S.No.	Page #	Point/ Section #	Existing Clause	Query Sought	OICL Response
1	18	1.6 Eligibility Criteria	The bidder should be a cloud service provider or a certified partner of cloud service provider. In case of a Bidder, who is not a Cloud service provider, bidder should have agreement with cloud service provider to host service on cloud and should have back-to-back support agreement with the cloud service provider.	We understand that clause is about agreement between SI and cloud service provider for support. Please clarify if our understading is different.	Please be guided by the RFP Section 1.6 as bidder needs to submit the MAF from the proposed Cloud Service provider as per the MAF format Annexure 12 mentioned in the RFP
2	19	1.6 Eligibility Criteria	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.	Please clarify the phrase "he Portal and Mobile app must be live and running as on the date of submission of this RFP" . In case the tenure is completed for the SI but has the experience of developing web portal and mobile app.	Please be guided by the RFP
3	19	1.6 Eligibility Criteria	Application Monitoring Solution: The Proposed Application Monitoring solution on cloud should be implemented & Operational for atleast one BFSI in India	Application monitoring tool is the part of cloud services. Please confirm, if the experience of cloud service provider with application monitoring is acceptable.	As per the RFP section 1.6 this clause is clearly mentioned under the heading OEM Credentials which means that the credential should be of the Proposed Original Equipment Manufacture. Also Bidder needs to submit the MAF from those OEM
4	20	1.6 Eligibility Criteria	Automated Disaster recovery Solution: The Proposed Automated Disaster Recovery solution on cloud should be implemented & Operational for atleast one BFSI in India	Automated Disaster recovery Solution is the part of cloud services. Please confirm, if the experience of cloud service provider with Automated Disaster recovery Solution is acceptable.	As per the RFP section 1.6 this clause is clearly mentioned under the heading OEM Credentials which means that the credential should be of the Proposed Original Equipment Manufacture. Also Bidder needs to submit the MAF from those OEM
5	21	1.6 Eligibility Criteria	API Gateway: The Proposed API Gateway solution on cloud should be implemented & Operational for atleast BFSI in India	We understand that bidder may use any API gateway on the cloud. Please clarify	As per the RFP section 1.6 this clause is clearly mentioned under the heading OEM Credentials which means that the credential should be of the Proposed Original Equipment Manufacture. Also Bidder needs to submit the MAF from those OEM
6	21	1.6 Eligibility Criteria	Password Less Authentication: The Proposed password less Authentication solution should be implemented in at-least one BFSI in India	We understand this clause if for the OEMs. Please clarify if our understading is different.	As per the RFP section 1.6 this clause is clearly mentioned under the heading OEM Credentials which means that the credential should be of the Proposed Original Equipment Manufacture. Also Bidder needs to submit the MAF from those OEM
7	21	1.6 Eligibility Criteria	Load balancer: - The proposed Load balancer should be implemented & Operational for atleast one BFSI in India	Load balancer is the part of cloud services. Please confirm, if the experience of cloud service provider with Load balancer Solution is acceptable.	As per the RFP section 1.6 this clause is clearly mentioned under the heading OEM Credentials which means that the credential should be of the Proposed Original Equipment Manufacture. Also Bidder needs to submit the MAF from those OEM
8	22	1.6 Eligibility Criteria	HSM & KSM: The Proposed HSM & KSM solution should be implemented & Operational in at-least one BFSI in India	This is the part of cloud services. Please confirm, if the experience of cloud service provider is acceptable.	As per the RFP section 1.6 this clause is clearly mentioned under the heading OEM Credentials which means that the credential should be of the Proposed Original Equipment Manufacture. Also Bidder needs to submit the MAF from those OEM
9	26	2.1 Existing Setup	The INLIAS application serves the entire business requirements of the OICL. Its scope covers from underwriting, accounting, claims processing, report generation and reinsurance requirements.	We understand that bidder needs to integrate web and mobile portal with INLIAS. Changes in INLIAS would not be responsibility of the bidder.	yes, your understanding is correct. However all the coordination and liaison with the all the existing vendor will be Bidder responsibility.
10	29	2.2 Current Scope	20) Bidder needs to onboard a Third party agency for doing the UAT and Data migration testing	We understanding that the criteria as per pre-qualification document is the only screening criteria for the selection of third party testing agency.	Please be guided by the RFP bidder needs to provide third party for providing these services as per the eligibility criteria

11	34	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	Please clarify that the COTS / Low code / Framework are allowed or not. Does it mean OICL is looking for complete open source developed product without any licence product /products ?	OICL is looking to develop the Portal and Mobile app from scratch without the use of any COTS/Low Code /CMS (Content Management system) No Code platform. OICL is looking to have every thing develop as per the SRS instead of using some underlying platform and do customization on top of that The technology or tools proposed by the bidder for development should have back to back support / ATS/ AMC/ Subscription to have future updates/ Support / Security Patches etc.
12		General	SMS and Email gateway	We understand that OICL would be providing SMS and email gateways to bidder.	yes, your understanding is correct. OICL will provide SMS and Email gateway however Integration needs to be done by the bidder with the help of existing vendor
13		General	Last date of submission	We request extension for three weeks for submission. As this bid requires cloud, third party agency, we reqest the purchaser to provide time to submit the bid	Please refer to corrigendum
14	117	2.6.4.1 Level One (L1) Support	Level One (L1) Support	We request you exclude L1 support from bidders scope.However bidder can provide training to OICL helpdesk resource on application.	Please be guided by the RFP
15	154	6.6 Technical Evaluation	Bidder Credentials Strengths (300 Marks) The Bidder must have developed the Portal and Mobile app and Portal & 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. □ One BFSI/Government in India (150 Marks) □ Two BFSI/Government in India (250 Marks) □ Three or more BFSI/ Government in India (300 Marks)	As OICL is looking for custom development product, we request to change the phrase as " 1) The Bidder must have developed the Portal and Mobile app and Portal & 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 - 150 marks 2) Experience in developing open source solution for BFSI/Government with userbase more than 10 lakhs - 150 marks	Please be guided by the RFP
16	157	6.7 Commercial Evaluation	OICL will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest commercial bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily	We request to change the evlaluation criteria to QCBS 70:30. As this is service procurement where quality plays critical role and also most of the Govt. / PSU tenders for software services now published on QCBS.	Please be guided by the RFP
17	159	7.3 Service Level Default	Availability of Critical Infrastructure and software	We request during the reponse time calculation time taken by INLIAS system should be excluded.	Please be guided by the RFP
18	168	Management, Reporting and Governance	No change in these resources for minimum 1 year from the contract date and maximum 2 changes in the complete contract term (*the Program Manager should not be rotated to other clients of the Service Provider under the contract period).	We request to remove this clause. Penalty should be imposed in case bidder will be failed to provide suitable replacement. In IT industry iterations happenes frequqntly and it is not in scope of the bidder to forcefully stop the resources.	Please be guided by the RFP
19	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 1	Support for operating systems like Windows, Linux, Solaris, AIX	Solaris & AIX are outdated OS We request to remove the same and keep Windows & Linux OS only.	Please refer to corrigendum

20	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - 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.	Their should not be limitation on the partition as business grows the requirement of partitions increases, keeping current as well as future scalability more partitions are recommended as best practice. Should there be limitations on the number of partitions, scalability of the HSM gets restricted and client may have to re-invest in buying the HSM in the mid term of the contract. As per industry standards each key should have its own storage and credentials for accessibility. It is recommended to have at least 15 partitions scalable to 30 partitions from day one so that at least each key can be protected with its unique credential to access. The proposed HSM should come with minimum 15 partitions readily available, and each partition should be protected with unique set of user id and password to grant access as per CCA IVG guidelines. The HSM should be able to scale up to 30 partitions on the same appliance in the future without any extra license.	Please refer to corrigendum
21	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 8	Symmetric: AES, Triple DES, DES, ARIA, SEED, RC2, RC4, RC5, CAST (No separate license of Algorithm to be charged).	ARIA, SEED, RC2, RC4, RC5, CAST are not the current & standard Symmetric Algorithms to be used in Crypto Operations. Request you to remove ARIA, SEED, RC2, RC5, CAST . The standard algorithms are AES , Triple DES, DES. We request to ask only AES, Triple DES & DES as these are the Symmetric Algorithms worldwide.	Please refer to corrigendum
22	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 10	Key Derivation: SP800-108 Counter Mode	“Counter Mode” Key Derivation is specific to a single vendor, pls remove it We request to keep as :- Key Derivation: SP800-108	Please refer to corrigendum
23	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - 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	"CTR-DRBG" based Random Number Generation is specific to a single vendor, pls remove it We requset you to add "CTR/HASH - DRBG"	Please refer to corrigendum
24	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - - Point 13	Digital Encryption: BIP32	BIP32 is required for Wallet and not required in the current Scope of Work defined in the RFP. We request you to remove this caluse. We request you to remove this caluse.	Please refer to corrigendum
25	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - - Point 14	5G Cryptographic Mechanisms for Subscriber Authentication: Milenage, Tuak, and Comp128	5G Cryptographic Mechanisms Ready is not required as per Scope of Work defined in the RFP. We request you to remove this caluse. We request you to remove this caluse.	Please refer to corrigendum

26	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 15	HSM should be FIPS 140-2 level 3 and CC EAL 4+ certified.	FIPS 140-2 Level 3 covers all security requirements of crypto operations. We request you to ask FIPS 140-2 Level 3 or CC EAL 4+ Certified firmware	Please refer to corrigendum
27	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 22	High quality keys through external Quantum RNG seeding	External Quantum RNG seeding is vendore specific, hence it should be removed We request you to remove this caluse.	Please refer to corrigendum
28	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 23	Securely backup and duplicate keys in hardware with Backup HSM or to the cloud HSM for redundancy, reliability and disaster recovery	Backup HSM is not required to have the dedicated back-up of Keys as this would increase the BOM & Pricing. We request you to remove this caluse.	Please refer to corrigendum
29	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 25	Safety & Environmental Compliance: FCC, CE, VCCI, C-TICK, KC Mark RoHS2, WEEE, TAA, UL, CSA, CE	VCCI, C-TICK, KC Mark, TAA & CSA are specific to one vendor, we request you to remove the same We request for to keep :- Safety & Environmental Compliance: FCC, CE, RoHS2, WEEE, UL, CE.	Please refer to corrigendum
30	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Point 26	Minimum Performance: RSA-2048: 5,000 TPS, ECC P256: 10,000 TPS, AES-GCM: 10,000 TPS	The ask performance is specific to single vendor, request to make it open and generic as per the buiness need We request to keep this as Minimum Performance: RSA-2048: 3000 TPS, ECC P256: 6000 TPS, AES-GCM: 1.1MB per Second TPS	Please refer to corrigendum
31	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Point 27	Should Support 170000 Hrs or More	This is supported by single vendor, we request you to reduce it to 134000 Hrs or More Should Support 134000 Hrs or More	Please refer to corrigendum
32	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - 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	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this caluse.	Please refer to corrigendum

33	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - 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 should be furnished for same. OEM should have their own warehouse in India	Pls revise this clause to "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, one PO should be furnished for same. OEM should have warehouse in India of its own or from distributor". 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 representatives should be present in India, one PO should be furnished for same. OEM should have warehouse in India of its own or from distributor/partner.	Please refer to corrigendum
34	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Add new	HSM should have in-built capability of multi-factor authentication through Password based, Key File & SmartCard based	This is as per the best industry practice having secured access by the users and to avoid any unauthorized access. We request you to add this specification in the techical requirement. HSM should have in-built capability of multi-factor authentication through Password based & SmartCard based	Please be guided by the RFP as Multi factor authentication is already asked in the RFP
35	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Add new	HSM should have unlimted client Licenses with (Should not have separate cost of any client License)	Their should not be limitation on client Licenses as business grows the requirement of client Licenses increases, keeping current as well as future scalability more client Licenses are recommended as best practice. Should there be limitations on the number of client Licenses, scalability of the HSM gets restricted. As per industry standards HSM should have maximum client Licenses to have the scalability from day one. We request you to add this specification in the techical requirement.	Please refer to corrigendum
36	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 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	It should not be limited to Teradata, Pure Storage, HADOOP, SAP HANA etc , request you to change it to Key Manager should support Transparent Encryption for large scale high performance file system encryption structured & unstructed data. Key Manager should support Transparent Encryption for large scale high performance file system encryption structured & unstructured data.	Please refer to corrigendum
37	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 Point 6	Should integrate with users and groups from LDAP, local systems, Hadoop, Teradata and container environments.	Pls remove Hadoop, Teradata and container environments as ths is vendor specific Should integrate with users and groups from LDAP, local systems etc.	Please refer to corrigendum

38	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 Point 12	The system shall be capable of managing upto 1,000,000 Keys.	As KSM is to manage the larger number of Keys so we request to ask for minimum 2,000,000 Keys as per the Scope of Work defined into the RFP to cater the current & future requirement	Please refer to corrigendum
39	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 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.	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
40	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 Point 14	The Solution should support Intelligent Remediation of discovered sensitive data by encryption .	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
41	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 Point 15	The Solution should support Custom Infotypes creation using glass for Data discovery and classifcation	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
42	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 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	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
43	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 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.	This specification belongs to ADV and as per Scope of Work defined in RFP this spcification is not required. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
44	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 Point 20	The solution should support vaulted and vaultless tokenization and FPE for Government Identities and PII data.	This specification belongs to ADV and as per Scope of Work defined in RFP this spcification is not required. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
45	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 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	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum

46	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 Point 26	The Solution should support capability of PDF exporting of Scanned data report .	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
47	20	1.6 OEM Eligibility Criteria, Point No 11	HSM & KSM: The Proposed HSM & KSM solution should be implemented & Operational in at-least one BFSI in India	HSM & KSM: The similar HSM (from the GP Family) & KSM solution should be implemented & Operational in at-least one BFSI / Insurance Industry / Govt departement in India	Please be guided by the RFP
48	22	1.6 Eligibility Criteria, Point No 10	The bidder must be CMMI level 5 Certified Company and the certificate should be valid as on date of bid submission	We request You to kinldy ammend the clause to The bidder must be CMMI level 3 Certified Company and the certificate should be valid as on date of bid submission	Please be guided by the RFP
49	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 1	Support for operating systems like Windows, Linux, Solaris, AIX	Solaris & AIX are outdated OS We request to remove the same and keep Windows & Linux OS only.	Please refer to corrigendum
50	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - 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.	Their should not be limitation on the partition as business grows the requirement of partitions increases, keeping current as well as future scalability more partitions are recommended as best practice. Should there be limitations on the number of partitions, scalability of the HSM gets restricted and client may have to re-invest in buying the HSM in the mid term of the contract. As per industry standards each key should have its own storage and credentials for accessibility. It is recommended to have at least 15 partitions scalable to 30 partitions from day one so that at least each key can be protected with its unique credential to access. The proposed HSM should come with minimum 15 partitions readily available, and each partition should be protected with unique set of user id and password to grant access as per CCA IVG guidelines. The HSM should be able to scale up to 30 partitions on the same appliance in the future without any extra license.	Please refer to corrigendum
51	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 8	Symmetric: AES, Triple DES, DES, ARIA, SEED, RC2, RC4, RC5, CAST (No separate license of Algorithm to be charged).	ARIA, SEED, RC2, RC4, RC5, CAST are not the current & standard Symmetric Algorithms to be used in Crypto Operations. Request you to remove ARIA, SEED, RC2, RC5, CAST . The standard algorithms are AES , Triple DES, DES. We request to ask only AES, Triple DES & DES as these are the Symmetric Algorithms worldwide.	Please refer to corrigendum

52	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 10	Key Derivation: SP800-108 Counter Mode	“Counter Mode” Key Derivation is specific to a single vendor, pls remove it We request to keep as :- Key Derivation: SP800-108	Please refer to corrigendum
53	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - 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	"CTR-DRBG" based Random Number Generation is specific to a single vendor, pls remove it We requset you to add "CTR/HASH - DRBG"	Please refer to corrigendum
54	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - - Point 13	Digital Encryption: BIP32	BIP32 is required for Wallet and not required in the current Scope of Work defined in the RFP. We request you to remove this caluse. We request you to remove this caluse.	Please refer to corrigendum
55	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - - Point 14	5G Cryptographic Mechanisms for Subscriber Authentication: Milenage, Tuak, and Comp128	5G Cryptographic Mechanisms Ready is not required as per Scope of Work defined in the RFP. We request you to remove this caluse. We request you to remove this caluse.	Please refer to corrigendum
56	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 15	HSM should be FIPS 140-2 level 3 and CC EAL 4+ certified.	FIPS 140-2 Level 3 covers all security requirements of crypto operations. We request you to ask FIPS 140-2 Level 3 or CC EAL 4+ Certified firmware	Please refer to corrigendum
57	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 22	High quality keys through external Quantum RNG seeding	External Quantum RNG seeding is vendore specific, hence it should be removed We request you to remove this caluse.	Please refer to corrigendum
58	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 23	Securely backup and duplicate keys in hardware with Backup HSM or to the cloud HSM for redundancy, reliability and disaster recovery	Backup HSM is not required to have the dedicated back-up of Keys as this would increase the BOM & Pricing. We request you to remove this caluse.	Please refer to corrigendum
59	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.34 out of 53 - Point 25	Safety & Environmental Compliance: FCC, CE, VCCI, C-TICK, KC Mark RoHS2, WEEE, TAA, UL, CSA, CE	VCCI, C-TICK, KC Mark, TAA & CSA are specific to one vendor, we request you to remove the same We request for to keep :- Safety & Environmental Compliance: FCC, CE, RoHS2, WEEE, UL, CE.	Please refer to corrigendum
60	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Point 26	Minimum Performance: RSA-2048: 5,000 TPS, ECC P256: 10,000 TPS, AES-GCM: 10,000 TPS	The ask performance is specific to single vendor, request to make it open and generic as per the buiness need We request to keep this as Minimum Performance: RSA-2048: 3000 TPS, ECC P256: 6000 TPS, AES-GCM: 1.1MB per Second TPS	Please refer to corrigendum
61	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Point 27	Should Support 170000 Hrs or More	This is supported by single vendor, we request you to reduce it to 134000 Hrs or More Should Support 134000 Hrs or More	Please refer to corrigendum

62	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - 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	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this caluse.	Please refer to corrigendum
63	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - 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 should be furnished for same. OEM should have their own warehouse in India	Pls revise this clause to "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, one PO should be furnished for same. OEM should have warehouse in India of its own or from distributor". 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 representatives should be present in India, one PO should be furnished for same. OEM should have warehouse in India of its own or from distributor/partner.	Please refer to corrigendum
64	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Add new	HSM should have in-built capability of multi-factor authentication through Password based, Key File & SmartCard based	This is as per the best industry practice having secured access by the users and to avoid any unauthorized access. We request you to add this specification in the techical requirement. HSM should have in-built capability of multi-factor authentication through Password based & SmartCard based	Clause deleted
65	Annexure 15 - Functional & Technical Specifciations	HSM - Page No.35 out of 53 - Add new	HSM should have unlimted client Licenses with (Should not have separate cost of any client License)	Their should not be limitation on client Licenses as business grows the requirement of client Licenses increases, keeping current as well as future scalability more client Licenses are recommended as best practice. Should there be limitations on the number of client Licenses, scalability of the HSM gets restricted. As per industry standards HSM should have maximum client Licenses to have the scalability from day one. We request you to add this specification in the techical requirement.	Please refer to corrigendum
66	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 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	It should not be limited to Teradata, Pure Storage, HADOOP, SAP HANA etc , request you to change it to Key Manager should support Transparent Encryption for large scale high performance file system encryption structured & unstructed data. Key Manager should support Transparent Encryption for large scale high performance file system encryption structured & unstructured data.	Please refer to corrigendum

