OICL there should not be having dependency of Phase 2 on Phase 1 going Live.
54	Clause 2.6.6 warranty & On-Site Maintenance	Hardware / Software Acceptance: - OICL will carry out the acceptance tests for testing of software, hardware and verification that the supplied components are as per bill of material. The Bidder shall assist OICL in all acceptance tests to be carried out by OICL. Bidder needs to rectify all the gaps highlighted in the Acceptance testing without any additional cost to OICL Hardware / Software Go-Live: - The respective hardware and software will be termed as Go-live only when the application for which the hardware is allocated goes in production and all the data is migrated.	The cost of all the components (Infrastructure, OS, DB etc) hosted on the cloud as service will be paid from the day the component is allocated to OICL in the cloud and component connectivity is established between Cloud and OICL Hardware / Software Acceptance: - OICL will carry out the acceptance tests for testing of software, hardware and verification that the supplied components are as per bill of material. The Bidder shall assist OICL in all acceptance tests to be carried out by OICL. Bidder needs to rectify all the gaps highlighted in the Acceptance testing without



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		<p>All the hardware (Infrastructure, OS, DB etc) will be hosted on the cloud as service so the bidder needs to factor the service cost from the day the Hardware is allocated to OICL in the cloud and connectivity is established.</p> <p>The Bidder shall undertake to provide an onsite comprehensive 1 (One) Year Warranty and ATS for next 4 (four) years (BACK-TO-BACK with OEM) for all supplied Software commencing from the date of Go-Live and sign off by OICL of the software for the respective delivered locations of the Company as provided in the Purchase Order / Contract for Supply</p>	<p>any additional cost to OICL</p> <p>The Bidder shall undertake to provide an onsite comprehensive 1 (One) Year Warranty and ATS for remaining contract period (BACK-TO-BACK with OEM) for all supplied Software commencing from the date of Go-Live and sign off by OICL of the software for the respective locations of the Company as provided in the Purchase Order / Contract for Supply</p>
55	Clause 1.2 Notice Inviting Bids	The Deputy General Manager (IT), The Oriental Insurance Company Limited invites online bids from eligible companies / organizations/firms to “Selection of Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app” to OICL for a period of 5 years.	The Deputy General Manager (IT), The Oriental Insurance Company Limited invites online bids from eligible companies / organizations/firms to “Selection of Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app” to OICL for a period of 5 years.
56	Clause 2.6.1.3 Hosting	<p>Bidder also needs to note that there should be a direct connectivity between OICL DC and DR to the cloud provider with a dedicated link. Bidder needs to provide the sizing of the same as part of the RFP and also needs to factor the cost of the same in Annexure 16- Bill of Material</p> <p>The link provide by the bidder has to be in Active – Passive at DC and DR</p> <p>Bidder also need to note that the link should be monitored and maintain by the bidder only and the link which will be provision by the bidder at DC should from different service provider</p>	<p>Bidder needs to note that the Portal will be integrating with the required on prim applications through web service. OICL is having a web server in DMZ zone and all the calls will be landing on that server and then it will be redirecting to applications.</p> <p>The webservice connectivity has to be through Secure SSL / TLS. All required SSL / TLS certificate needs to be factor by the bidder</p>



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57	Annexure 15 TAB HSM Point 13	Digital Encryption: BIP32	Clause Stand deleted
58	Annexure 15 TAB HSM Point 15	HSM should be FIPS 140-2 level 3 and CC EAL 4+ certified	HSM should be CC EAL 4+ certified and certification should be in OEM Name. Certification Copy needs to be submitted
59	Annexure 15 TAB HSM Point 28	Should be able to integrate with virtual key manager appliance to provide scalability features like Data Discovery & Classification, Transparent Encryption for large scale high performance file system encryption - including specific support for Oracle, Teradata, Pure Storage, HADOOP, SAP HANA and many others	Clause Stand deleted
60	Annexure 15 TAB KSM Point 2	Key Manager should support Transparent Encryption for large scale high performance file system encryption - including specific support for Oracle, Teradata, Pure Storage, HADOOP, SAP HANA and many others	Key Manager should support Transparent Encryption for large scale high performance file system encryption structured & un-structured data
61	Annexure 15 TAB KSM Point 13	The system should support Built in Data Discovery and Classification with both agent as well as agentless discovery of sensitive PII data using pre-built and customized templates including detection of datatypes within images with OCR feature. It should also include the scanning of local disks , network file shares, big data like hadoop, as well as Cloud storage providers like AWS S3 and Azure Blob.	Clause Stand deleted
62	Annexure 15 TAB KSM Point 14	The Solution should support Intelligent Remediation of discovered sensitive data by encryption	Clause Stand deleted
63	Annexure 15 TAB KSM Point 15	The Solution should support Custom Infotypes creation using glass for Data discovery and classification	Clause Stand deleted