67	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 Point 6	Should integrate with users and groups from LDAP, local systems, Hadoop, Teradata and container environments.	Pls remove Hadoop, Teradata and container environments as ths is vendor specific Should integrate with users and groups from LDAP, local systems etc.	Please refer to corrigendum
68	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 Point 12	The system shall be capable of managing upto 1,000,000 Keys.	As KSM is to manage the larger number of Keys so we request to ask for minimum 2,000,000 Keys as per the Scope of Work defined into the RFP to cater the current & future requirement	Please refer to corrigendum
69	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 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.	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
70	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 Point 14	The Solution should support Intelligent Remediation of discovered sensitive data by encryption .	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
71	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 Point 15	The Solution should support Custom Infotypes creation using glass for Data discovery and classifcation	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
72	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 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	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
73	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 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.	This specification belongs to ADV and as per Scope of Work defined in RFP this spcification is not required. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
74	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.36 out of 53 Point 20	The solution should support vaulted and vaultless tokenization and FPE for Government Identities and PII data.	This specification belongs to ADV and as per Scope of Work defined in RFP this spcification is not required. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum

75	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 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	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
76	Annexure 15 - Functional & Technical Specifciations	KSM - Page No.35 out of 53 Point 26	The Solution should support capability of PDF exporting of Scanned data report .	This specification belongs to Data Discovery & Classification and it is a full solution and should be asked separately in the RFP. We request you to remove this point. We request you to remove this point.	Please refer to corrigendum
77	20	1.6 OEM Eligibility Criteria, Point No 11	HSM & KSM: The Proposed HSM & KSM solution should be implemented & Operational in at-least one BFSI in India	HSM & KSM: The similar HSM (from the GP Family) & KSM solution should be implemented & Operational in at-least one BFSI / Insurance Industry / Govt departement in India	Please be guided by the RFP
78	Gem Bidding Document / Page 2	3. Years of Past Experience required	Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year	As our projects are under non-disclosure agreement and confidentiallity with our clients therefore request you to modify the documentary evidence requirement for , as under - 'Copy of - Copies of relevant contracts / orders. OR - Letter from Company Secretary of the bidder providing the details of the project '	Please be guided by the RFP document for the documents to be submitted
79	Gem Bidding Document / Page 2	6. Past Experience of Similar Services	Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, addressand contact details of clients shall be uploaded with the bid for verification by the Buyer	As our projects are under non-disclosure agreement and confidentiallity with our clients therefore request you to modify the documentary evidence requirement for , as under - 'Copy of - Copies of relevant contracts / orders. OR - Letter from Company Secretary of the bidder providing the details of the project '	Please be guided by the RFP document for the documents to be submitted
80	Gem Bidding Document / Page 4	Buyer Added Bid Specific Terms and Conditions	The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly	The Purchaser reserves the right to increase or decrease the quantity to be ordered up to ~~25~~ 10 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to ~~25~~ 10 ~~%~~ of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

81	1654669486.pdf /Page 19	1.6 Eligibility Criteria	9). 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	As our projects are under non-disclosure agreement and confidentiallity with our clients therefore request you to modify the documentary evidence requirement for , as under - 'Copy of - Copies of relevant contracts / orders. OR - Letter from Company Secretary of the bidder providing the details of the project '	Please be guided by the RFP
82	1654669486.pdf /Page 19,20,21	3. Application Monitoring Solution 5. Automated Disaster recovery Solution: 6. API Gateway: 7. Password Less Authentication 9. An external testing agency 10. Load balancer: 11. HSM & KSM:	Relevant credential letter for the stipulated criteria Or Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).	As our projects are under non-disclosure agreement and confidentiallity with our clients therefore request you to modify the documentary evidence requirement for , as under - 'Copy of - Copies of relevant contracts / orders. OR - Letter from Company Secretary of the bidder providing the details of the project '	Please be guided by the RFP
83	1654669486.pdf /Page 22	Note:	iv. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.	As our projects are under non-disclosure agreement and confidentiallity with our clients therefore request you to modify the documentary evidence requirement for , as under - 'Copy of - Copies of relevant contracts / orders. OR - Letter from Company Secretary of the bidder providing the details of the project '	Please be guided by the RFP
84	GEM Portal	Commercials		Pl Confirm on the Portal Charges that needs to be added along with the cost. Generally Portal has 0.5% Charge. Hope our understanding is correct?	Bidder needs to note that there is no linkage of GEM portal charges with the commercials submitted by the bidder. These 2 things are totally separate and OICL will not take GEM portal charges under consideration. This will be the responsibility of the bidder
85	GENERAL TERMS AND CONDITIONS FOR FORWARD AUCTION//Page 2	14. Suspension of Account	GeM, at its sole discretion, may suspend account of any party for non-compliance of any terms and conditions of the Forward Auction including non-payment of transaction charges. GeM also reserves the right to debar any bidder/bidders due to any act of omission or commission or fraudulent acts indulged or caused to be indulged by such Bidder/Bidders in the course of bidding process and/or in the execution or performance of any of the contracts which may be awarded to the Bidder/Bidders pursuant to the Forward Auction. Any such order of debarment that may be passed by GeM shall be without prejudice to other right of actions available to the Seller/Auctioneer and/or GeM against the Bidder/Bidders under the terms and conditions of the Forward Auction	~~GeM, at its sole discretion, may suspend account of any party for non-compliance of any terms and conditions of the Forward Auction including non-payment of transaction charges. GeM also reserves the right to debar any bidder/bidders due to any act of omission or commission or fraudulent acts indulged or caused to be indulged by such Bidder/Bidders in the course of bidding process and/or in the execution or performance of any of the contracts which may be awarded to the Bidder/Bidders pursuant to the Forward Auction. Any such order of debarment that may be passed by GeM shall be without prejudice to other right of actions available to the Seller/Auctioneer and/or GeM against the Bidder/Bidders under the terms and conditions of the Forward Auction~~	This suspension is from the GEM portal and there is nothing to do with OICL since GEM is the Government site and bidder needs to adhere to the conditions of GEM

86	GENERAL TERMS AND CONDITIONS FOR FORWARD AUCTION//Page 4	27. Payment and Taxes	In the event the Buyer fails to make the requisite payment within the time / extended time stipulated, the sale relating to such lot can be cancelled at the discretion of the Seller/Auctioneer and the EMD deposited by the Bidder shall be forfeited in full and the Seller/Auctioneer shall be entitled to recover any incidental / consequential loss suffered by it as a result of such failure. The Seller/Auctioneer shall not be bound to give any notice to the buyer for the said forfeiture.	In the event the Buyer fails to make the requisite payment within the time / extended time stipulated, ~~the sale relating to such lot can be cancelled at the discretion of the Seller/Auctioneer and the EMD deposited by the Bidder shall be forfeited in full and~~ the Seller/Auctioneer shall be entitled to recover any incidental / consequential loss suffered by it as a result of such failure. ~~The Seller/Auctioneer shall not be bound to give any notice to the buyer for the said forfeiture.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
87	GENERAL TERMS AND CONDITIONS FOR FORWARD AUCTION//Page 6	36.Payment and Taxes	. If any damage or loss is caused to the workforce, materials or property of the Seller/Auctioneer or even if any claim arises against the Seller/Auctioneer by reasons of any act or commission or negligence on the part of the Buyer or on the part of their agents, representatives or employees, the Seller/Auctioneer shall be entitled to recover such losses or damages or claim as may be ascertained by the Seller/Auctioneer (which ascertainment shall be final and binding on the Buyer) from any amount due to the Buyer including the advances made / to be made by the Buyer as the Earnest Money/Security Deposit (as the case may be) without prejudice to the Seller/Auctioneer's rights to take further action under the contract as well as recover such losses, damages or claim from any other money due or becoming due under other transaction with the Seller/Auctioneer or from the Buyer directly.	36. If any damage or loss is caused to ~~the workforce, materials or~~ **tangible** property of the Seller/Auctioneer or even if any **third-party** claim arises against the Seller/Auctioneer by reasons of any ~~act or commission~~ **willful misconduct** or negligence on the part of the Buyer or on the part of their agents, representatives or employees, the Seller/Auctioneer shall be entitled to recover such **actual, direct and proven** losses or damages **subject to Clause 3.11 of the SLA under Annexure G of the RFP.** ~~or claim as may be ascertained by the Seller/Auctioneer (which ascertainment shall be final and binding on the Buyer) from any amount due to the Buyer including the advances made / to be made by the Buyer as the Earnest Money/Security Deposit (as the case may be) without prejudice to the Seller/Auctioneer's rights to take further action under the contract as well as recover such losses, damages or claim from any other money due or becoming due under other transaction with the Seller / Auctioneer or from the Buyer directly.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

88	GENERAL TERMS AND CONDITIONS FOR FORWARD AUCTION//Page 7	39.Payment and Taxes	. If any damage or loss is caused to the workforce, materials or property of the Seller/Auctioneer or even if any claim arises against the Seller/Auctioneer by reasons of any act or commission or negligence on the part of the Buyer or on the part of their agents, representatives or employees, the Seller/Auctioneer shall be entitled to recover such losses or damages or claim as may be ascertained by the Seller/Auctioneer (which ascertainment shall be final and binding on the Buyer) from any amount due to the Buyer including the advances made / to be made by the Buyer as the Earnest Money/Security Deposit (as the case may be) without prejudice to the Seller/Auctioneer's rights to take further action under the contract as well as recover such losses, damages or claim from any other money due or becoming due under other transaction with the Seller/Auctioneer or from the Buyer directly.	If any damage or loss is caused to the workforce, materials or property of the Seller/Auctioneer or even if any claim arises against the Seller/Auctioneer by reasons of any act or commission or negligence on the part of the Buyer or on the part of their agents, representatives or employees, the Seller/Auctioneer shall be entitled to recover such losses or damages or claim as may be ascertained by the Seller/Auctioneer (which ascertainment shall be final and binding on the Buyer) from any amount due to the Buyer ~~including the advances made / to be made by the Buyer as the Earnest Money/Security Deposit~~ (as the case may be) without prejudice to the Seller/Auctioneer's rights to take further action under the contract as well as recover such losses, damages or claim from any other money due or becoming due under other transaction with the Seller/Auctioneer or from the Buyer directly.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
89	GENERAL TERMS AND CONDITIONS FOR FORWARD AUCTION//Page 7	40.Default in payment and lifting of goods/materials by the Buyer	Unless otherwise specified in the STC / ATC / Bid if the goods are not removed within the free time period as indicated above or as prescribed by the Seller/Auctioneer, they shall remain at the Buyer's risk until so removed and the Seller/Auctioneer shall be entitled to recover from the purchaser the ground rent @ Rs 10/- per lot or part of a lot per day or part of a day, or 0.5 % of the value of the goods/ materials remaining undelivered per day or part of a day whichever is higher. Such ground rent or any other charges that may have been incurred by the Seller/Auctioneer shall be recovered from the Buyer before the goods are delivered. If such materials are not removed on payment of ground rent within 30 (thirty) days from the expiry of the period as prescribed, then the Seller/Auctioneer may at his discretion, terminate the contract and order resale of the goods and forfeit all the money paid by the Buyer in respect thereof without making any reference to the Buyer. The lot/materials shall deem to have been abandoned by the purchaser to all intents and purposes.	Unless otherwise specified in the STC / ATC / Bid if the goods are not removed within the free time period as indicated above or as prescribed by the Seller/Auctioneer, they shall remain at the Buyer's risk until so removed and the Seller/Auctioneer shall be entitled to recover from the purchaser the ground rent @ Rs 10/- per lot or part of a lot per day or part of a day, or 0.5 % of the value of the goods/ materials remaining undelivered per day or part of a day whichever is higher. Such ground rent or any other charges that may have been incurred by the Seller/Auctioneer shall be recovered from the Buyer before the goods are delivered. If such materials are not removed on payment of ground rent within 30 (thirty) days from the expiry of the period as prescribed, then the Seller/Auctioneer may at his discretion, impose penalties ~~terminate the contract and order resale of the goods and forfeit all the money paid by the Buyer in respect thereof without making any reference to the Buyer. The lot/materials shall deem to have been abandoned by the purchaser to all intents and purposes.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

90	GENERAL TERMS AND CONDITIONS FOR FORWARD AUCTION//Page 7	41.Default in payment and lifting of goods/materials by the Buyer	Unless otherwise specified in the STC / ATC / Bid if in case of failing to deposit the Payment within the stipulated time, the Buyer can deposit the balance sale value with payment of interest charges for the delays involving maximum up to 30 (thirty) days for lot value up to INR 5,00,000 (Indian Rupees Five Lakh) and maximum up to 40 (forty) days for lot value more than INR 5,00,000 (Indian Rupees Five Lakh) from the date of acceptance of bid, in exceptional circumstances with prior permission of the Seller/Auctioneer. The rate of interest charged on delayed payment will be 7% above the "Base rate of State Bank of India" as prevailing on the last date of payment originally indicated in the Bid. The EMD shall be forfeited, if the payment is not deposited by Buyer within the said maximum period of 30 or 40 days (as the case may be) and the Seller/Auctioneer may at his discretion, terminate the contract and order resale of the goods and forfeit all the money paid by the Buyer in respect thereof.	Unless otherwise specified in the STC / ATC / Bid if in case of failing to deposit the Payment within the stipulated time, the Buyer can deposit the balance sale value with payment of interest charges for the delays involving maximum up to 30 (thirty) days for lot value up to INR 5,00,000 (Indian Rupees Five Lakh) and maximum up to 40 (forty) days for lot value more than INR 5,00,000 (Indian Rupees Five Lakh) from the date of acceptance of bid, in exceptional circumstances with prior permission of the Seller/Auctioneer. The rate of interest charged on delayed payment will be 7% above the "Base rate of State Bank of India" as prevailing on the last date of payment originally indicated in the Bid. ~~The EMD shall be forfeited, if the payment is not deposited by Buyer within the said maximum period of 30 or 40 days (as the case may be) and the Seller/Auctioneer may at his discretion, terminate the contract and order resale of the goods and forfeit all the money paid by the Buyer in respect thereof.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
91	GENERAL TERMS AND CONDITIONS FOR FORWARD AUCTION//Page 9	47.a. TERMINATION OF THE CONTRACT BY THE SELLER/AUCTIONEER	Terminate the Contract with immediate effect for the goods/ materials/ immovable assets under the contract not taken delivery of by the Buyer as on that date in which event the Security Deposit and / or the Earnest Money (as the case may be) shall stand forfeited.	~~Terminate the Contract with immediate effect for the goods/ materials/ immovable assets under the contract not taken delivery of by the Buyer as on that date in which event the Security Deposit and / or the Earnest Money (as the case may be) shall stand forfeited.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
92	GENERAL TERMS AND CONDITIONS (GeM portal)	3.A.x/Role, Responsibilities and Obligations of Seller/ Buyer:	The Seller shall be solely responsible for the Goods / Services including, without limitation, the applicable guarantee / warranty, shelf-life, quantity, quality and the title and for giving the correct and accurate details of the offer their Goods and / or /Services indicating product specifications,quantity which can be supplied over the specified time period, etc. as percatalogue or catalogue based template prescribed in GeM. Seller would ensure that the Goods or /Services offered are latest, new and complete in all respects. Where Seller is selling any Goods which needs spare parts, Seller should ensure and make available such spare parts for a minimum period of three years from the date of expiry of warrantee period (unless otherwise specified). The individual Sellers shall ensure that the products offered in e-Bidding and/or ordered shall remain available on GeM during the bid / contract validity period.	The Seller shall be solely responsible for the Goods / Services including, without limitation, the applicable guarantee / warranty, shelf-life, quantity, quality and the title and for giving the correct and accurate details of the offer their Goods and / or /Services indicating product specifications,quantity which can be supplied over the specified time period, etc. as percatalogue or catalogue based template prescribed in GeM. Seller would ensure that the Goods or /Services offered are latest, ~~new~~ and complete in all respects. Where Seller is selling any Goods which needs spare parts, Seller should ensure and make available such spare parts for a ~~minimum~~ period of three years from the date of expiry of warrantee period (unless otherwise specified). The individual Sellers shall ensure that the products offered in e-Bidding and/or ordered shall remain available on GeM during the bid / contract validity period.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

93	GENERAL TERMS AND CONDITIONS (GeM portal)	3.A.x/Role, Responsibilities and Obligations of Seller/ Buyer:	**Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price equal to or lower than Offer Price on GeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM.**	~~**Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price equal to or lower than Offer Price on GeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM.**~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
94	GENERAL TERMS AND CONDITIONS (GeM portal)	3.A.x/Role, Responsibilities and Obligations of Seller/ Buyer:	By offering their product on GeM, the Seller agrees for sharing price details of the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc.	By offering their product on GeM, the Seller agrees for sharing price details of the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc. Price details to restricted to the extent of apparent information. Seller shall not disclose any internal costing to the above mentioned departments. (Need clarity from portal on price details)	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
95	General T&C / Page 52	LIMITATION OF LIABILITY	LIMITATION OF LIABILITY Notwithstanding anything contained in this Contract, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the Contract Price entered into the Contract between the Buyer and the Seller/Auctioneer.	Notwithstanding anything contained in this Contract, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a **<u>third</u>** party's intellectual property rights, ~~or from a breach by either party of its obligation~~. **<u>Subject to this,</u>** ~~I~~<u>i</u>n no event will either party's **<u>maximum</u>** aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), **<u>indemnities</u>** warranty or otherwise) exceed the Contract Price **<u>received by the Buyer for the SLA/SOW to which the claim relates during the preceding three (3) months</u>**. ~~entered into the Contract between the Buyer and the Seller/Auctioneer.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

96	General T&C / Page 9	INTEGRITY PACT	INTEGRITY PACT 48 The Seller/Auctioneer as well as the Bidders /Buyer agree not to indulge in any corrupt practices including without limitation any activity or action to influence the transaction on any aspect of contract and commit to take all measures necessary to prevent corruption maintaining complete transparency and fairness in all activities related to GeM. Users agree to follow and adhere with the Integrity Pact guidelines provided on GeM Portal.	we have requested for capping of liability for breach of Integrity Pact. Please ammend the clause accordingly	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
97	Misc Terms and Conditions /Page 02		14. The Service Provider shall be contactable at all times and messages sent by phone /e- mail/ fax / special messenger from Buyer shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the Contract from time to time.	14. The Service Provider shall be contactable at all times **during business hours** and messages sent by phone /e- mail/ fax / special messenger from Buyer shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the Contract from time to time.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
98	Misc Terms and Conditions /Page 02		22. Progress Report/ Service Status Report: Service Provider shall provide detail report such as bar - chart of activities based on completion period and Service schedule made on the project and get approval prior to starting the Service. The measurement of completed works shall be taken jointly from time to time as mutually agreed. Service Provider shall send his representative for assisting Buyer or Buyer representatives for measurements and shall furnish all particulars required to complete progress of Service. Any defect, faults, deterioration in performance of the material and installations which may appear, during the Defect Liability Period of 12 months (unless otherwise specifically agreed shall be 12 months) from the virtual completion of contract shall be amended/made good by the Service Provider at his own cost within a reasonable time. In case of default, Buyer may employ and pay a third party to make good the defects and deduct the expenses from the dues payable to the Service Provider on certification from Buyer. The Service shall not be considered as completed until it has been certified by the Buyer. The Defects Liability Period shall commence from the date of completion as certified by the user in-charge.	22. Progress Report/ Service Status Report: Service Provider shall provide detail report such as bar - chart of activities based on completion period and Service schedule made on the project and get approval prior to starting the Service. The measurement of completed works shall be taken jointly from time to time as mutually agreed. Service Provider shall send his representative for assisting Buyer or Buyer representatives for measurements and shall furnish all particulars required to complete progress of Service. Any defect, faults, deterioration in performance of the material and installations which may appear, during the Defect Liability Period of 12 months (unless otherwise specifically agreed shall be 12 months) from the virtual completion of contract shall be amended/made good by the Service Provider at his own cost within a reasonable time. In case of default, Buyer may employ and pay a third party to make good the defects **where Service Provider will be responsible for the undelivered portion of such similar Services of making good the defect upto the maximum limit of 5% of the value of the undelivered portion of the Services for which such option is exercised by Buyer**. ~~and deduct the expenses from the dues payable to the Service Provider on certification from Buyer.~~ The Service shall not be considered as completed until it has been certified by the Buyer. The Defects Liability Period shall commence from the date of completion as	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

99	Misc Terms and Conditions /Page 03		Quantities given in the technical parameters are tentative and can be changed or varied on mutually agreed terms. Also the Buyer reserves the right to delete or increase any items of Services. No extra claims of whatsoever nature will be entertained on this account. The drawings wherever applicable shall be approved by the Buyer prior to start of such Services and these may indicate extent and general arrangement of various equipment. These are for guidance of Service Provider and exact locations, dimensions; clearance will be governed by site conditions. Service Provider is required to go through the drawings and regulations prior to starting of Services. Any discrepancy/changes required shall be reported to the Buyer.	Quantities given in the technical parameters are tentative and can be changed or varied on mutually agreed terms. Also the Buyer reserves the right to delete or increase any items of Services. No extra claims of whatsoever nature will be entertained on this account. The drawings wherever applicable shall be approved by the Buyer prior to start of such Services and these may indicate extent and general arrangement of various equipment. These are for guidance of Service Provider and exact locations, dimensions; clearance will be governed by site conditions. Service Provider is required to go through the drawings and regulations prior to starting of Services. Any discrepancy/changes required shall be reported to the Buyer. Service Provider will support 5% increase/decrease in the baselined assets within the same fixed price.Increase of more than 5% from the baselined assets will be supported and charged as per the ARC rates while decrease of less than 5% will be reduced as per the RRC rates.In case the Assets increases by more than 50% or the asset reduces by more than 30% then the PARTIES has the right to renegotiate the fixed prices.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
100	Misc Terms and Conditions /Page 03		28. Water and electricity shall be provided to the Service Provider. However, unavailability of water and electricity shall not be accepted as reasons for delay. Service Provider should make his own arrangements for the same.	Water and electricity shall be provided to the Service Provider. ~~However, unavailability of water and electricity shall not be accepted as reasons for delay. Service Provider should make his own arrangements for the same~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
101	Misc Terms and Conditions /Page 02		12. The Service Provider has to submit a monthly invoice in triplicate towards the Services rendered in the previous month to the Buyer. Payment shall be effected by Credit into the bank account of the Service Provider through ECS/RTGS within 10 days from the date of receipt of the invoice with supporting documents, complete in all respect. The Service Provider shall provide correct Bank account number and other details of the Bank to enable the Buyer to credit the payment directly into the account. Buyer shall pay the Service Provider all due amount as per the invoice, that are not the subject bona fide dispute, within 10 days after receipt of a valid invoice that complies in all material respect in terms of this agreement; the payment shall be subject to any reduction such as penalty, statutory deductions etc.	12. The Service Provider has to submit a monthly invoice in triplicate towards the Services rendered in the previous month to the Buyer. Payment shall be effected by Credit into the bank account of the Service Provider through ECS/RTGS within 10 days from the date of receipt of the invoice with supporting documents~~, complete in all respect~~. The Service Provider shall provide correct Bank account number and other details of the Bank to enable the Buyer to credit the payment directly into the account. Buyer shall pay the Service Provider all due amount as per the invoice, that are not the subject bona fide dispute, within 10 days after receipt of a valid invoice that complies in all material respect in terms of this agreement; the payment shall be subject to any reduction such as penalty, statutory deductions etc.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

102	Misc Terms and Conditions /Page 02		14. The Service Provider shall be contactable at all times and messages sent by phone /e- mail/ fax / special messenger from Buyer shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the Contract from time to time.	14. The Service Provider shall be contactable at all times **during business hours** and messages sent by phone /e- mail/ fax / special messenger from Buyer shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the Contract from time to time.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
103	Misc Terms and Conditions /Page 02		22. Progress Report/ Service Status Report: Service Provider shall provide detail report such as bar - chart of activities based on completion period and Service schedule made on the project and get approval prior to starting the Service. The measurement of completed works shall be taken jointly from time to time as mutually agreed. Service Provider shall send his representative for assisting Buyer or Buyer representatives for measurements and shall furnish all particulars required to complete progress of Service. Any defect, faults, deterioration in performance of the material and installations which may appear, during the Defect Liability Period of 12 months (unless otherwise specifically agreed shall be 12 months) from the virtual completion of contract shall be amended/made good by the Service Provider at his own cost within a reasonable time. In case of default, Buyer may employ and pay a third party to make good the defects and deduct the expenses from the dues payable to the Service Provider on certification from Buyer. The Service shall not be considered as completed until it has been certified by the Buyer. The Defects Liability Period shall commence from the date of completion as certified by the user in-charge.	22. Progress Report/ Service Status Report: Service Provider shall provide detail report such as bar - chart of activities based on completion period and Service schedule made on the project and get approval prior to starting the Service. The measurement of completed works shall be taken jointly from time to time as mutually agreed. Service Provider shall send his representative for assisting Buyer or Buyer representatives for measurements and shall furnish all particulars required to complete progress of Service. Any defect, faults, deterioration in performance of the material and installations which may appear, during the Defect Liability Period of 12 months (unless otherwise specifically agreed shall be 12 months) from the virtual completion of contract shall be amended/made good by the Service Provider at his own cost within a reasonable time. In case of default, Buyer may employ and pay a third party to make good the defects **where Service Provider will be responsible for the undelivered portion of such similar Services of making good the defect upto the maximum limit of 5% of the value of the undelivered portion of the Services for which such option is exercised by Buyer**. ~~and deduct the expenses from the dues payable to the Service Provider on certification from Buyer.~~ The Service shall not be considered as completed until it has been certified by the Buyer. The Defects Liability Period shall commence from the date of completion as	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

104	Misc Terms and Conditions /Page 03		Quantities given in the technical parameters are tentative and can be changed or varied on mutually agreed terms. Also the Buyer reserves the right to delete or increase any items of Services. No extra claims of whatsoever nature will be entertained on this account. The drawings wherever applicable shall be approved by the Buyer prior to start of such Services and these may indicate extent and general arrangement of various equipment. These are for guidance of Service Provider and exact locations, dimensions; clearance will be governed by site conditions. Service Provider is required to go through the drawings and regulations prior to starting of Services. Any discrepancy/changes required shall be reported to the Buyer.	Quantities given in the technical parameters are tentative and can be changed or varied on mutually agreed terms. Also the Buyer reserves the right to delete or increase any items of Services. No extra claims of whatsoever nature will be entertained on this account. The drawings wherever applicable shall be approved by the Buyer prior to start of such Services and these may indicate extent and general arrangement of various equipment. These are for guidance of Service Provider and exact locations, dimensions; clearance will be governed by site conditions. Service Provider is required to go through the drawings and regulations prior to starting of Services. Any discrepancy/changes required shall be reported to the Buyer. Service Provider will support 5% increase/decrease in the baselined assets within the same fixed price.Increase of more than 5% from the baselined assets will be supported and charged as per the ARC rates while decrease of less than 5% will be reduced as per the RRC rates.In case the Assets increases by more than 50% or the asset reduces by more than 30% then the PARTIES has the right to renegotiate the fixed prices.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
105	Misc Terms and Conditions /Page 03		28. Water and electricity shall be provided to the Service Provider. However, unavailability of water and electricity shall not be accepted as reasons for delay. Service Provider should make his own arrangements for the same.	Water and electricity shall be provided to the Service Provider. ~~However, unavailability of water and electricity shall not be accepted as reasons for delay. Service Provider should make his own arrangements for the same~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
106	Misc Terms and Conditions /Page 02		12. The Service Provider has to submit a monthly invoice in triplicate towards the Services rendered in the previous month to the Buyer. Payment shall be effected by Credit into the bank account of the Service Provider through ECS/RTGS within 10 days from the date of receipt of the invoice with supporting documents, complete in all respect. The Service Provider shall provide correct Bank account number and other details of the Bank to enable the Buyer to credit the payment directly into the account. Buyer shall pay the Service Provider all due amount as per the invoice, that are not the subject bona fide dispute, within 10 days after receipt of a valid invoice that complies in all material respect in terms of this agreement; the payment shall be subject to any reduction such as penalty, statutory deductions etc.	12. The Service Provider has to submit a monthly invoice in triplicate towards the Services rendered in the previous month to the Buyer. Payment shall be effected by Credit into the bank account of the Service Provider through ECS/RTGS within 10 days from the date of receipt of the invoice with supporting documents~~, complete in all respect~~. The Service Provider shall provide correct Bank account number and other details of the Bank to enable the Buyer to credit the payment directly into the account. Buyer shall pay the Service Provider all due amount as per the invoice, that are not the subject bona fide dispute, within 10 days after receipt of a valid invoice that complies in all material respect in terms of this agreement; the payment shall be subject to any reduction such as penalty, statutory deductions etc.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

107	GeM T&C Version 3.0/Page 04	3.A. iv ,vii/Role, Responsibilities and Obligations of Seller/ Buyer:	iv) The Primary / Secondary Users of Sellers, offering Goods/Services and/or participating in e-Bidding / Reverse Auction on GeM, must ensure that they have the requisite authorization to enter into contract with Buyer(s) in GeM for and on behalf of the Seller, failing which such Seller as well as the individual(s) shall be vicariously liable for its actions and also for any liability arising out of such actions. vii) The seller would represent its business on the GeM portal and is mandated to comply with all the terms and conditions of the platform. Sellers would be solely and absolutely responsible for the information provided about their organization, business, products and services on the portal and would be required to produce proof of such information, if requested at any point in time by the Buyer and / or GeM.	iv) The Primary / Secondary Users of Sellers, offering Goods/Services and/or participating in e-Bidding / Reverse Auction on GeM, must ensure that they have the requisite authorization to enter into contract with Buyer(s) in GeM for and on behalf of the Seller, failing which such Seller ~~as well as the individual(s)~~ shall be ~~vicariously~~ liable for its actions and also for any liability arising out of such actions **as per the terms of SLA**. vii) The seller would represent its business on the GeM portal and is mandated to comply with all the **mutually agreed** terms and conditions of the platform. Sellers would be solely and absolutely responsible for the information provided about their organization, business, products and services on the portal and would be required to produce proof of such information, if requested at **mutually agreed** ~~any point in~~ time by the Buyer and / or GeM.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
108	GeM T&C Version 3.0/Page 05	3.A.x/Role, Responsibilities and Obligations of Seller/ Buyer	The Seller shall be solely responsible for the Goods / Services including, without limitation, the applicable guarantee / warranty, shelf-life, quantity, quality and the title and for giving the correct and accurate details of the offer their Goods and / or /Services indicating product specifications,quantity which can be supplied over the specified time period, etc. as percatalogue or catalogue based template prescribed in GeM. Seller would ensure that the Goods or /Services offered are latest, new and complete in all respects. Where Seller is selling any Goods which needs spare parts, Seller should ensure and make available such spare parts for a minimum period of three years from the date of expiry of warrantee period (unless otherwise specified). The individual Sellers shall ensure that the products offered in e-Bidding and/or ordered shall remain available on GeM during the bid / contract validity period.	The Seller shall be solely responsible for the Goods / Services ~~including, without limitation~~, **such as** the applicable guarantee / warranty, shelf-life, quantity, quality and the title and for giving the correct and accurate details of the offer their Goods and / or /Services indicating product specifications,quantity which can be supplied over the specified time period, etc. as percatalogue or catalogue based template prescribed in GeM. Seller would ensure that the Goods or /Services offered are latest, ~~new~~ and complete in all respects. Where Seller is selling any Goods which needs spare parts, Seller should ensure and make available such spare parts for a ~~minimum~~ period of three years from the date of expiry of warrantee period (unless otherwise specified). The individual Sellers shall ensure that the products offered in e-Bidding and/or ordered shall remain available on GeM during the bid / contract validity period.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

109	GeM T&C Version 3.0/Page 06	3.A.xi/Role, Responsibilities and Obligations of Seller/ Buyer:	**Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price equal to or lower than Offer Price on GeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM.**	~~**Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price equal to or lower than Offer Price on GeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM.**~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
110	GeM T&C Version 3.0/Page 06	3.A.xii/Role, Responsibilities and Obligations of Seller/ Buyer:	By offering their product on GeM, the Seller agrees for sharing price details of the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc.	By offering their product on GeM, the Seller agrees for sharing price details of the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc. **Price details to restricted to the extent of apparent information. Seller shall not disclose any internal costing to the above mentioned departments. (Need clarity from portal on price details)**	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
111	GeM T&C Version 3.0	3. B. a /Role, Responsibilities and Obligations of Seller/ Buyer:	Primary User shall also be vicariously responsible for ensuring compliance of General Financial Rules and / or Rules Governing Public Procurement in respect of their organization, all GeM terms and conditions and other Procurement Policies / Guidelines notified by the government from time to time, by all the secondary users including timely payments and for dispute resolutions as per GeM terms and conditions.	Primary User shall also be ~~vicariously~~ responsible for ensuring compliance of General Financial Rules and / or Rules Governing Public Procurement in respect of their organization, all GeM terms and conditions and other Procurement Policies / Guidelines notified by the government from time to time, by all the secondary users including timely payments and for dispute resolutions as per GeM terms and conditions.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
112	GeM T&C Version 3.0/Page 10	4.vii /Enabling provisions of Rule 149 of General Financial Rules- 2017	In case of Direct Purchase, during carting period, rates for carted quantity, for that buyer, are frozen for carting period as notified from time to time on GeM against any upward revision by seller. However, advantage of any downward revision in the offer price of carted item shall be automatically provided to the buyer.	In case of Direct Purchase, during carting period, rates for carted quantity, for that buyer, are frozen for carting period as notified from time to time on GeM against any upward revision by seller. However, advantage of any downward revision in the offer price of carted item shall be automatically provided to the buyer. **In case of third party products or services, this clause shall not be applicable.**	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
113	GeM T&C Version 3.0/Page 14	/xiii.g/e-Bidding and Reverse Auction (RA) on GeM	The participation by the Seller in e-bidding shall be construed as his / her acceptance for all the Terms and Conditions as outlined in the e-bidding including GTC, STC and ATC.	This indicate that we cannot propose changes to bid and we have to accept all the T&Cs "as is"	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

114	GeM T&C Version 3.0/Page 17/	xiii.p/e-Bidding and Reverse Auction (RA) on GeM	(p) Notwithstanding above, GeM SPV / GeM Admin also reserve the right to debar such seller from GeM portal. Such debarment shall be for minimum 3 months initially on first such offence and on repeat offence, the debarment period can be increased suitably by GeM SPV / GeM Admin. By submitting a bid on GeM, the Bidder explicitly undertakes to abide by the above clause.	~~(p) Notwithstanding above, GeM SPV / GeM Admin also reserve the right to debar such seller from GeM portal. Such debarment shall be for minimum 3 months initially on first such offence and on repeat offence, the debarment period can be increased suitably by GeM SPV / GeM Admin. By submitting a bid on GeM, the Bidder explicitly undertakes to abide by the above clause.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
115	GeM T&C Version 3.0/Page 22	6 . Price	Once a Buyer carts a particular quantity of offered Goods / Service, during carting period as notified from time to time on GeM, rates for carted quantity, for that buyer, are frozen for the period as specified on the portal against any upward revision by seller. However, advantage of any downward revision in the offer price of carted item shall be automatically provided to the buyer.	Once a Buyer carts a particular quantity of offered Goods / Service, during carting period as notified from time to time on GeM, rates for carted quantity, for that buyer, are frozen for the period as specified on the portal against any upward revision by seller. However, advantage of any downward revision in the offer price of carted item shall be automatically provided to the buyer. In case of third party products or services, this clause cannot be applicable	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
116	GeM T&C Version 3.0/Page 23	7-. Performance Security and Performance:	If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller. If the Seller duly performs and completes the contract in all respects the Buyer shall, refund the Performance Security to the Seller within 30 days of completion of all contractual obligations by the Seller.	~~If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.~~ If the Seller duly **substantially** performs and completes the contract in all **material** respects the Buyer shall, refund the Performance Security to the Seller within 30 days of completion of all contractual obligations by the Seller.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
117	GeM T&C Version 3.0/Page 23	8-. Duties & Taxes:	i. Offer Prices on GeM shall be on all inclusive basis i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. In the case of Bid / RA, complete break-up of the quoted price in the required price bid format shall furnished by the Bidder, before award of contract.	i. Offer Prices on GeM shall be on all inclusive basis i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc**, except GST**. In the case of Bid / RA, complete break-up of the quoted price in the required price bid format shall furnished by the Bidder, before award of contract. **Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of GIL.**	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

118	GeM T&C Version 3.0/Page 25	10-. Guarantee And Warrantee:	ii. Notwithstanding the fact that the Buyer or its Quality Assurance Officer may have inspected and/or approved / accepted the said Goods, it is further guaranteed that if during the said guarantee / warrantee period, the Goods be discovered not to conform to the requisite description and quality and/or not giving satisfactory performance or have deteriorated, and the decision of the Buyer in that behalf shall be final and binding on the Seller and the Buyer shall be entitled to call upon the Seller to rectify and/or replace the Goods or such portion thereof as is found to be defective by the Buyer within 7 days. Otherwise, the Seller shall pay to the Buyer such compensations that may arise by reasons of the warranty therein contained. In cases requiring Spares, the Seller guarantees that they will supply Spare Parts, if and when required on agreed basis for an agreed price for a minimum period of three years from the date of expiry of warrantee period (unless otherwise specified in STC / ATC). The agreed basis could be, including but without any limitation, an agreed discount on the published catalogue or an agreed percentage of profit on the landed cost. The aforesaid provisions made specifically for Goods, shall also be applicable for Services to the extent the same are practically possible.	ii. Notwithstanding the fact that the Buyer or its Quality Assurance Officer may have inspected and/or approved / accepted the said Goods, it is further guaranteed that if during the said guarantee / warrantee period, the Goods be discovered not to conform to the requisite description and quality and/or not giving ~~satisfactory~~ performance or have deteriorated, and the decision of the Buyer in that behalf shall be final and binding on the Seller and the Buyer shall be entitled to call upon the Seller to rectify and/or replace the Goods or such portion thereof as is found to be defective by the Buyer within ~~7~~ **30** days **of Buyer intimating Seller**. **However Wipro shall bear only 5% of the incremental charge of the replaced or new goods that are procured and the remaining expenditure. Buyer acknowledges that Seller does not provide any warranty in respect of the components replaced and the defective parts will be the property of Wipro**. ~~Otherwise, the Seller shall pay to the Buyer such compensations that may arise by reasons of the warranty therein contained. In cases requiring Spares, the Seller **shall** guarantees that they will supply Spare Parts, if and when required on agreed basis for an agreed price for a minimum period of three years from the date of expiry of warrantee period (unless otherwise specified in STC / ATC). The agreed basis could be, including but without any limitation, an agreed discount on the published catalogue or an~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

119	GeM T&C Version 3.0	11 -Buyer / Consignee's Right Of Rejection (Return Policy):	i. The Goods delivered shall bear the self certified Manufacturer's/Seller's Warranty/Guaranty. Buyer / Consignee shall have the right to inspect the supplied Goods themselves and/or through their appointed agency at consignee's own cost, at Consignee's site(s) after receipt and accept or reject 26 | P a g e on proper justification any consignment of the Goods received within a period of 10 days (unless otherwise specified in STC or ATC) of receipt of consignment of goods. The date of receipt shall be reckoned from the date of receipt of the Goods as notified in the Provisional Receipt Certificate (PRC) which will be issued online by consignee immediately after receipt of Goods. .... (iv) No payment shall be made for rejected goods or services. After intimation of the rejection / part rejection by the Buyer/ Consignee, the Seller shall be liable to remove / lift back such rejected Goods within 10 days without any extra charge/cost to the Buyer / Consignee failing which suitable ground rent /	i. The Goods delivered shall bear the self certified Manufacturer's/Seller's Warranty/Guaranty. Buyer / Consignee shall have the right to inspect the supplied Goods themselves and/or through their appointed agency at consignee's own cost, at Consignee's site(s) after receipt and accept or reject 26 | P a g e on proper justification any consignment of the Goods received within a period of 10 days (unless otherwise specified in STC or ATC) of receipt of consignment of goods. The date of receipt shall be reckoned from the date of receipt of the Goods as **per the delivery receipt maintained by the Seller**. ~~notified in the Provisional Receipt Certificate (PRC) which will be issued online by consignee immediately after receipt of Goods.~~ ..... (iv) ~~No payment shall be made for rejected goods or services.~~ After intimation of the rejection / part rejection by the Buyer/ Consignee, the Seller shall be liable to remove / lift back such rejected Goods within 10 days with~~out~~ any **additional costs to be borne by the Buyer, if such rejection is not due to reasons**	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