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64	Annexure 15 TAB KSM Point 16	The Solution should support agent based and agent less/proxy scanning of large volumes of data, stored on premise. This includes the scanning of local disks , network file shares and big data like hadoop	Clause Stand deleted
65	Annexure 15 TAB KSM Point 19	The system should support REST API Tokens (JWT) that are short lived and are used for accessing the REST API for high security needs.	Clause Stand deleted
66	Annexure 15 TAB KSM Point 20	The solution should support vaulted and vaultless tokenization and FPE for Government Identities and PII data.	Clause Stand deleted
67	Annexure 15 TAB KSM Point 25	The Solution should provide the ability to run scheduled scans to automatically classify files and also have option to pause during peak hours of data traffic	Clause Stand deleted
68	Annexure 15 TAB KSM Point 26	The Solution should support capability of PDF exporting of Scanned data report .	Clause Stand deleted
69	Section 2.6.1.2 Development of Portal and Mobile app	Bidder will be responsible for the development the portal and mobile app end to end from the scratch by adopting below mentioned technologies. However. Bidder needs to note that OICL is not looking for any COTS / LOW Code/No Code platform on which bidder do customization. OICL is looking for a full fledge development. Bidder also needs to note that bidder can use any or combination of below mentioned technologies for development	Bidder will be responsible for the development the portal and mobile app end to end from the scratch by adopting below mentioned technologies. However. Bidder needs to note that OICL is not looking for any COTS / LOW Code/ CMS (Content Management system) /No Code platform on which bidder do customization. OICL is looking for a full fledge development. Bidder also needs to note that bidder can use any or combination of below mentioned technologies for development
70	Section 2.6.3.8 Application Performance Management	1. Application Performance Monitoring and Management software should deliver L1 support from an independent third (3rd) party for the first year after implementation for 24x7 Application Monitoring for Availability, Alert	1. Application Performance Monitoring and Management software should deliver L1 support 24x7 Application Monitoring for Availability, Alert Management, Software Administration, Service Reporting



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		<p>Management, Software Administration, Service Reporting and Incident Reporting and thereafter bidder can factor bidder resources for the management.</p> <p>2. The L2 support should be provided by an independent third (3rd) party for the first year after implementation for analysis, remediation, software administration, reporting and incident analysis, troubleshooting and alert analysis and thereafter bidder can factor bidder resources for the management. The cost of the L1 & L2 resources should be factored in by the bidder in the Annexure 16 – Bill of material.</p>	<p>and Incident Reporting</p> <p>2. The L2 support should be provided for analysis, remediation, software administration, reporting and incident analysis, troubleshooting and alert analysis</p>
71	Section 2.6.6 WARRANTY & ON-SITE MAINTENANCE	New clause addition	<p>The OEM may from time-to-time release Updates/ Upgrades/New releases/New versions and notify the OICL about the same. The Bidder agrees that all such Updates/Upgrades/ new releases/New versions, as and when released during the term of warranty will be implemented without any additional cost to the OICL.</p> <p>The warranty also includes all software (critical hot fixes, service packs, and all upgrades/updates) of all components supplied as part of solution, wherever applicable</p>



Section 3: Annexure

Annexure 14: Integrity Pact

(On Rs.100 Non-Judicial stamp paper)

PRE-CONTRACT INTEGRITY PACT **INTEGRITY PACT**

Between

The Oriental Insurance company limited hereinafter referred to as “**The Principal**”,

And

..... hereinafter referred to as “**The Bidder/ Contractor**”

Preamble

The principal intends to award, under laid down organizational procedures, contract/s for.....The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1.) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for , or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ contractor(s)

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.



b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the

“Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder (s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed at e. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3- Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”. Copy of the “Guidelines on Banning of business dealings” is placed at

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors



- (1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Chairman & Managing Director, THE ORIENTAL INSURANCE COMPANY LIMITED.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.
- (4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (6) The Monitor will submit a written report to the Chairman & Managing Director, THE ORIENTAL INSURANCE COMPANY LIMITED within 8 to 10 weeks from the date of reference or intimation to him by the *Principal* and, should the occasion arise, submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to the Chairman & Managing Director THE ORIENTAL INSURANCE COMPANY LIMITED, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman & Managing Director THE ORIENTAL INSURANCE COMPANY LIMITED has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.



(8) The word “**Monitor**” would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman & Managing Director of THE ORIENTAL INSURANCE COMPANY LIMITED.

Section 10 – Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

(For & On behalf of the Principal)

(For & On behalf of the Principal Bidder/Contractor)

(Office Seal)

(Office Seal)

Place_____

Place_____

Date_____

Date_____

Witness1:

Witness1:

Name & Address

Name & Address



Witness 2:
Name & Address

Witness 2:
Name & Address



Revised Schedule of Events

General Details		
Key Dates		
Document Purchase End Date and Time	14.07.2022 15:00	08-08-2022 15:00
Last Date and Time for submission of Bids	14.07.2022 15:00	08-08-2022 15:00
Date and Time of Eligibility Bid Opening	14.07.2022 15:30	08-08-2022 15:00