120	GeM T&C Version 3.0/Page 28	15.iii Extension of Delivery Period and Liquidated Damages:	ii. For other cases, provided the price trend is not lower, the Delivery Period may be suitably extended for which an amount equal to the Liquidated Damages for the extended period(s) for delay in the supply of the Goods/Services after the expiry of contract delivery period /re-fixed delivery period, shall be recovered from the Seller as mentioned hereinafter for the extended period. No increase in price on any ground after the original/re-fixed delivery date shall be admissible during such extended period(s). Nevertheless the Buyer shall be entitled to the benefit of any decrease in price on account of reduction in GST taking place during extended delivery period iii. Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever.	ii. For other cases, provided the price trend is not lower, the Delivery Period may be suitably extended for which an amount equal to the Liquidated Damages for the extended period(s) for delay in the supply of the Goods/Services after the expiry of contract delivery period /re-fixed delivery period, shall be recovered from the Seller as mentioned hereinafter for the extended period. No increase in price on any ground after the original/re-fixed delivery date shall be admissible during such extended period(s). Nevertheless the Buyer shall be entitled to the benefit of any decrease in price on account of reduction in GST taking place during extended delivery period **<u>or such imposition of Lds are a result of any act or omission on the part of the Buyer.</u>** iii. Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

121	GeM T&C Version 3.0/Page 28	15 Extension of Delivery Period and Liquidated Damages:	iv. Force Majeure Conditions : If at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God provided notice of happening of such event duly evidenced with documents is given by one party to the other within 10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the Contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Buyer as to whether the deliveries have been so resumed or not, shall be final and conclusive, Provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 10 days, either party may at its option terminate the contract provided also that the Buyer shall be at liberty to take over from the Seller at a price to be fixed by Buyer, which shall be final, all unused, undamaged and accepted material, bought out components and Goods in course of manufacture in the possession of the Seller at the time of such termination or such portion thereof as the Buyer may deem fit	iv. Force Majeure Conditions : If at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God provided notice of happening of such event duly evidenced with documents is given by one party to the other within 10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the Contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision **taken mutually by both the parties** ~~of the Buyer~~ as to whether the deliveries have been so resumed or not, shall be final and conclusive, Provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding **60** ~~10~~ days, either party may at its option terminate the contract. **However, the Buyer shall be obligated to provide payments for services/deliverables rendered by the seller.** ~~provided also that the Buyer shall be at liberty to take over from the Seller at a price to be~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
122	GeM T&C Version 3.0/Page 28	16 Dispute Resolution Between Buyer and Seller:	Arbitration: In the event of any question, dispute or difference arising under the terms and conditions of the contract placed through GeM, the same shall be referred to the sole arbitration by an officer nominated as Arbitrator by the Primary Buyer of the concerned Buyer Organization. It will be no objection that the arbitrator is a Government Servant and that he had to deal with the matters to which the contract relates or that in the course of his duties as a Government servant he has expressed views on all or any of the matters in dispute or difference. The award of the arbitrator shall be final and binding on the parties to the contract. The arbitration shall be governed as per Indian Arbitration and Conciliation Act 1996 as amended up to date. The place for arbitration shall be at the place from where contract has been placed by the Buyer or at the place of Primary Buyer as decided by the Primary Buyer.	Arbitration: In the event of any question, dispute or difference arising under the terms and conditions of the contract placed through GeM, the same shall be referred to the sole arbitrator **mutually appointed both the Parties,** ~~by an officer nominated as Arbitrator by the Primary Buyer of the concerned Buyer Organization. It will be no objection that the arbitrator is a Government Servant and that he had to deal with the matters to which the contract relates or that in the course of his duties as a Government servant he has expressed views on all or any of the matters in dispute or difference.~~ The award of the arbitrator shall be final and binding on the parties to the contract. The arbitration shall be governed as per Indian Arbitration and Conciliation Act 1996 as amended up to date. The place for arbitration shall **in Bangalore** ~~be at the place from where contract has been placed by the Buyer or at the place of Primary Buyer as decided by the Primary Buyer~~.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

123	GeM T&C Version 3.0/Page 31	18 Limitation of Liability:	Notwithstanding anything contained in this agreement, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the Contract Price entered into the Contract between Buyer and Seller.	Notwithstanding anything contained in this agreement, no party will be liable for any **indirect,** special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the ~~Contract Price entered into the Contract between Buyer and Seller.~~ **fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim.**	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
124	GeM T&C Version 3.0/Page 31	19 Termination for Default:	If the Seller does not perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.	If the Seller does not **materially** perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract, **after providing a notice of 30 days to cure the default**. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits~~.~~**,provided a 30 days' cure period to the Seller before enforecing any of the above actions. Either party may, without cause, terminate the entire contract upon written notice of ninety (90) days to the other. Seller may terminate the contract upon written notice of not less than thirty (30) days in the event that the other party commits a material breach of the contract In the event of termination by either Party, Seller shall be paid for the: 1. Goods delivered;2. Services rendered;3. Work in progress;4. Unpaid AMCs/ Services;5. Third party orders in pipeline which cannot be cancelled despite Seller's best efforts;6. Unrecovered investments as per termination schedule till the date of termination.**	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

125	GeM T&C Version 3.0/Page 32	20 Closure of Transaction:	After satisfactory completion of all the obligations under the Contract and release of payments for the goods / services, the transaction shall be treated as closed.	After ~~satisfactory~~ completion of all the obligations under the Contract and release of payments for the goods / services, the transaction shall be treated as closed.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
126	GeM T&C Version 3.0/Page 32	21 Grounds for Administrative Action	(ii) The Seller would be liable for administrative actions such as suspension / debarment / removal from GeM, if they fail to abide by any of the Website Policies including the terms & conditions stipulated in this document and/or on anyone or more of the following grounds: ... (v) The Seller and the Buyer understands that the grounds for administrative action as provided under the Contract are only indicative and additional grounds may be provided under the GeM Website Policies including the Incident Management policy. The Seller / Buyer warrants to abide by all additional grounds as may be specified by GeM in the GeM Website Policies from time to time.	(ii) The Seller would be liable for administrative actions such as suspension / ~~debarment~~ / removal from GeM, if they fail to abide by any of the Website Policies including the terms & conditions stipulated in this document and/or on anyone or more of the following grounds: **Buyer shall give 90 days' notice to the Bidder for cure period. In the event of termination, Buyer to provide 30 days' notice period and shall pay service provider for goods delivered and services rendered till the date of termination.** ... ~~(g) Fails to furnish requisite performance security / PBG within stipulated time required as per e-bid / RA conditions;~~ .... ~~(v) The Seller and the Buyer understands that the grounds for administrative action as provided under the Contract are only indicative and additional grounds may be provided under the GeM Website Policies including the Incident Management policy. The Seller / Buyer warrants to abide by all additional grounds as may be specified by GeM in the GeM Website Policies from time to time~~. **Provided however, the Seller shall be served a prior notice of 30 days' as cure period, before taking action on any of the grounds above.**	This clause is towards the debarment/ suspension of bidders account from GEM if bidder does not adhere to the terms and conditions of GEM website. OICL has no link and bidder needs to adhere to the policy of GEM

127	GeM T&C Version 3.0/Page 35	23 Miscellaneous Provisions	b. Indemnification: The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from. Buyers and Sellers agree to indemnify, defend and hold harmless GeM, its officials, Managed Service Provider (herein after individually and collectively referred to as "indemnified parties") from and against any and all losses, liabilities, claims, suits, proceedings, penalties, interests, damages, demands, costs and expenses (including legal and other statutory fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by the indemnified parties that arise out of, result from, or in connection with i. Breach of the contract(s); or ii. Any claims made by any third party due to, or arising out of, or in connection with, use of the Website; or iii. Any claim made by any third party regarding content/ information or materials provided by Seller cause any damage to a third party; or arising out of, or in connection with, use of the Website. iv. Violation of any intellectual property rights or any other rights. Once GeM notifies the Buyer/ Seller of such claims, they shall defend and indemnify GeM for the same. Further, in no case they shall compromise or settle any claim	b. Indemnification: The Seller shall ~~at all time~~ indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from. **Provided further that such breach is directly, solely and proximately attributable to the Seller.** Buyers and Sellers agree to indemnify, ~~defend and hold harmless~~ GeM, its officials, Managed Service Provider (herein after individually and collectively referred to as "indemnified parties") from and against any and all **actual, direct, solely and proximately attributable** losses, liabilities, claims, suits, proceedings, penalties, interests, damages, demands, costs and expenses (including legal and other statutory fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by the indemnified parties that arise out of, result from, or in connection with i. ~~Breach of the contract(s); or~~ ii. ~~Any claims made by any third party due to, or arising out of, or in connection with, use of the Website; or~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
128	GeM T&C Version 3.0/Page 41	Clause 27: Caution Money Deposit:	Seller rejects or does not accept any Direct Purchase / L-1 Purchase order within defined timelines leading to order auto cancellation. b) Failure of the seller in executing any GeM contract or if the Seller fails or neglects to observe or perform any of his obligations under the contract (applicable only in respect of contracts that did not have provision of Performance Security / PBG). c) Withdraws any bid submitted on GeM within the period of validity of the bid. d) Fails to furnish requisite performance security / PBG as per GeM e-bid / RA conditions.	Seller rejects or does not accept any Direct Purchase / L-1 Purchase order within defined timelines leading to order auto cancellation. ~~b) Failure of the seller in executing any GeM contract or if the Seller fails or neglects to observe or perform any of his obligations under the contract (applicable only in respect of contracts that did not have provision of Performance Security / PBG).~~ c) Withdraws any bid submitted on GeM within the period of validity of the bid. ~~d) Fails to furnish requisite performance security / PBG as per GeM e-bid / RA conditions.~~	This clause is towards bidders account from GEM if bidder does not adhere to the terms and conditions of GEM website. OICL has no link and bidder needs to adhere to the policy of GEM

129	28	2.2 Current Scope	The scope of work for the Development of **Corporate portal** and Mobile app and its maintenance would include but not limited to supply, install, development, implementation, and maintenance of **Corporate Web portal** and Mobile app at virtual Private cloud	Based on reading of rest of the scope & functional requirements, our understanding is that the scope is not limited to just the Corporate Portal & its mobile app (meaning for only corporate users and internal / external users handling corporate policies and related functionality), but a portal for other customers as well, which will **completely** replace (& migrate data from) the existing portal. Please confirm this understanding, else please clarify. Is the scope limited to Corporate portal?	yes, your understanding is correct
130	26	2.1 Existing Setup	The Company has also launched state-of-the-art web portal in Sept 2009 through which customers can transact, make payments and track the status of various transactions.	Are there any requirement/ planning of a parallel run of existing portal with the to-be application at any stage of implementation & go-live of the new application?	Please be guided by the RFP
131	47	2.6.1.11 Document Management	OICL Is already having a document management system which is on prem from Documentum. Bidder needs to integrate the solution with the same software	As per this statement, it is understood that, it is possible to reuse the existing DMS product (documentum), installed on-premise for document management requirements of the proposed application – in terms of licenses and capacity. Please confirm the understanding, else please clarify. b) Which all other products can be reused, if any? From the document we see, Email Server, SMS gateway. What else? For example are there any API Manager or ESB available to be reused? Any LDAP/ AD/ IDAM system available to be reused?	Please be guided by the RFP for the system which can be reused
132	47	2.6.1.11 Document Management Annexure 15 - Functional & Technical Specifications - 50 Document Management System	OICL Is already having a document management system which is on prem from Documentum. Bidder needs to integrate the solution with the same software 52 Workflow 52.1 The Portal application shall allow configuring workflow for the documents. The workflow can be manual where user decides whom to send it to, and Rule based workflows where the administrator creates a rule to dictate the flow of the document. 53 Archiving 54 Document Sets & Content Types 55 Versioning & Collaboration	a) Please confirm the understanding that, since we will only need to integrate with the existing DMS, these capabilities will be already available with the same. b) Please confirm the understanding that, selected bidder only needs to assess and specify any additional configurations/ customizations to be done to the existing DMS for the needs of propose system (say a new document type, a new document category, a new document workflow or change in workflow) and the actual configuration & customization will be done by the existing owner of the DMS. This is because bidder may not have the right access and authority given to perform these. Will be cost effective for OICL as well.	1) yes, your understating is correct the capability mentioned in RFP section 2.6.1.11 point 1 to 4 are available in existing DMS solution 2) The existing DMS system will only be the storage of the document having the version maintenance capability. The bidder needs to customize the portal for all the workflow. Bidder needs to note that all the transactional and business documents will be stored in Documentum and all the static documents like ads, tender document, circulars, product related document etc. will be store in Portal. Bidder needs to note that all the portal document will be remain online for 5 years. The current size of documents stored in portal is 8GB (compress) and this also needs to be migrated

133	25 28	2 Scope of Work 2.2 Current Scope	The new enterprise portal should have a**ll those features/modules (with new features) present in the existing portal of the OICL**. Key Areas for consideration and features to be implemented are as mentioned in this RFP (details of any other considerations and sub-features within these Core considerations and features to be discussed and finalized during implementation) The scope of work for the Development of Corporate portal and Mobile app and its maintenance would include **but not limited to** supply, install, development, implementation, and maintenance of Corporate Web portal and Mobile app at virtual Private cloud <Other open scope clauses>	Please confirm our below understanding on how open scope/ future scope will be handled (please address each line item) a) The clauses such has 'not limited to', pointing to open & ambiguous scope is to be considered only from the capability of the system to be easily extensible. b) Since the RFP does not provide existing portal functional specifications, but only the to-be system functionalities, the bidder will use this to size and estimate their proposed solution. Will assume that this also has existing system functionalities as well. c) During SRS phase the requirements will be analyzed along with existing system study and the requirements will be finalized and signed off. d) After this, in case there are new requirements either before implementation or after (during support), these will be further analyzed, scoped and estimated. e) For any change from RFP/ SOW scope, either during SRS phase, implementation or support (apart from the detailing of already stated requirements during SRS phase), the change in scope will be analyzed, assessed and estimated and will be routed through a change management process (whether significant enough to impact the schedule & proposed price, if yes raise change request) f) This may be addressed with the additional 100 person days effort asked in RFP, if the same is utilized, will need to raise change request for additional cost	1) Please be guided by the RFP 2) Please refer to Annexure 15 Functional and Technical Specifications tab "Func Spec for Portal & app", "Portal Technical requirements" , "Security", "Mobility Solutions" 3) Yes, your understanding is correct 4) 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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis. However this clause is not applicable for any Statutory and regulatory reports 5) 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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis. However this clause is not applicable for any Statutory and regulatory reports 6) yes, your understanding is correct
134	29	2.3 Additional Items	Bidder needs to quote for additional 100 days of man efforts which will be utilized by the OICL during contract period for doing any additional integration of customization. OICL can opt for additional man efforts on the same price once the same are exhausted.	a) Is the 100 person days effort quoted be optional? Is there a possibility that this be utilized in part with unit rate calculated by dividing by 100? b) Will additional person days effort be of multiple of 100 or any number of person days? c) Since it is mentioned to be utilized as contract period (5 years), how it is suggested to incorporate the price for the year at which the utilization will be done? d) Should this be classified into various categories - Java full stack/ DMS / ESB/ DB etc. along with experience of the resource? d) Suggest to make this as follows: by quoting the resource rate for each year for each type of profile considered in the proposal.	1) This is not optional. Yes, your understanding is correct 2) It can be multiple of 100 only 3) Bidder has to provide the flat rate in the first year. OICL will do the payment as and when utilized 4) Bidder has to provide the flat rate 5) Please be guided by the RFP
135	28	2.2 Current Scope	4) Bidder needs to Design, supply, size, implement and maintain the API gateway for all third-party API consumed by the Portal	Please confirm the understanding that, API gateway is required for exposing APIs for partners/ third parties to use to interact with the proposed application. Please give a list/ count of such APIs that OICL want to expose to external entities, in current scope.	Yes, your understanding is correct. List will be finalized during SRS

136	29	2.4 Project Phase	Phase 1 - Perform requirement gathering and develop the portal and mobile app with all other line items mentioned in current scope section except underwriting engine through Portal and calculation of Premium/ schedule and quotation from portal Phase 2 - Bidder needs to develop and implement the logic of underwriting through Portal and calculation of Premium and quotation & Policy Schedule generation from portal without taking the same from Core	Please clarify whether this means which of the following scenarios a) In Phase 1, the portal will not provide any underwriting related functionalities (such as quote) and the same needs to be done via the existing portal, running in parallel b) In phase 1, the portal will provide these functionalities via an integration to core system. If it is scenario b), should we retain the logic of interfacing with core system as an option? Also can we reuse any existing integration with core system for this purpose? If yes, is it being prepared as web service call?	In Phase 1 these functionalities will be provided by via integrating with core application. There is no parallel running of 2 system. Retaining of logic or building of New logic will be bidder responsibility to meet the SLA and project Timelines
137	30	2.5.3 Liaison with existing OICL Vendor / OEM's	The bidder is required to liaise with the vendors of all existing applications, interfaces, delivery channel and network management of the OICL, and draw their support in integration, other applications/utilities, interfaces and hardware implementation. The bidder is expected to take the **responsibility of managing all the applications**, **interfaces**, infrastructure and coordinate with the OICL's vendors **to meet required SLAs** in addition to provide helpdesk support, facility management support, infrastructure support and system/database administrative services.	Please confirm our understanding that the need to liaise with vendors/ management teams of existing applications/ components is for the purpose of integration of these with the proposed application. However OICL will facilitate getting the necessary support (resource time & documentation) from these teams regarding their side interfaces and make these interfaces available for testing, in the right environments. The selected bidder's scope will be limited to develop & manage the proposed application components along with its interfaces and any new integrations flows to be built for the purpose of the proposed application (**any issue with the interface with other systems to be integrated will be managed by the respective teams**. If we are reusing an existing integration, that also will be managed by the current team managing it). **Any impact in SLAs due to non-performance of the interfaces of other applications**, being integrated will not be the responsibility of selected bidder. Please confirm the above understanding; If not, please clarify.	Bidder needs to liaison with existing vendor OICL will only facilitate the same . Any change in the existing application will be the responsibility of the vendor managing the same. However bidder needs to meet the SLA and Project timelines for the defined scope
138	30 78-79 121	2.5.2 24X7 Availability 2.6.1.31 Project Management- Service Window across Service Category 2.6.5 Minimum Deployment of resources during Sustenance Phase	The Critical Business Solutions and other proposed solutions' design and deployment architecture should be such that the system is available to users 24 X 7 throughout the year Cross Functional Services Incident Management & Application Monitoring - 24 x 7 x 365 APM, API Gateway, ADR - 24 x 7 x 365 **Service Level Management - 24 x 7 x 365** **L1, L2 – Portal & Mobile app :- No. of shifts - 1**	The service window required for application support is slightly confusing in the RFP. Is it only 10am to 6pm and one shift? Out of the (business handling) applications, Does API gateway alone need to be supported 24 X 7? Please clearly state, what is the requirement/ need from OICL in terms of the support window? Any shared support / On call support expected for other shifts?	The resource deployment asked in the RFP is the minimum deployment. Bidder can add shift or deploy extra resources as per the requirement to Meet the SLA

139	30	2.5.4 Bilingual	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 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.	The understanding from the FRP is that, the bilingual capability required is at the presentation level only, not at the database level (the labels and display can be looked up based on configuration); Further, please confirm the understanding that no language transliteration feature is required (such a thing will require a tool and accuracy will depend on the tool and can be risky for critical data as well) b) However the requirement of interacting with other bilingual systems is a bit confusing - here the data will be English only and same will be provided to other systems as well. In case a translation of language is needed for other systems, that means that, there is some data stored, which requires a translation to other languages. Here also a tool-based translation will depend on its accuracy. A lookup based transformation logic will depend on the volume/ scenarios of such data. c) please confirm the understanding that the future language needs will be managed via the change management process.	Please refer to corrigendum
140	32	2.5.7 Projections	Below is the growth project which bidder need to consider during the design, size, implement, customize the solution	a) Please provide the user concurrency (active sessions & concurrent requests) expected to be handled. b) Please provide internal & external users count separately c) Please provide volumetric for other transactions as well (other than policies sold - claims, premium payments, renewals etc.) handled via the portal. c) Please also provide expected report/ query volumes to be handled. e) Please provide peak transactions to be handled per hour f) Please confirm the understanding that the sizing of hardware/cloud capacity for each year need to be done based on the peak transaction rate per hour (so as to comply to the performance SLAs as asked in the RFP)	1) Concurrent user is already mentioned in the RFP 2) Please be guided by RFP 3) Please be guided by RFP 4) Bidder needs to factor at least 60 reports for the contract period 5) Please be guided by RFP 6) Bidder needs to do the sizing as per the parameters/ Projections mentioned in the RFP

141	34	2.6.1.2 Development of Portal and Mobile app	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	Is it a mandatory restriction on COTS products? However, please confirm our understanding that some base packaged products/ tools are mentioned by OICL to be used in the project. A couple of queries are there on these a.Document Management System (DMS) – Confirm understanding that we will reuse and integrate to existing DMS. Are there requirements of document authoring, versioning, comparison and workflow? b.Web Content Management System - Please clarify whether OK to propose? c.Portal products - Please confirm understanding that we cannot propose this. d.Workflow/ BPM product – Is the bidder expected to/ restricted from proposing a workflow management tool? Are there any existing product licenses available? e.Rule Engine - Is the bidder expected to/ restricted from proposing a rule engine product? Are there any existing product licenses available that can be used? f. SOA & ESB – Confirm the understanding that ESB to be quoted now. Are there any existing ESB that have available licenses/ capacity to be reused? Also is ESB expected to be on cloud or on premise? g. Chatbot - Please confirm understanding that we can propose a product for this purpose	Please be guided by the RFP a. Document Management system will be reused b. It is the responsibility of the bidder to do the content Management either by product or by customization c. Please be guided by the RFP d. t is the responsibility of the bidder to do the BPM either by product or by customization e. Rule engine needs to be customized f. Proposing SOA or ESB is not mandatory and if bidder solution required the same bidder can propose it g. Yes your understanding is correct

142	36,37	2.6.1.2 Development of Portal and Mobile app	a. Provision to support No SQL and Big data requirements (support for MongoDB / Cassandra b. Support all current and future technology like Analytics, Blockchain or future technology On-Demand basis c. Integration platform should be implemented using SOA and must support ESB d. ETL implementation for data synchronization (De-Dupe check using parameters like name, father's name, age, dob etc. on Client Master table , Automatic Contactibility Tracing where proper mobile nos are only accepted by system) e. Digital Marketing (SEO (Search Engine Optimization etc.) and Social Media integration capabilities (WhatsApp Business API); 2.6.1.14 Search capabilities and Optimization , 2.6.1.15 Web Analytics	From the statements in RFP, it is not clear(future scope/ ambiguous) whether some products are being demanded by OICL in current scope Need clarification on whether to quote these products in current proposal. The list is below a. No SQL DB and Big data requirements - Assume these are future requirements only. b. Analytics, Blockchain - What are the requirements expected now, if any? Assume, there are no blockchain requirements now, please confirm. c. ETL, De-duplication tool & Master Data Management (MDM) – Please confirm the understanding that the requirement here is to manage only the master data required for the portal ensuring a de-duplication based on exact comparison of a set of fields - not any sophisticated de-duplication logic along with an MDM solution across all enterprise applications. e. Digital Marketing, Social Media integration capabilities, Search capabilities and Optimization, Web Analytics - Confirm the understanding that, these are requirements to be estimated as part of the current scope. Please clarify whether to quote any COTS products/ tools (mandated/ restricted) in these regard?	a) The proposed solution and development done by the bidder should support No SQL DB and Big Data b) The proposed solution and development done by the bidder should support Blockchain or future technology On-Demand basis c) yes, your understanding is correct e) These functionalities are required, bidder is free to quote but needs to meets the requirement
143	37	2.6.1.2 Development of Portal and Mobile app	ETL implementation for data synchronization (De-Dupe check using parameters like name, father's name, age, dob etc. on Client Master table , Automatic Contactibility Tracing where proper mobile nos are only accepted by system)	Is the proposed application be primary owner of any master data? If yes, please give the list of these and specific requirements for de-duplication. If not, what is expected after de-duplication? Only maintain the data here? Are there any reverse master data sending required to the primary owner of the data?	Bidder needs to migrate the data from the core for some process as defined in SRS so that New portal can able to cater the request even when the Core is down. While migrating the data bidder needs to do de-dupe check every time while migrating/uploading the data in the portal
144	42	2.6.1.4 Content & Data Migration	All the data and content required in new database and portal and mobile app for running of the portal and Mobile app needs to be migrated by the bidder in the new database by coordinating with OICL and as well as the existing system integrator of OICL	Please provide the list of data to be migrated and the volumes in terms of number of records - either as existing DB table wise or Business entity wise. Also please provide the total size of existing application DB in GBs.	Details will be shared with successful bidder
145	42	2.6.1.4 Content & Data Migration	Bidder needs to ensure that during data migration there should not be a downtime of application more than 10 hours.	Which are the applications referred here (downtime not more than 10 hours) - are these source applications or target applications? If it is about target application, please confirm whether there are any ongoing data migration expected post go live? If yes, please clarify the scenario, source application, business entity, period until which this is expected to be done.	This is the source applications

146	42	2.6.1.4 Content & Data Migration	Bidder needs to Establish a both way data transfer mechanism between New data store for changed data with other database (related to partner portal-GC and Vice versa) synchronization	Please provide the details of this two way data transfer with other applications - Between which systems and what data? Shouldn't these be actually covered in the integration requirements? Also more importantly, please confirm the understanding that there won't be any such transfer for the same data (there will be one application which will be primary owner from where the data will flow - for any type of data)	As per the scope of the RFP there has to be continuous data flow between Portal & Mobile app to Core system as well as other integrated application like DMS. This flow has to be bidirectional and on real time basis.
147	42	2.6.1.4 Content & Data Migration	10. Data Mapping between the existing and new application 11. Transform and load the data into the proposed solution 12. Perform data cleansing and removing data insufficiency while migrating	Please clarify whether an ETL tool based migration is expected by OICL. Are there any other technology mandated / proposed to be used for data migration by OICL (or specialized capabilities such as de-duplication, master data management)	Bidder needs to migrate the clean data as per the RFP scope
148	42	2.6.1.4 Content & Data Migration	12. Perform data cleansing and removing data insufficiency while migrating	Please confirm the understanding that quality of the data to be migrated will be owned by OICL, coordinating with existing vendor. The selected bidder is expected to put necessary technical check & control procedures as per specifications given by OICL (such as checking/ mapping data formats, alpha numeric checks). All business data correctness has to be completely owned by OICL.	Data Migration needs to be owned by the Bidder. Bidder needs to tell the data in consistency which OICL will tell bidder how to fix.
149	54	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.	Please confirm the understanding that, this section only refers to web analytics tool & related requirements - reporting on user & usage data of the portal - Not to be combined with overall business level reporting facility required for the application.	Please be guided by the RFP

150	37 46 28	2.6.1.2 Development of Portal and Mobile app - Development 2.6.1.8 Securing Data at Rest Annexure 15 - Functional & Technical Specifications - 60.2	Master Data Repository (local data mart) to support Analytics for Portal business Data at rest in various Data stores would be protected by hashing (salt) confidential data in both transactional and **warehouse** data stores 60.22: The system shall include an architecturally distinct, reusable reporting service that facilitates various types of reports, including but not limited to: ... 61 Ad-Hoc reports: .. 61.2 The system shall provide ad-hoc reporting capabilities that support drill-down and drill-up functionality. 61.3 The system shall provide ad-hoc reporting capabilities that enable privileged end users to create reports using defined, user-friendly metadata elements. 61.6 The system shall provide reporting capabilities that do not negatively impact performance on the transactional database. .. and so on.	The sections highlighted in RFP and functional specification document, indicate that there are analytics & reporting needs that require a separate analytics & reporting solution (involving data warehouse & ETL products). a) Separate data store & modelling requirement for reports b) Custom reporting c) Sophisticated reporting abilities d) mention of warehouse data security in scope However such COTS products are not mentioned in the allowed product list. Please clarify. In case such reporting products & setup needs to be avoided (thereby reducing the cost), please descope such line items. Or consider to implement these via existing Data Warehouse and reporting. Please clarify which one of the following is required: a) Maintaining data required in the application data store and simple reporting & charts over these. b) Separate reporting data store modeled and implemented over which all the necessary reporting to be carried out - In case any real time/ near-real time data transfer is required to this data store, the details of same needs to be given c) Doing the same with existing data warehouse and team managing it, if any (In this scenario selected bidder only need to expose the database tables and provide data specifications)	Reporting is required from the captive database only. Bidder needs to factor at least 60 reports / dashboard from the Analytics solution which will be a combination of 30 Simple report , 20 Medium report and 10 Complex report The definition of Simple, Medium and Complex is as below 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. 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 from 25 million plus records 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 report displaying on given condition from 20 million plus records
151	28	Annexure 15 - Functional & Technical Specifications - 60.2	Analytics and Reporting	Please confirm whether only historical reporting is required form the reporting system (or whether current day is needed, real-time is needed; any reporting over combination of these periods is needed - if yes, please provide capabilities required in detail). b) Please specify the periods for which reporting data to be maintained (in DB and in Archive, if any).	Please refer to corrigendum

152	23-24	1.7 Project Timelines	Phase 1 Development - T + 30 weeks Testing (UAT, Performance, Security) - T + 35 weeks Training & Knowledge Transfer - T + 39 weeks - Go-Live - T + 40 weeks Phase 2 Calculation of Premium and Quotation generation directly from Portal - T + 45 weeks Underwriting Logic from Portal only - T + 52 weeks	Request to change this to T+15 months for Phase 1 and T+24 months for Phase 2., the reason being as follows: In Phase 1 itself we will need to complete all the functional requirements except for underwriting and integration to all relevant systems. We will need to have a detailed understanding of the requirements, understand existing system for migration needs, design the system as per new architecture in consensus with OICL (decisions on secure data migration etc.), benchmark & prove the sizing and install & configure the base products, develop both portal & native mobile apps & unit test, test integration, perform SIT, performance & security testing, UAT, get audits done, migration of data, training & deployment, documentation. The analysis of functional requirements too suggest the time proposed will not be enough. Please note that in the milestones/ tasks system integration testing is missing altogether	please be guided by the RFP
153	23	1.7 Project Timelines (Tender Document-RFP)	Project Timeline	Other project milestones dates like Planning Phase, Requirement Gathering & Prototype, Development, Testing and other phases need to be shifted as per phase-1 delivery timeline. Allow bidder to propose appropriate timelines for these.	please be guided by the RFP
154	23-24	1.7 Project Timelines	Phase 1 Development - T + 30 weeks Testing (UAT, Performance, Security) - T + 35 weeks Training & Knowledge Transfer - T + 39 weeks - Go-Live - T + 40 weeks Phase 2 Calculation of Premium and Quotation generation directly from Portal - T + 45 weeks Underwriting Logic from Portal only - T + 52 weeks	Please clarify whether phase 2 is only a single go-live at the end of T + 52 weeks? If so, what is the milestone on T + 45 weeks, is it implementation completion? Also, please provide the plan milestone breakup for phase 2 - SRS, Implementation, SIT, Design, UAT, Go-live etc.	please be guided by the RFP
155	155	6.6 Technical Evaluation	The Bidder must have developed the Portal and Mobile app and Portal & app must be live and running as on the date of submission of this RFP and must be catering of at least 30 lakhs transactions per year. One BFSI/Government in India (150 Marks) Two BFSI/Government in India (250 Marks) Three or more BFSI/ Government in India (300 Marks)	Do all three projects be catering to 30 lakhs transactions per year? Is this cumulative across all 3? If not, can the 2nd and 3rd projects have a relaxed figures (say 10 lakh and 1 lakh respectively)? Also guess the no. of transactions is combined figure of any transactions - say new policy, claim, premium payment like that. Can transaction also include report invocations or request to view status?	All 3 Projects needs to cater 30 lakhs separately
156	155	6.6 Technical Evaluation	Manpower Credentials (Quality of Manpower Proposed) (150 Marks)	Please confirm the understanding is that the proposed profiles are sample profiles, who are available with company now; In case the same persons are not available, will be allowed to replace with persons with similar or higher credentials.	please be guided by the RFP

157	161	7.3 Service Level Default - Infrastructure and application Support - Hardware Utilization	Reporting to the OICL if Hardware daily peak utilization levels of CPU, RAM, NIC and hard disk etc. exceeds 70% (Seventy Percent) at any given point of time during business hours. Each incident should not exceed 5 minutes, every part thereof will be a new incident. - Minimum service level - 100%	Suggest that, 75-80% max utilization is more optimized (price vs performance) - since this needs to be 100% complied. Or consider reducing the compliance percentage.	please be guided by the RFP
158	160-161	7.3 Service Level Default - Infrastructure and application Support -	Critical Level - Response Time - Resolution Time Critical Infrastructure and software (Severity 1) - 15 mins - 30 mins Key Infrastructure and software (Severity 2) - 30 mins - 4 hrs. Significant Infrastructure and software (Severity 3) - 45 mins - 6 hrs. Individual components not impacting availability of the server/solution infrastructure ((Severity 4) - 1 hr. - 8 hrs.	Request to change resolution times to Critical Infrastructure and software (Severity 1) - 2 hrs. Key Infrastructure and software (Severity 2) - 8 hrs. Significant Infrastructure and software (Severity 3) - 16 hrs. Individual components not impacting availability of the server/solution infrastructure ((Severity 4) - 1 hr. - 24 hrs.	please be guided by the RFP
159	168	Application response time	This is the time taken from submission of any request by end-user – to - response of the request to the end user Response time < 2 sec ; 100% compliance	Suggest to keep this to 4 sec., and define this differently for various requests - Login/ Home page, view other pages, Transactions such as new policy/ claim, Queries invoking reports of various complexities. Also this should exclude time taken by applications being integrated and human workflow time and also network transfer time, if outside LAN/ dedicated network with bandwidth less than 100mbps (please confirm the understanding that this will be measured within a controlled environment were there is necessary dedicated bandwidth available between user and the application severs)	Please be guided by the RFP
160	79	2.6.1.32 Minimum Resource On-site Deployment during implementation phase	OEM's involvement for onsite implementation effort being proposed by the bidder during the implementation should be 20% of the overall effort of respective components (API gateway, ADR, APM, Chatbot) and the same shall be factored in the Bill of Material.	Since this is expected to increase the cost significantly suggest to revisit this requirement and reduce the mandatory percentage to as less as possible, if cannot be avoided. Also consider this from all software product perspective.	please be guided by the RFP
161	132	3.1.11 Payment terms - Portal and Mobile app development and implementation	20% of implementation cost for Portal and Mobile app - SRS Sign off by OICL 20% of implementation cost for Portal and Mobile app - SRS Sign off by OICL - UAT completion of Phase 1 40% of implementation cost for Portal and Mobile app - Go-Live of Phase 1 30% of implementation cost for Portal and Mobile app - Go-Live of Phase 2	Please confirm the understanding that, implementation cost for Portal and Mobile app means the implementation cost quoted combining phase 1 and 2. If so, the complete percentages added comes to 110%? If each refer to separately for each phase then 20% of phase 1 and 70% of phase 2 remain unpaid after go-live? If any combination is expected (say, first two combined cost), then more explanation is needed on the breakup of phase1 and phase 2.	Please refer to corrigendum

162		2.6.1.28 Application Integration	The Bidder will be responsible for providing secure and efficient Integration of Portal to the following applications as well all other application which are in scope of the RFP, however this is only an indicative list and OICL will ask bidder to integration will other application which will be finalized in SRS or Implementation Phase: <Table>	Please provide a) The technology of the application & interface technology available for the application within OICL environment. b) List of integration scenarios expected to be implemented for each applications as well (there could be multiple integration scenarios with same application)., with details on source & target application, whether batch / real-time, sync/ Async and approximate frequency of data flow expected.	Details will be shared with successful bidder
163		2.6.1.28 Application Integration	The Bidder will be responsible for providing secure and efficient Integration of Portal to the following applications as well all other application which are in scope of the RFP, however this is only an indicative list and OICL will ask bidder to integration will other application which will be finalized in SRS or Implementation Phase: <Table> There will be some future application which bidder needs to integrator during contract period. It is the responsibility of the Bidder to provide these integrations by providing new source code in latest version and technology. It is the responsibility of the Bidder to provide any third-party utilities, connectors, or scripts for such integration without any additional cost to OICL.	Please confirm the understanding that any future integration scope will be incorporated via change management process. If there are future applications which will need connectors/ tools, that cannot be visualized and factored now; also the efforts cannot be estimated (this can be estimated and checked whether it can be incorporated inside the additional efforts asked as per OICL. If not further implementation cost will be required). Hence there could be extra cost to OICL, under such scenarios. Request to remove this clause.	Please be guided by the RFP
164	54	2.6.1.26 Ticketing Tool	The tool must cater below functionalities 1. Ticket Flow as finalized during SRS 2. Dashboard as finalized with SRS	Please confirm the understanding that the ticket flow and dashboard requirements will be discussed and agreed mutually during the SRS phase, considering the proposed tool capabilities and standard flow and dashboard assumed by bidder, as the requirements are not firm at present.	Please be guided by the RFP
165	54	2.6.1.26 Ticketing Tool	Centralized reporting / MIS for all the modules suggested	What is the MIS reporting capability for application modules expected within the ticketing tool? Please confirm the understanding that this is only reporting with respect to ticketing data.	Please be guided by the RFP
166	54	2.6.1.26 Ticketing Tool	Support to manage all types of operating system through one software	Does the same ticketing tool expect to manage ticketing requirements for Customer (business & technical), Application support related and Infrastructure support related?	yes, your understanding is correct
167	56	2.6.1.29 Benchmarking	Benchmark needs to be validated & reported by reputed independent 3rd party who has the experience of reporting performance benchmark.	Please clarify whether the bidder need to quote the price for the 3rd party auditor?	yes, your understanding is correct

168	57	2.6.1.29 Benchmarking	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.	Request to increase the deadline for benchmark completion to 5 months. The reason being as follows: Since the benchmarking scope includes even EOD & batch processing, this will require the SRS phase to be completed at least for all these use cases. Also since this needs to be done based on proposed architecture & design will need that part to be finalized - at least on most suitable alternatives. Also this will require the proposed licenses / cloud services to be obtained, installations and configurations to be done and tested. Then the benchmarking related POCs need to be prepared and tested, benchmark runs have to be completed.	Please be guided by the RFP
169	57	2.6.1.29 Benchmarking	The Bidder should factor all the necessary costs for the benchmark, including the travel, lodging, meals for OICL personnel.	Please provide the expected number of OICL personnel and their expected no. of trips and cumulative days of stay. Please confirm the understanding that this price can be added to the total amount for benchmarking line item (total cost may not match with effort multiplied by rate in that case)	Please refer to corrigendum
170	57	2.6.1.29 Benchmarking	The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting OICL"s current and terminal year transaction and business volumes. For generating the load, bidder needs to factor an appropriate load simulation tool for the duration of benchmarking only at no additional cost to OICL.	This will require the cloud configurations & product licenses as per the final year sizing to be made available during the benchmark period. Also this tool related costs. Please confirm the understanding that this price can be added to the total amount for benchmarking line item (total cost may not match with effort multiplied by rate in that case)	Please be guided by the RFP
171	58	2.6.1.29 Benchmarking	All the benchmarking activities has to be done keeping in consideration of all type of customization & integrations of the OICL.	Request to exclude integrations from this for two reasons a) This will need to be made available in time by OICL for the benchmark with correct specifications, then selected bidder need to implement the same and test b) The response times cannot account for any time taken by other side applications which is not in control of selected bidder and not known now. suggest to use stubs/ drivers for the same, if required.	Please be guided by the RFP
172	65	2.6.1.35 Password Less Authentication	The proposed Software should have below mentioned Authentication methods 1) Biometric	Please confirm the understanding that, the Biometric referred here means fingerprint-based authentication, in case the same is supported with the device used to login	Bio Metric referred here is finger based authentication

173	65	2.6.1.35 Password Less Authentication	The proposed Software should have below mentioned Authentication methods 1) Biometric 2) OTP 3) Face recognition 4) Lively test 5) OR Code 6) Password	a) Please confirm the understanding that OICL wants the bidder to factor & quote ethe price for implementing all these methods, not just one apart from password. b) Will OICL provide the necessary license / recurring costs for any third party integrations which may be necessary for the same (say, OTP)?	a) yes, your understanding is correct b) SMS gateway will be provided by OICL
174	67	2.6.1.38 3rd party Audit Certification	The SI will be responsible for engaging a reputed 3rd Party to conduct the assessment / review for the system before "Go Live".	a) Please confirm the understanding that the bidder has to factor for selection of 3rd party auditor and the cost for engaging them (and include this as person days effort estimated, rate and total price as given in commercial format). b) Please confirm the understanding that all these are expected to be done twice - once for phase 1 and once for phase 2	please be guided by the RFP
175	71	2.6.1.30 External Agency for UAT and Data Migration Audit	Bidder has to engage an external testing agency during the implementation stages. The external testing agency and bidder will completely be responsible for end-to-end UAT and data migration audit. Vulnerability Assessment Penetration Testing (VAPT) to be conducted quarterly or as specified by the regulatory authority/ OICL is also part of the scope of the CERT-IN empaneled testing agency Information Security Audit to be conducted quarterly or as specified by the regulatory authority/ OICL is also part of the scope of the CERT-IN empaneled testing agency.	a) Please confirm the understanding that the bidder has to factor for selection of 3rd party auditor and the cost for engaging them (and include this as person days effort estimated, rate and total price as given in commercial format) b) Please confirm the understanding that all these are expected to be done twice - once for phase 1 and once for phase 2 c) Please clarify whether it is mandatory to have the audit/ certifying agency to be same for all these activities (UAT, data migration audit, VAPT, Information Security Audit)? If not, can we add additional line items to the commercial section - others (page 15 of Bill of material) for each of these agencies?	a) Please be guided by the RFP b) Yes, single agency needs to be proposed for these line items

176	82-121	2.6.2 Phase – 2 - Facilities Management and AMC/ ATS 2.6.5 Minimum Deployment of resources during Sustenance Phase 2.6.1.31 Project Management - Service Window across Service Category	This section of the On-Going Operations is broadly classified under **Two (2)** categories of services that the Bidder is required to offer. 1) Domain Services 2) Cross Functional Services 3) Application Management Domain services include DB mgmt., Sever Mgmt. (including OS), Storage mgmt. and backup & restore. Cross Functional Services - Incident management and IT Infrastructure Support Services, Change & release mgmt., Service Level Mgmt., Security Management, Patch Management, Software License Management, IT service continuity and Disaster Recovery, application performance mgmt.(?), Exit Mgmt.(?) Application Management - L1, L2 & L3 support, Helpdesk support OICL shall have one integrated help desk for all the initiatives being run by the corporation. This helpdesk shall be the Single Point of Contact (SPOC) for all business and IT services staff. L3- Techno Functional; L1 – Portal & Mobile app; L2 – Portal & Mobile app; Change Management Resources Domain Management; Cross Functional Services; APM, API Gateway, ADR, HSM, KSM, Password less Authentication	is this a typo? 3 categories are there. There seems to be some overlapping & ambiguity on the services & levels of support required: a) Isn't incident management same as L1 level support across Infrastructure & Application? Do we mandatorily need to factor for Iftar and application L1 separately? b) In minimum resource count only Application L1, L2 and L3 and Resources for enhancements are mentioned. Is it just that for other services there is no restriction of minimum count? c) Helpdesk scope indicate the support to users on business related issues/ queries, separate from L1 incident management for Infra and Application?	a) The scope of work has been divided into these category. Yes incident Management is applicable for both Infra and Application however the resources handling Infra and application will be different. B) Yes the minimum resources requirement is applicable for Application resources only. For other areas bidder can size according to the solution c) Helpdesk will be a central helpdesk where all the call will land irrespective of Infra, application, Internal or external
177	103 121	2.6.3.2 Change Management and Release Management: 2.6.5 Minimum Deployment of resources during Sustenance Phase	22. In case if there are multiple demand as the same time then OICL will be using the extra Man days effort as asked in the RFP and the process and penalty of the same is as below ▯ As part of Change Management bidder needs to note that during Sustenance period any change which OICL wants in any of the in-scope applications which will be under or equal to 25 days of Man efforts will be done by bidder without any charge. Any change will be above 25 days of Man efforts will be on CR Basis and the Man days rate will be applicable are the one provided in Bill of material at the time of submission. ▯ For ex if any change requires a man days effort of 20 then it will be done by bidder free of cost however if any change require man day effort of 40 days, then OICL will pay for extra 15 days as per the rate quoted in the Bill of material. Change Management resources - Number of Resources Per Shift - 2	a) Please confirm the understanding that the change <= 25 person days is expected to be carried out by the minimum 2 resources asked for change management. This means only as many number of such changes that can be planned with these resources can be done in a month/ year can be done - this will be just less than 2 such changes in a month, considering average 21 working days in a month and eligible holidays & leaves for employees. b) Additional 15 days (which can also be 5 days, if effort is 30), may not work out as the new person will need to be onboarded and maintained in the project for a minimum of 1 month. Please consider the same and revise the clause.	These 2 dedicated resources which has been asked as part of the scope will be doing all the change management work during the sustenance period. However, if any time during contract work many change request comes which cannot be handle by 2 resources then OICL may opt to use the 100 Man days rates. While opting for this process any changes within 25 man days will be done by bidder free of cost.

178	104	2.6.3.2 Change Management and Release Management:	To make the change request timelines adequately in place bidder needs to know that during sustenance period for any change request timelines needs to be follow by the bidder. In case of not adhering to the same a penalty of 1% (Change request Value) per week will be levied on the bidder. - Bidder needs to factor minimum 2 resources for the Small CR which are between 5 to 40 Man Days of efforts - Bidder needs to factor minimum 3 Resources for the Medium CR which are between 41 to 100 Man Days Efforts - Bidder needs to factor minimum 4 Resources for High value CR which are between 100 to 200 Man Days efforts - Bidder needs to factor minimum 5 Resources for High value CR which are more than 200 Man Days efforts	Any changes cannot be split in parallel evenly across any number of resources - it will depend on the nature of change, technology in which changes are required and dependencies between tasks. Hence suggest to remove this clause and allow the selected bidder to plan in consensus with the OICL (review & sign-off from OICL on estimation & schedule), and necessary additional recourses can be on-boarded, if required.	please be guided by the RFP
179	121	2.6.5 Minimum Deployment of resources during Sustenance Phase	Bidder needs to note that at least 30% of the development resources (Portal and Mobile app) needs to retain by the bidder during full sustenance period so that there should be a proper knowledge of development and coding during sustenance.	Does OICL want to really have this restriction or leave it to the bidder, so as to ensure SLAs? If yes, a) Does this mean 30% resources of each phase for support of each phase? (phase 1 - 30% p of phase 1, after phase 2 - 30% of phase 1 + phase 2)? b) Since the resource count will vary (taper on, then taper off), does this mean peak count, average count or count at specific stage - say implementation & UAT? c) Any reduction to be considered over the years - is the minimum count considering 5th year of support? d) Does this include only application support or all kind of support & change management resources?	please be guided by the RFP
180	81	2.6.1.33 Training	<table giving details on training days & batches>	The training requirement given is only for one batch with 10 trainees. Please conform the understanding that, this is because of a Train the trainees approach needs to be proposed.	please be guided by the RFP
181	81	2.6.1.33 Training	<table giving details on training days & batches>	Is one batch sufficient for all these Tracings, considering that we have 2 phases. Or is it that the number of days given is considering that - which means this will have to be actually split to 2 batches, It will be better, if this is given phase-wise.	please be guided by the RFP
182	81	2.6.1.33 Training	Bidder is required to provide user training to optimal number of personnel identified by OICL on functional and technical operational aspects of the applications and in scope.	Please specify the location of the training? Are all the users available at single location or spread across multiple locations?	Bidder needs to arrange the trainer at a specified location which will be communicated during while planning for training
183	81	2.6.1.33 Training	At the end of each training session, an evaluation test needs to be conducted to ascertain the effectiveness of the training.	Please specify the mode of conducting this evaluation: a. Pen and Paper or b. Assessment Engine to conduct and track evaluations in real-time Please specify the nature of this assessment a. Knowledge check of the users or b. Feed back of training & trainer or c. both a & b	please be guided by the RFP

184	81	2.6.1.33 Training	Training deliverables shall be: o User Training Plan o Training Material (in English) o User Manuals including customizations specifically done for OICL.	Please specify the training material expected from the bidder in addition to the user manuals listed here.	please be guided by the RFP
185	81	2.6.1.33 Training	Training Type	Please specify if functional (F), technical (T) or techno functional (TCF) training is expected against each training type - 1. Portal training 2. Mobile App 3. Core Team Training- Technical & Administrative for Mobile and Portal 4. API Gateway 5. HSM, KSM 6.Chatbot 7. ADR 8. APM 9. Portal And app code-based training	The training expected is Techno Functional
186	81	2.6.1.33 Training	Training Type	Please specify if any of the following training is expected directly form the OEM SPOC or bidder has the dictation to deploy the trainer based on its approach. 1. Portal training 2. Mobile App 3. Core Team Training- Technical & Administrative for Mobile and Portal 4. API Gateway 5. HSM, KSM 6.Chatbot 7. ADR 8. APM 9. Portal And app code-based training	It's the discretion of the bidder, if bidder has the skilled resources on the proposed application then bidder can deploy there trainers
187	31	2.5.5 - 2.5.5 Manuals / Documents	3. Customization retro fitment document	Please elaborate on this requirement. Need more clarity on the contents expected in this document.	Please refer to corrigendum
188	26	2.1.1	Existing Stakeholders of Portal and Mobile app	Can we assume that all the stake holders mentioned under this sections uses the same portal and mobile app with role based access? Is there any change in this assumption with respect to proposed/new portal and mobile app?	please be guided by the RFP
189	37	5 Development - 2	Mobile App to be a Native app and not tied to web portal but to be an independent platform	Can we propose the cross platform/hybrid mobile app for Android and iOS?	please be guided by the RFP
190	37	5 Development - 7	Web portal also to be developed as a Headless PWA -allowing sending a push notification	Is it mandatory to develop PWA (progressive web app) or the bidder can propose the suitable app?	please be guided by the RFP
191	37	5 Development - 21	Digital Marketing (SEO (Search Engine Optimization etc.) and Social Media integration capabilities (WhatsApp Business API)	Assuming that the bidder can use the existing What's app business APIs from OICL?	please be guided by the RFP

192	51	2.6.1.18 Mobile Application - j)	Application should ensure Compatibility with all platforms such as windows, Android, Blackberry & Mac iOS etc.	Most mobile applications currently are available on Android and iOS. Windows/Blackberry, etc. does not have proper support mechanism as well as device availability. Please allow considering only the Android and iOS as the mobile app development platform.	Please refer to corrigendum
193	51	2.6.1.18 Mobile Application - n)	It should not occupy excess client's Mobile RAM.	Is there any specific size for App is envisaged?	please be guided by the RFP
194	64	2.6.1.34	AI enabled Chat Bot / Voice Bot	Please define the no. of use case to be implemented for the chatbot. A typical use case could be: Customer entering the policy application no and gets the status of the same. FAQs could be other user case.	Details will be shared with successful bidder
195	121	2.6.5 Minimum Deployment of resources during Sustenance Phase	Bidder also needs to factor 2 resources during sustenance period which will be dedicated for doing the customization and changes as part of change management and they will not be involved in any sustenance activities. Please refer to Change Management section for more details	If the native mobile app is to be developed then separate resources required for native android and iOS development. Apart from this, web application specific resources also need to be factored. In such case, 2 resources may not be enough. Please allow bidder the propose the suitable count.	This is the minimum resources which OICL has asked for, if bidder feels more resources are required bidder can size the same
196	10	Functional & Technical Specifications (all below queries as well)- 1.15.4.2	It contains the OICL offices, Employees and Corporate customers It contains the information of all the OICL Employees. The portal allows to view the employee details, Update the employee details create new employee and audit trails.	Does these data needs to be received via integration from another system which maintains this? Which System maintain the OICL Employee data, and how system expose the data?	Details will be shared with successful bidder
197	10	1.15.4.3	The portal allows to add a corporate customer, register of policies to corporate customers and audit trails.	Is Bulk policy generation (1 Master policy having n number of Child policy) in scope?	yes, your understanding is correct
198	10	1.15.5.2	It contains the information of the mobile shortcode details.	Please provide the information , why this data is required, what needs to be done with this data and where is this data captured?	Details will be shared with successful bidder
199	10	1.15.7	The admin can reconcile the payments. He can search payment reconciliation, process payment reconciliation and intimate payment reversal	Please provide the details on the requirements, what are the screens, search parameter and other attribute to required for the admin to do reconciliation and payment reversal intimation. Does admin need to go through individual reconciliation records & payment reversal records? Any edit/ data generation to be done manually by the admin?	Details will be shared with successful bidder
200	10	1.16	The grievance redressal functionality involves a maximum of 4-level workflow, which is built into the portal application.	Is IRDA-IGMS integrations part of this scope	Yes, your understanding is correct
201	11	1.17.3	The INLIAS also provide some trigger for internal/external SMS/email trigger to happen from Portal	Please give more details on this - What are the triggers point and any bulk SMS/Mail send to user/customers?	Details will be shared with successful bidder
202	16	1.18.39.4 1.18.39.4	Cash Deposit (CD) Balance and status is shown for specific dealers. Details have to be fetched from INLIAS.	Please confirm the understanding that, this is a only a request-reply integration to core system? If not, does this need to be maintained in proposed application? If so please provide more details. What are the action user will be provided to maintain the balance in this account and what are the integrations required?	Details will be shared with successful bidder

203	17	12	Portal client pages support cross-browser running on different Operating System (Compatibility with different versions of IE, Mozilla, Firefox, etc.).	It's an open ended point, Kindly define the browsers & versions to be supported.	Please be guided by the RFP
204	19	50.3	Document Repository should have an interface to access content from repository that will support upload, rating, workflow etc. The Portal application must have the ability to create a version of the document each time it has been edited or changed through Check-In\Check-Out technique and content approval before document publishing, and many users should have the ability to work on the same file using the pre-mentioned techniques.	If the DMS related configurations needs to be implemented by selected bidder, please provide the requirements on these including the document workflow to be implemented.	1) yes, your understating is correct the capability mentioned in RFP section 2.6.1.11 point 1 to 4 are available in existing DMS solution 2) The existing DMS system will only be the storage of the document having the version maintenance capability. The bidder needs to customize the portal for all the workflow. Bidder needs to note that all the transactional and business documents will be stored in Documentum and all the static documents like ads, tender document, circulars, product related document etc. will be store in Portal. Bidder needs to note that all the portal document will be remain online for 5 years. The current size of documents stored in portal is 8GB (compress) and this also needs to be migrated
205	19	58.2	The Portal application shall have the ability to define lists of keywords which should be blocked or allowed	What is business requirements of pre define "List of keywords". Please give more details	Details will be shared with successful bidder
206	20	60.22	The Portal application shall provide for remote procedure calls and web service calls through standard protocols like RPC, SOAP, CORBA, etc. and should support communication through XML integration.	Open ended point, please limit the technologies to supported. What are the usages scenario excepted for RPC & CORBA? Suggest to consider dropping these	Please be guided by the RFP
207	20	61.4	The portal application shall provide the ability to recover from data loss due to end user error and end application error.	Need more clarification, it is only about retaining the data entered by the user in the screen, in case of an error either at front-end or at back-end?	yes, your understanding Is correct
208		1.18.8 1.18.11.5 1.18.13 1.18.16.4 (And some more points)	<Points with open ended clauses - such as etc.)	Listed point having the open ended requirement, suggest to define the current scope related to these, rest can be taken up via change management process.	Please be guided by the RFP
209	2	1.1.2 Online Policy Issuance from Portal (Annexure 15 - Functional & Technical Specifciations.pdf)	Retry of generation of policy for failed transaction after successful payment process is enabled.	Retry of generation of policy for failed transaction is applicable for all failed transactions or it is required for some specific type of failed transaction only? If so, please list.	Details will be shared with successful bidder
210	3	1.1.9 Bill desk Payment Gateway (Annexure 15 - Functional & Technical Specifciations.pdf)	Integration of the Portal with Bill desk Payment Gateway integration and ***payment reversal process*** . It facilitates online electronic payment services (through Net Banking, Debit Cards and Credit Cards of multiple Banks) through the OICL's Portal	Need to understand detailed scope of Payment reversal process ?	Details will be shared with successful bidder

211	3	1.1.12 Offline Policy Creation (Annexure 15 - Functional & Technical Specifciations.pdf)	Provision For creating Policies Offline against Failed Attempts on Web Portal	Do we need to create policies offline for specific type of failed transactions only? If so, please list.	Details will be shared with successful bidder
212	44	General Requirements (Annexure 15 - Functional & Technical Specifciations.pdf)	99. Should design and deploy Query language for customized analytics	Is the process initiated by the human or anyways required human intervention or completely automated ?	Details will be shared with successful bidder
213	44	AIOPS (Annexure 15 - Functional & Technical Specifciations.pdf)	AIOPS	What kind of tool desired by OICL?(Commercial/Open-Source)	Bidder needs to propose the tool which is meet the eligibility criteria and Technical specifications
214	44	General Requirements (Annexure 15 - Functional & Technical Specifciations.pdf)	101. Should configure the system to be Able to ingest and process (with A.I.) data & events from external tools	What kind of data expected from external tool (Structured or Unstructured or Semi-Structured data)	Please be guided by the RFP
215	45	AI and Intelligent Virtual Agents (Annexure 15 - Functional & Technical Specifciations.pdf)	5. Capability to integrate with Digital Channels like IVR, Webchat, What's app, Agent screens, backend systems like CRM using APIs, Web Services. Custom Adapters etc.	Please share exact list of channel which actually need to be integrated in current scope.	Please be guided by the RFP
216	45	AI and Intelligent Virtual Agents (Annexure 15 - Functional & Technical Specifciations.pdf)	11. Ability to handle the exceptions based on the business rule such as frustration based, intent based, scheduled when the chatbot is unable to process request after specified attempts etc.	If the escalation is raised then should it be handled by the BOT or human	It will depend on the escalation workflow which will be finalize during SRS stage
217	45	AI and Intelligent Virtual Agents (Annexure 15 - Functional & Technical Specifciations.pdf)	7. Multi Language Support, integration with translation services	Please list the languages to be supported by virtual agents, in current scope.	Details will be shared with successful bidder
218	120	2.6.5 Minimum Deployment of resources during Sustenance Phase	Minimum Deployment of resources during Sustenance Phase	Actual resource for Sustenance Phase can be concluded post getting answers for asked queries and assuming costing of the resources revised/increased yearly	Please be guided by the RFP
219	121	2.6.6 Desired Qualification and Experience of Resources (Tender Document-RFP)	Desired Qualification and Experience of Resources	Provided resources will be competent as per project need However, desired skills may not be same as mentioned in RFP. It may have N-1 level competency as well. Please confirm whether this will be fine.	Please be guided by the RFP

220	79	Availability of SME and Domain Expertise (Tender Document-RFP)	2.6.1.32 Minimum Resource On-site Deployment during implementation phase	Availability of SME and domain expertise at client (OICL) end would be required during SDLC phases towards timely deliverables. Please confirm	Please be guided by the RFP
221	31	Mobile Device Management Solution (Annexure 15 - Functional & Technical Specifciations.pdf)	1. Must support all types of Mobile operating systems	Open ended. Request to change to Support for active and most used OS(Android & iOS)	Please be guided by the RFP
222	31	Mobile Device Management Solution (Annexure 15 - Functional & Technical Specifciations.pdf)	2. Must support distribution of applications; data and configuration settings for all types of mobile devices, including mobile phones, smartphones, tablet computers, ruggedized mobile computers, mobile printers, mobile POS devices. This applies to both company-owned and employee-owned (BYOD) devices across the enterprise or mobile devices owned by consumer	More inputs required for Mobile POS, printer and others.	Please be guided by the RFP
223	32	Mobile Device Management Solution (Annexure 15 - Functional & Technical Specifciations.pdf)	22. Configure Single Sign-On (SSO) using SAML 2.0 for easy integration with existing web apps	More inputs required.	Please be guided by the RFP
224	37	Web portal also to be developed as a Headless PWA - allowing sending a push notification (Tender Document-RFP)	7. Web portal also to be developed as a Headless PWA - allowing sending a push notification	We will make responsive web portal, So is this still required?	Please be guided by the RFP
225	21	8 (Annexure 15 - Functional & Technical Specifciations.pdf)	A password reset procedure must be defined. The actual password reset may only be done by the system administrator. If in case the reset procedure requires an email to be sent to the user requesting for the change, no usernames/passwords/other sensitive information to be sent in that email. Instead, a link having a certain lifetime should be sent which would prompt a dialogue box for the change	Which Services we are using for authentication. ? If not, then do we need to setup fresh Authentication Server. ?	Please be guided by the RFP
226	24	47.2(Annexure 15 - Functional & Technical Specifciations.pdf)	The system user interface and any system to user communications shall be localized into multiple languages.	Which all Languages are to be configured. ? List of languages would be require. Please confirm the understanding from main RFP that it is only English & Hindi in current scope	Please refer to corrigendum
227	25	48(Annexure 15 - Functional & Technical Specifciations.pdf)	The system shall provide summaries at several points allowing applicant to review what has been entered to date and revise that information as necessary, prior to finalizing the data submission process.	Any Popup required before final submission or OICL preference would be to have Save and Submit option ?	Details will be finalized during SRS Stage

228	28	60.15(Annexure 15 - Functional & Technical Specifciations.pdf)	The batch architecture shall provide capabilities for restart and recovery procedures at multiple execution points for failed batch jobs. Each job should provide operational staff the ability to restart, resume, recover, bypass, or cancel, where appropriate	This point can be consider based on the business requirement.	Please be guided by the RFP
229	31	Mobile Device Management Solution		Please clarify whether this is really needed in the current scope?	Please be guided by the RFP
230	Page 2 - Annex	sec 1 - 1.1 General Functions	1.5.4 Buy a new policy online	Whether OICL allows quote generation without registering as customers	yes, your understanding is correct
231		sec 1 - 1.6 Corporate Customer		Does brokers also comes under corporate customers	Please be guided by the RFP
232			1.6.8 CD Account	Can we assume INLIAS maintains the ledgers as well?	yes, your understanding is correct
233	54	2.6.1.26 Tickting Tool		For ITSM Solution only incident and KM is mentioned, SRM,CM & PM is required? Does integration required with other tool, like Monitoring Tool?	Please be guided by the RFP
234	54	2.6.1.26 Tickting Tool		Total number of IT users who will raise the ticket in the self-service portal for their day to day issues/service requests/support requests. Total number of Help desk agents who works on the tickets backend (like owning the ticket, update the tickets, resolve the ticket and close the ticket).	Please be guided by the RFP
235	54	2.6.1.26 Tickting Tool		Ticket count per day. What all different SLA are configured? What all dashboard are available? What all Reports are available?	SLA is already mentioned in the RFP Dashboard & Reports will be finalized during SRS Stage
236	63	Annexure 15 Monitoring Tool 2.6.1.33 APM		Does Monitoring Tool required for server and infra monitoring? If yes, does ITSM needs to integrate with Monitoring Tool? Does APM needs any intergration with other tools?	OICL does not have any Infra or Application monitoring tool. Bidder needs to factor the tools as per the scope of the RFP
237	71	2.6.1.30 External Agency for UAT and Data Migration Audit	Bidder has to engage an external testing agency during the implementation stages. The external testing agency and bidder will completely be responsible for end-to-end UAT and data migration audit.	a) Pls clarify if the scope of this agency is only for Data Migration Audit ? b) Is it mandatory to engage an external agency for end to end UAT ? C) We assume that this agency is separate from VAPT empanelled agencies.	Please be guided by the RFP
238	71	2.6.1.30 External Agency for UAT and Data Migration Audit	External Agency will be responsible for performing the below activities:	Is the understanding that bidder will not be playing any role in the Testing activities for this project enagagement but will involve & govern external agency for the same.	Please be guided by the RFP
239	44	2.6.1.5 System Integration testing	The bidder is expected to carry out periodic Security and Penetration testing on the portal and mobile solution	Kindly specify the periodicity of security testing required here.	It has to be done every half year or as and when required by OICL
240	44	2.6.1.5 System Integration testing	As part of testing user needs to perform below:-	Are these forms of testing to be done by bidder or external testing agency ?	Please be guided by the RFP
241	57	2.6.1.29 Benchmarking	Bidder has to be study the load compute wise and during performance load testing bidders needs to generate same load according to the projection provided by OICL to certify the sizing, hardware and architecture.	To factor the licenses for the performance testing tools, we need an approximate user load number (expected in the first year of funtioning). Kindly share this approximate user load.	Please be guided by the RFP

242	58	2.6.1.29 Benchmarking	For generating the load, bidder needs to factor an appropriate load simulation tool for the duration of benchmarking only at no additional cost to OICL. Bidder needs to do the installation, configuration, maintenance of the same.	For factoring appropriate load simulation tool licenses, please provide indicative load numbers (Concurrent Users).	Please be guided by the RFP
243	26	Annexure 15, S.No 55	The system shall provide testing environments that integrate with legacy test environments in order to execute data synchronization, conversion, and performance testing conditions	What legacy test environments are being referred to here ? Kindly elaborate if we have to provide test data integration with any specific legacy environment.	Please refer to corrigendum
244	29	2.3	OICL can opt for additional man efforts on the same price once the same are exhausted.	OICL can opt for additional man efforts on the ~~same~~ mutually agreed price once the same are exhausted. However, Additional prices shall be charged if the change request / alteration / amendment / addition is outside of the scope mentioned in the RFP or for any additional services/goods required to be provided which are not mentioned in RFP. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services/goods not part of the commercial bid.	Please be guided by the RFP
245	29	2.4	Phase 2 - Bidder needs to develop and implement the logic of underwriting through Portal and calculation of Premium and quotation & Policy Schedule generation from portal without taking the same from Core 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.	Our understanding is that once Phase 1 Go-Live, the FM support services will be provided during the stabilization period. OICL to pay for the FM resource during the stabilization period. Please confirm our understanding.	Sustenance period will start after stabilization period. The FM resources will be deployed in Sustenance period and not during stabilization period. The stabilization period cost needs to be factor in Implementation cost
246	34 & 35	2.6.1.2	Development of Portal and Mobile app - 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. Page 35 - The Bidder will ensure that gaps pointed out by the audit and inspection teams, statutory and regulatory bodies, consultants or any other third-party agency engaged by the OICL will be immediately resolved.	We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please refer to corrigendum
247	33	2.6.1.1.6	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.	We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please refer to corrigendum

248	35	2.6.1.2	The OICL may require the Bidder to address additional requirements that are other than the following:	We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding for below clauses as well.	Please refer to corrigendum
249	35	2.6.1.2	The Bidder shall provide for all subsequent changes to reports as suggested by the statutory and regulatory bodies from time to time immediately to the OICL at no additional cost to the OICL during the contract period.	We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports
250	40		The proposed solution should have stable environment, clean and modern design that meets latest UX & UI trends. The proposal should include the complete designs solution for the Portal & Mobile app. The following is an inclusive but not necessarily exhaustive list of the requirements, desired features, and deliverables for the Design Phase:	The proposed solution should have stable environment, clean and modern design that meets latest UX & UI trends. The proposal should include the complete designs solution for the Portal & Mobile app. The following is an ~~inclusive but not necessarily~~ exhaustive list of the requirements, desired features, and deliverables for the Design Phase: We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports
251	50	2.6.1.18	Mobile Application - Apart for web portal the OICL application should also be available in the mobile version. Some of the key requirements related to Mobile application, but not limited to, are mentioned below:	Apart for web portal the OICL application should also be available in the mobile version. Some of the key requirements related to Mobile application, ~~but not limited to,~~ are mentioned below: We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports

252	55	2.6.1.28	Application integration - The Bidder will be responsible for providing secure and efficient Integration of Portal to the following applications as well all other application which are in scope of the RFP, however this is only an indicative list and OICL will ask bidder to integration will other application which will be finalized in SRS or Implementation Phase:	The Bidder will be responsible for providing secure and efficient Integration of Portal to the following applications as well all other application which are in scope of the RFP, ~~however this is only an indicative list and OICL will ask bidder to integration will other application which will be finalized in SRS or Implementation Phase~~: We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports
253	63	2.6.1.33 APM	The scope of the application performance management and assurance services should include, but not limited, to the following:	The scope of the application performance management and assurance services should include, ~~but not limited, to~~ the following: We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports
254	69	2.6.1.27	In case, Bidder fails to do so and the project demands additional components at a later stage, then Bidder will have to provide additional components at no additional cost to the OICL.	We would request OICL to confirm the below: In case, Bidder fails to do so and the project demands additional components at a later stage, then Bidder will have to provide additional components at no additional cost to the OICL. However, Additional prices shall be charged if the change request / alteration / amendment / addition is outside of the scope mentioned in the RFP or for any additional services/goods required to be provided which are not mentioned in RFP. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services/goods not part of the commercial bid.	Please be guided by the RFP

255	77		Performance management and reporting The Successful Bidder shall be required to report on the services offered to OICL on a periodic basis or as and when required by OICL. The Successful Biddershall provide reports/ data that would include but not be limited to: The template and any other reporting requirement shall be agreed on mutually. In addition, the Successful Bidder will provide assistance to OICL for audit/compliance related requirements, including but not limited to:	Performance management and reporting The Successful Bidder shall be required to report on the services offered to OICL on a periodic basis or as and when required by OICL. The Successful Bidder shall provide reports/ data that would include ~~but not be limited to~~: The template and any other reporting requirement shall be agreed on mutually. In addition, the Successful Bidder will provide assistance to OICL for audit/compliance related requirements, ~~including but not limited to~~: We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
256	83	2.6.2.1.1.1	As per RFP - Under General 1. The scope of work mentioned ***is illustrative and not exhaustive*** .	Requesting OICL to provide an exhaustive list of items. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports
257	89	2.6.2.1.2.1	As per RFP - The scope of work mentioned is ***illustrative and not exhaustive*** . ***The bidder needs to comply with OICL's requirements*** and any statutory or regulatory guidelines.	Requesting OICL to provide an exhaustive list of items. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be de	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports
258	94	2.6.2.1.3.1	As per RFP	Requesting OICL to provide an exhaustive list of items. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP

259	95	2.6.2.1.4	As per RFP	Requesting OICL to provide an exhaustive list of items. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
260	98	2.6.2.1.5	As per RFP	Requesting OICL to provide an exhaustive list of items. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
261	100	2.6.3.1.1	As per RFP	Requesting OICL to provide an exhaustive list of items. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
262	102	2.6.3.2.1	As per RFP	Requesting OICL to provide an exhaustive list of items. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
263	103	2.6.3.2.21	These resources need to completed the work as per the efforts approve by OICL other wise In case of not adhering to the same a penalty of 1% (per shift cost of both resources) per week will be levied on the bidder.	We would request OICL to confirm the below understanding: These resources need to completed the work as per the efforts approve by OICL other wise In case of not adhering to the same a penalty of 1% (per shift cost of both resources) per week will be levied on the bidder. Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	The overall Penalty has already been capped in the Clause AT Risk amount
264	103	2.6.3.2.22	In case if there are multiple demand as the same time then OICL will be using the extra Man days effort as asked in the RFP and the process and penalty of the same is as below	In case if there are multiple demand as the same time then OICL will be using the extra Man days effort ~~as asked in the RFP~~ at mutually agreed rates and terms & conditions and the process and penalty of the same is as below	please be guided by the RFP

265	103	2.6.3.2.22	As part of Change Management bidder needs to note that during Sustenance period any change which OICL wants in any of the in-scope applications which will be under or equal to 25 days of Man efforts will be done by bidder without any charge. Any change will be above 25 days of Man efforts will be on CR Basis and the Man days rate will be applicable are the one provided in Bill of material at the time of submission	We would request OICL to confirm the below changes. Post Go-Live, any change which is more than 5 mandays efforts will be treated as Change Request. Please confirm our understanding. As part of Change Management bidder needs to note that during Sustenance period any change which OICL wants in any of the in-scope applications which will be under or equal to ~~25~~ 5 days of Man efforts will be done by bidder without any charge. Any change will be above ~~25~~ 5 days of Man efforts will be on CR Basis and the Man days rate will be applicable are the one provided in Bill of material at the time of submission. However, Additional prices shall be charged if the change request / alteration / amendment / addition is outside of the scope mentioned in the RFP or for any additional services/goods required to be provided which are not mentioned in RFP. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services/goods not part of the commercial bid.	please be guided by the RFP
266	104	2.6.3.2.22	To make the change request timelines adequately in place bidder needs to know that during sustenance period for any change request timelines needs to be follow by the bidder. In case of not adhering to the same a penalty of 1% (Change request Value) per week will be levied on the bidder.	To make the change request timelines adequately in place bidder needs to know that during sustenance period for any change request timelines needs to be follow by the bidder. In case of not adhering to the same a penalty of 1% (Change request Value) per week will be levied on the bidder. Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	The overall Penalty has already been capped in the Clause AT Risk amount
267	105	2.6.3.4	The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines	Requesting OICL to provide an exhaustive list of items included in scope of work. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP

268	110	2.6.3.5	Patch Management - 1.The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines.	~~The scope of work mentioned is illustrative and not exhaustive.~~ The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
269	111	2.6.3.7	The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines	Requesting Customer to provide an exhaustive list of items included in scope of work. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	please be guided by the RFP
270	112	2.6.3.8	Bidder needs to monitor the performance of Core Insurance Application and Portal its associated database on Daily basis in working hours of the OICL. The scope of the application performance management and assurance services should include, but not limited, to the following:	Requesting OICL to provide an exhaustive list of items included in scope of work. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
271	112	2.6.3.9	Bidder needs to provide the L1 and L2 onsite resources as per the Minimum number and Shift mentioned in the RFP. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines	Requesting OICL to provide an exhaustive list of items included in scope of work. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP

272	114	2.6.3.10	Following shall be covered as part of the Handover & Transition of Services at the end of contract period or in the event of termination. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines	Following shall be covered **for a period of six (6) months** as part of the Handover & Transition of Services at the end of contract period or in the event of termination **on existing terms (including payments)**. ~~The scope of work mentioned is illustrative and not exhaustive.~~ The bidder needs to comply with ~~OICL's requirements and any~~ statutory or regulatory guidelines. 1.If any other agency or service provider is selected by OICL for providing in-scope services, the Bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete transitions up to **the reasonable** satisfaction of OICL. ~~In case if OICL observes the lack of willingness to manage transit/ sharing of information or lack of support from bidder (selected through this RFP), OICL shall have absolute discretion to apply requisite penalties and deduct the amount from its billing or from performance guarantee.~~ 2.Bidder shall provide the necessary transition for the period of 6 months . However, this period of transition could vary depending on the need of OICL and the same shall be communicated to them **and agreed to by the Bidder**. 3.During transition phase, the Successful Bidder shall not change or remove their key resources at any	Please be guided by the RFP
273	114	2.6.3.10.3	During transition phase, the Successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. In case such instances, OICL will have right to penalize the Successful Bidder appropriately.	We would request OICL to change the below clause: During transition phase, the Successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. In case such instances, OICL will have right to penalize the Successful Bidder appropriately. Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	The overall Penalty has already been capped in the Clause AT Risk amount
274	114	2.6.3.10.5	The Successful Bidder shall ensure that the infrastructure are handed over to OICL in an operational condition to the satisfaction of OICL.	We would request OICL to change the below clause: The Successful Bidder shall ensure that the infrastructure are handed over to OICL in an operational condition ~~to the satisfaction of OICL.~~	Please refer to corrigendum

275	115	2.6.3.10.8	Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration	Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration at mutually agreed terms & conditions.	Please be guided by the RFP
276	116	2.6.3.10.26	The Managed Service Provider shall carry out following key activities, including but not limited to, as part of the knowledge transfer	Requesting Customer to provide an exhaustive list of activities included in scope of work	Please be guided by the RFP
277	119	2.6.4.3	Level Three (L3) Support - Brief description of the envisaged activities to be performed by SI at L3 is enumerated as under. The services specified herein are not exhaustive and are only indicative.	Brief description of the envisaged activities to be performed by SI at L3 is enumerated as under. ~~The services specified herein are not exhaustive and are only indicative.~~ We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
278	120	2.6.4.4	Helpdesk Support Helpdesk team will be the front-end team who will pick up all the call related to portal and mobile app from all stakeholders whether internal or external. Bidder needs to size the helpdesk support team appropriately. An indicative list of the helpdesk activities shall include the following minimum activities:	Helpdesk team will be the front-end team who will pick up all the call related to portal and mobile app from all stakeholders whether internal or external. Bidder needs to size the helpdesk support team appropriately. A~~n indicative~~ list of the helpdesk activities shall include the following ~~minimum~~ activities: We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP
279	120	2.6.5	Bidder shall deploy resources at no extra cost if the proposed deployment does not meet the RFP requirements and SLAs.	Bidder shall deploy resources at no extra cost if the proposed deployment does not meet the RFP requirements and SLAs. However, Additional prices shall be charged if the change request / alteration / amendment / addition is outside of the scope mentioned in the RFP or for any additional services/goods required to be provided which are not mentioned in RFP. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services/goods not part of the commercial bid.	Please be guided by the RFP

280	121	2.6.5	OICL reserves the right to demand the services of higher qualified professional on need basis for any escalated incidents if L2 Engineer is unable to resolve an incident in the agreed timeline. Bidder to provide the services of higher qualified professional accordingly with no additional cost to OICL.	OICL reserves the right to demand the services of higher qualified professional on need basis for any escalated incidents if L2 Engineer is unable to resolve an incident in the agreed timeline. Bidder to provide the services of higher qualified professional accordingly ~~with no additional cost to OICL.~~ Additional prices shall be charged if the change request / alteration / amendment / addition is outside of the scope mentioned in the RFP or for any additional services/goods required to be provided which are not mentioned in RFP. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services/goods not part of the commercial bid.	Please be guided by the RFP
281	123	2.6.6	WARRANTY & ON-SITE MAINTENANCE 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 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. a. Warranties pertaining to Software / Applications, other Peripherals starts post Installation of the license at Production with the period of warranty as one year. ATS for Software/ Application shall begin post Completion of Warranty.	Please confirm the below understanding: The Go-Live date will be considered from Phase 1 Go-Live date. All hardware and Software warranty period will start from Phase 1 Go-Live date.	yes, your understanding is correct

282	127	3.1.2.9	Right to Alter Quantities - As per the RFP.	We would request OICL to make the below changes: 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 at mutually agreed terms & conditions. Bidder agrees that there is no limit on the quantities that can be altered under this contract, **except to the extent of + / - 10% without prejudice to the 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.~~	Please refer to corrigendum
283	127	3.1.3	Sub-contracts - As per the RFP	Please confirm the above understanding: Sub-contracting is ~~not~~ allowed under the RFP. **Provided, ~~I~~**in case sub-contracting any of the activities under the scope of this RFP is required, the bidder needs to notify and take prior permission in writing from OICL **where such permission shall not be delayed and/or withheld unreasonably**. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable including any statutory requirement and compliance. No additional cost will be incurred by OICL on account of sub-contract, if any.	Please be guided by the RFP
284	129	3.1.7	Failure by bidder to submit the Performance security will result in invocation of Bid security held by the Company (OICL).	~~Failure by bidder to submit the Performance security will result in invocation of Bid security held by the Company (OICL).~~	Please be guided by the RFP

285	129	3.1.10	Delay in Bidder's performance - Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.	Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following ~~sanctions: forfeiture of his performance security,~~ imposition of liquidated damages, and/ or termination of the contract for default **pursuant to Clause 4.20.A**. Notwithstanding anything else to the contrary, the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month / quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder. **Provided, Bidder shall not be liable for any delays not attributable solely to the Bidder.**	The overall Penalty has already been capped in the Clause AT Risk amount
286	130	3.1.11	OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL. The scope of work is divided in different areas and the payment would be linked to delivery and acceptance. All / any payments will be made subject to compliance of Service Levels defined in the RFP document. The OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL. If any of the items / activities as mentioned in the price bid is not taken up by OICL during the course of the assignment, OICL will not pay the fees quoted by the Bidder in the price bid against such activity / item.	We would request OICL to confirm the below change: ~~OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL.~~ The scope of work is divided in different areas and the payment would be linked to delivery and acceptance. All / any payments will be made subject to compliance of Service Levels defined in the RFP document. ~~The OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL.~~ If any of the items / activities as mentioned in the price bid is not taken up by OICL during the course of the assignment, OICL will not pay the fees quoted by the Bidder in the price bid against such activity / item.	Please be guided by the RFP
287	135	3.2.h	The responsibilities specific to a System Integrator include but not limited to are specified as below	Requesting OICL to provide an exhaustive list of items included in scope of work. We can't agree to such open ended scope clauses. Our understanding is that all the requirements till DRG/SRS date will be treated as final. Once OICL sign-off the DRG/SRS document the same will be delivered for UAT and project Go-Live. Please confirm the above understanding.	Please be guided by the RFP

288	136	4.2	Ownership, Grant and Delivery - As per the RFP	**Subject to the terms of this Agreement, and upon payment in full of the applicable fee,** ~~T~~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. OICL reserves the right to use the ~~excess capacity of~~ the licenses supplied by the Bidder for any internal use of OICL ~~or its affiliates, or subsidiaries at no additional cost other than~~ **at** the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such **authorized** use of the hardware, licenses and infrastructure. Further the Bidder also agrees that such use will not infringe or violate any **third-party** license or other requirements	Please be guided by the RFP
289	136	4.4	Compliance - As per the RFP	We would request OICL to confirm the below change: 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 **subject to Clause 4.30**, indemnify, ~~keep indemnified, hold harmless,~~ defend and**/or** ~~protect~~ **settle** for OICL and its employees/ officers/ staff/ personnel/ representatives/agents 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.~~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,~~	Please refer to corrigendum

290		4.5	Assignment - As per the RFP	**Parties** OICL may assign the **Agreement** ~~Services provided therein by the Bidder~~ in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. **Otherwise, Assignment will be subject to the prior written consent of the other party.** ~~OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.~~	please be guided by the RFP

291		4.7	Indemnity - As per the RFP	**Subject to Clause 4.30,** ~~T~~**t**he Bidder should indemnify OICL (including its employees, directors or representatives) from and against all **third party** claims, losses, and liabilities arising from: a)Non-compliance of the Bidder with **applicable** Laws / Governmental Requirements b)IP infringement c) **Gross** Negligence and **wilful** misconduct of the Bidder, its employees, and agents Indemnity would be limited **to the limitaion on liability herein,** ~~court awarded damages and~~ shall exclude indirect, consequential and incidental damages. **However, Bidder will have fully discharged its obligations under point b) of this Clause if the Bidder obtains for the Bank the right to continue using such intellectual property as provided without infringement or replace or modify such intellectual property so that they become non-infringing. Further, Bidder shall have no obligation to indemnify any claim arising out of intellectual property right infringement to extent caused by or claim thereof is attributable to: (1) the combination, operation or use of a service/deliverable with equipment or software supplied by OICL where the service/deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by OICL; (3) use of a service/deliverable in an application or**	Please refer to corrigendum
292		4.8	Inspection of Records - As per the RFP	**Add:** If OICL wishes to select a third party auditor to perform such audit or inspection, such auditor shall not be the Bidder's competitor. Auditable files and records shall not include any personnel related information, product or labor cost data, Bidder's customer data, or proprietary data relating to the Bidder's products or services and shall exclude from its purview any information or records pertaining to Bidder's internal cost data. Audits shall be performed upon an advance notice of thirty (30) days, not more than once annually during normal business hours in a manner to minimize disruption to the Bidder's business. OICL shall promptly provide the Bidder with a copy of the results of the audit.	Please be guided by the RFP
293		4.9	Publicity - As per the RFP	Any publicity by the **Parties** ~~Bidder~~ in which the name of ~~OICL~~ **the other party** is to be used should be done only with the explicit written permission of ~~OICL~~ **that party**.	Please be guided by the RFP

294	139	4.14	Confidentiality - As per the RFP	Add: Notwithstanding anything to the contrary, to the extent the Bidder shares any confidential information with OICL (including contents disclosed at the time of bid / proposal submission), the provisions of this Clause shall apply *mutatis mutandis* to OICL.	Please be guided by the RFP
295		4.15	Guarantees - As per the RFP	Bidder ~~should guarantee~~ **warrants** that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.	Please be guided by the RFP
296	140	4.16	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 1% (One percentage) of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 1% (One percentage) of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of ~~10~~ 5% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract **pursuant to Clause 4.20.A**. Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	The overall Penalty has already been capped in the Clause AT Risk amount

297	140	4.17	Termination for Default - As per the RFP	OICL may, ~~without prejudice to any other remedy for breach of contract,~~ by 30 calendar days **prior** written notice of **uncured** 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 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 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 Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value) **up to the limit of 5% of such additional/excess costs**. However, **subject to receipt of continued payments**, the Bidder shall continue performance of the contract to the extent not terminated. **OICL shall pay the Bidder for goods delivered and services rendered till the date of such termination. Bidder may terminate the Contract upon written notice to OICL in the event that OICL commits a material breach of the Contract and fails to cure such default to the Bidder's reasonable satisfaction within**	Please refer to corrigendum
298	140	4.19	Termination for Insolvency - As per the RFP	**Parties** ~~OICL~~ may, at any time, terminate the contract by giving written notice to the ~~Bidder~~ **other party**, ~~without any compensation to the Bidder~~, whatsoever if: i. **A party** ~~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 other party**. ii.the Supplier and **OICL** 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~~ **Parties**.	Please refer to corrigendum

299	140	4.2	Termination for Convenience - As per the RFP	Either party may, by 3 90 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. The goods and services that are complete and ready for shipment within 3 90 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect: i.To have any portion completed and delivered **including work in progress** at the contracted terms and prices; and/ or ii.To cancel the remainder and pay to the Bidder a mutually agreed amount **but should not be less than amount agreed in commercials on pro-rata basis** for partially completed goods and services and for materials and parts previously procured by the Bidder **including works in progress**. **Add: 4.20.A** Provided further, in the event of any such termination or cancellation, OICL shall pay to the Bidder: (a) the amount due under the Contract/SLA up to the effective date of termination for Goods delivered; Services rendered; Works in progress; unpaid	Please be guided by the RFP
300	143	4.27	No Claim Certificate - As per the RFP	~~The Bidder shall not be entitled to make any claim whatsoever against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the Bidder after he shall have signed a "No Claim" certificate in favor of OICL in such forms as shall be required by OICL after all payments due to the Supplier are made in full.~~	Please be guided by the RFP

301	143	4.28	Cancellation of the contract & compensation - As per the RFP	**Subject to Clause 4.20.A,** OICL reserves the right to cancel the contract placed on the selected bidder **upon a prior written notice of thirty (30) days** ~~and recover expenditure incurred by the Company~~ in the following circumstances: The selected bidder commits a **material** breach of any of the terms and conditions of the bid and **fails to cure such default within thirty (30) days after receipt of notice**. i.The selected bidder goes in to liquidation voluntarily or otherwise. ~~ii.The progress made by the selected bidder is found to be unsatisfactory~~ iii. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. OICL reserves the right to cancel the AMC placed on the selected bidder ~~and recover AMC payment made by the Company~~, if the service provided by them is not satisfactory. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder **up to the limit of 5% of such additional costs**. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance	Please refer to corrigendum
302	144	4.3	Limitation of Liability - As per the RFP	**Notwithstanding anything else to the contrary herein,** Bidder's **maximum** cumulative liability for **any and all claims, whether arising under contract, tort or otherwise (including all indemnities), breach of statutory duty, contribution or otherwise with respect to the Services and** its obligations under the contract shall not exceed the **annual** ~~total~~ contract value **(excluding taxes, reimbursements, and pass through expenses)** and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving **or for any special, exemplary, or punitive damages, nor for loss of revenue, business profits, interest or anticipated savings, loss of goodwill or reputation, loss of or damage to records or data, even if it has been advised of the possibility of such losses or damages, and regardless of the basis on which the related claim may be made**.	Please be guided by the RFP

303		4.32	Violation of terms - As per the RFP	OICL clarifies that OICL shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the **confidentiality** covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies OICL may have at law or in equity**.**~~, including without limitation a right for recovery of any amounts and related costs and a right for damages.~~	Please be guided by the RFP
304		4.33	Repeat Order - As per the RFP	**Notwithstanding anything else to the contrary herein,** OICL may place Repeat Order against the original order for a quantity up to ~~25~~ **10**% of the original order quantity during the contract period.	Please refer to corrigendum
305		4.37	Regulations, Legal & Compliance - As per the RFP	Communications made via OICL's Social Media channels will in no way constitute a legal or official notice to OICL or any official or employee of OICL for any purpose. Any content that the bidder posts on OICL's Social Media channels shall be deemed and remain the property of OICL. OICL shall be free to use such content/information, for any purpose without any legal or financial compensation or permission for such usage. ~~OICL reserves its rights to initiate appropriate legal proceedings in the event of any breach/ violation of these guidelines/ other terms and conditions as may be specified by OICL from time to time.~~ Under no circumstances OICL shall or any of our affiliates, employees or representatives, be liable to the bidder for any ~~direct or~~ indirect, claims or damages whatsoever emanating from any mistakes, inaccuracies, or errors of content, ~~personal injury or property damage,~~ of any nature whatsoever, emanating from your use to and access of our Social Media platforms or entities purporting to represent OICL. You specifically acknowledge that OICL shall not take any liability for content or the offensive, defamatory, or illegal conduct of any third party and that the risk of damage or harm arising from the preceding entirely rests with you. The foregoing limitation of liability shall apply to the fullest extent that's permitted by law in the applicable jurisdiction.	Please be guided by the RFP

306	158	7.2	As per RFP	Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	The overall Penalty has already been capped in the Clause AT Risk amount
307	159	7.3	As per RFP	Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	The overall Penalty has already been capped in the Clause AT Risk amount
308	169	7.3	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 ~~15~~ 5% (~~Fifteen~~ five percent) of the contract value. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	Please refer to corrigendum
309	170	7.4	OICL shall be entitled to deduct the penalty amount from the amounts payable by OICL to the selected bidder as per the invoice.	OICL shall be entitled to deduct the penalty amount from the amounts payable by OICL to the selected bidder as per the invoice pertaining to this contract only.	Please be guided by the RFP
310	171	7.6	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	Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be ~~15~~ 5% (~~Fifteen~~ Five per cent.) of the contract value. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder.	Please refer to corrigendum

311	171	7.7.vi	The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the OICL such as termination of contract, invoking performance guarantee and recovery of amount paid etc.	The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the OICL such as termination of contract, ~~invoking performance guarantee~~ and recovery of amount paid etc. Notwithstanding anything else to the contrary , the overall penalties including Liquidated Damages shall be capped to 5% of the amount of the contract period and the capping for each month/quarter/period shall be 5% of the monthly invoice/quarterly invoice/invoice pertaining to a specific period. Penalty/ Liquidated Damages shall not be imposed on delay not on the account of the Bidder. In case of any termination, OICL shall be responsible to pay the Bidder the following: a) Goods delivered till the date of termination b) Services rendered till the date of termination c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Bidder/Bidder's best efforts e) Unrecovered investments shall be paid by OICL as per termination schedule till the date of termination.	Please be guided by the RFP

312	183	9.13	Annexure 13: Non-Disclosure Agreement - As per the RFP	The obligations of this clause shall survive for **two (2) years** after the expiration, cancellation or termination of this Agreement. Any provisions of this Agreement ~~which by their nature extend beyond its termination~~ shall continue to be binding and applicable **for two (2) years after the termination and/or expiration of this agreement** ~~without limit in point in time except and until such information enters the public domain.~~ 9. Indemnity: **Subject to the limitation on liability under Clause 4.30 of the Contract**, ~~T~~the Vendor shall defend, indemnify and hold harmless The Oriental Insurance Company Ltd , its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all **third party** claims, demands, damages, ~~assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising~~ out of or pertaining to or resulting from any breach of ~~representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its~~ **confidentiality** obligations under this Agreement.	Please refer to corrigendum
313	194	9.14	Annexure 14: Integrity Pact - As per the RFP	~~7. Fall Clause~~ ~~The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.~~	Please refer to corrigendum

314		Saving clause	Clause not present in RFP	We would request OICl to confirm the below understanding: Bidder’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to OICL's omissions or actions whatsoever.	please be guided by the RFP
315		Deemed Acceptance	Clause not present in RFP	We would request OICl to confirm the below understanding: Services and/or deliverables shall be deemed to be fully and finally accepted by OICL in the event when OICL has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/ commissioning or when OICL uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by OICL.	please be guided by the RFP
316		Change order	Clause not present in RFP	We would request OICl to confirm the below understanding: Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services not part of the commercial bid.	Please be guided by the RFP

317		Variance in Minimum Wages	Clause not present in RFP	Bidder undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the OICL wants the Bidder to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, OICL will support Bidder with change request for additional cost incurred by Bidder for complying to new minimum wages. Bidder will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Please be guided by the RFP
318		Credit Period for Payment	Clause not present in RFP	We would request OICl to confirm the below understanding: All the payments to be made within 30 days of submission of invoice	Please be guided by the RFP
319		Tax	Clause not present in RFP	We would request OICl to confirm the below understanding: Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of OICL.	please be guided by the RFP
320		SNR	Clause not present in RFP	We would request OICl to confirm the below understanding: OICL hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. OICL agrees that Bidder shall not be in any manner be liable for any delay arising out of OICL's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continious period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continious site not readiness for 30 days, same will be borne by the OICL	Please be guided by the RFP
321		Risk and Title	Clause not present in RFP	We would request OICl to confirm the below understanding: The risk, title and ownership of the products shall be transferred to OICL upon delivery of such products to OICL	Please be guided by the RFP

322	130	3.1.11 Payment Terms: Portal and Mobile app development and implementation	20% of implementation cost for Portal and Mobile app - SRS Sign off by OICL 20% of implementation cost for Portal and Mobile app - UAT completion of Phase 1 40% of implementation cost for Portal and Mobile app - Go-Live of Phase 1 30% of implementation cost for Portal and Mobile app - Go-Live of Phase 2	25% of implementation cost for Portal and Mobile app - SRS Sign off by OICL 25% of implementation cost for Portal and Mobile app - UAT completion of Phase 1 25% of implementation cost for Portal and Mobile app - Go-Live of Phase 1 25% of implementation cost for Portal and Mobile app - Go-Live of Phase 2	Please refer to corrigendum
323	130	3.1.11 Payment Terms: Chatbot and Password less Authentication implementation	70% of Implementation cost for respective application - Go-live of respective application / module 30% of Implementation cost for One month after successful completion of respective application / module and on submission of Invoice and proof of completion respective application	30% on SRS sign-off 40% On UAT sign off for respective applications / module 30% on Go-Live	please be guided by the RFP
324	157	6.7 Commercial Evaluation	OICL will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest commercial bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily	Considering the criticality and stragetic nature of the project, we would request OICL to make the evaluation from commercial L1 to QCBS (Techno-Commercial) evaluation with final commercial evaluation thru Reverse Auction. OICL will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as QCBS, 70:30 (Technical: Commercial) ~~provided further that the Bidder is determined to be qualified~~ to perform the contract satisfactorily. The final commercial evaluation to be done thru Reverse Auction.	please be guided by the RFP
325	157	6.7 Commercial Evaluation	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. 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	Request hardcopy submission on the next day of On-line submission	please be guided by the RFP
326	26	2.1 Existing Setup	OICL has various other centralized applications like email, Desktop Management Suite, VC, SAP Investment management, Peoplesoft HRMS etc hosted at its Data Centers at Vashi and Bengaluru.	Are these applications migrations is also under the scope of this RFP.Please clarify	The scope is already explained in section 2 of the RFP, so please be guided by the same
327	28	2.2 Current Scope	It is the responsibility of the Bidder to maintain all the logs i.e. Transaction log, application logs, DB logs etc. as per the guidelines issued by RBI. The Logs should be maintained 6 months online, post which, the logs should be archived on tape. Bidder is required to perform the configuration at application and hardware level in order to push the requisite logs to OICL SIEM and other security solutions for analysis	Please clarify whether OICL SIEM will be located on Public Cloud or On Prem	Bidder needs to pus the logs on the OICL existing SIEM which is located in OICL premises

328	41	2.6.1.3 Hosting	Data Centre and Disaster Site (DR) shall be in India but in different seismic zone	As per this clause No public clouds will met this criteria. Recommendation is "The DC & DR should be within India and 100 KM distance apart	Please be guided by the RFP
329	41	2.6.1.3 Hosting	No separate charges for inbound or outbound data transfer-charges only for port hours consumed and not data transfer	As per this clause No public clouds will met this criteria. Recommendation is to remove this clause.	Please be guided by the RFP
330	41	2.6.1.3 Hosting	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	Sizing & configuration effort will be considered at cloud end and will be borne by Bidder.On Prem related Configuations,link & Hardware required if any will be borne by OICL at their Dc & DR.Please clarify whether this understanding is correct	Please refer to corrigendum
331	41	2.6.1.3 Hosting	The Internet connectivity should be available to the applications as per the SLA requirements Additional charges for Data Ingress or Egress will not be paid by OICL.	Egress will be borne by the OICL if data is moving from Cloud DC & DR and will be mentioned in Bill Of material	Bidder needs to factor all the cost in the cloud charges and there will not be any charges other than Cloud charges paid by OICL
332	42	2.6.1.4 Content & Data Migration	Bidder needs to Establish a both way data transfer mechanism between New data store for changed data with other database (related to partner portal-GC and Vice versa) synchronization	We need database rela time synchronizations in bidrectional between OICL on prem and Cloud DC & DR.If yes what is the volume of data changes on a daily basis.Please suggest	Yes, there will be real time sync between cloud and OICL on prem As per the scope of the RFP there has to be continuous data flow between Portal & Mobile app to Core system as well as other integrated application like DMS. This flow has to be bidirectional and on real time basis.
333	62	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.	Solaris,HP-UX and AIX is not not supported on Public Cloud Platforms.Please revisit this clause	Please refer to corrigendum
334	69	2.6.1.27 Hardware	As per the architecture there are 5 copies of databases required at DC. Prod, test & Dev, Training, UAT & Pre prod with a performance neutral volume clones for each of the workloads and a full volume copy. These copies shall have incremental updates. Taking of backup for the onsite tools proposed in the RFP will the responsibility of the bidder and bidder needs to factor necessary equipment and cost for the same.	5 copies of databases required at Cloud DC is only for Production Enviornment.Please clarify	There are 5 env which has been asked at DC I,e Production, Test & Dev, Training, UAT and Pre prod.
335	83	2.6.2.1 Domain Services	Management of backup facilities of OICL of in scope explanation, including the mechanics of D2D Backup, tape backup, such as storage management, tape collection for offsite storage, handover of tapes to OICL's resources for offsite tape storage and retrieval of tapes from OICL's resources in the event that restoration of historical data is required. The Successful Bidder shall be responsible for taking centralized backups from DC and DR for all the servers hosted at DC, DR.	Back up of data is required only for Cloud DC & DR or OICL on prem data also need to be backed up to Cloud.Please suggest	Backup is required only for the in scope components
336	160	7.3 Service Level Default	Infrastructure and application Support- Response comprises acknowledgement of the problem and an initial analysis of the underlying cause Uptime - The amount of time that the system is available for normal use. (Do note that planned maintenance would also be classified as normal use.)	The SLA,Resolution & Response time need to be revisit and discussed as per Bidder Standard Offerings,Please also revisit the Penalty charges for SLA Breach	Please be guided by the RFP

337	6	Annexxure 15	Billing & Material	Please revisit the Billing & Material format wrt Public Cloud requirement specially Cloud Consumptions Charges for each applications	Please refer to corrigendum
338	41	2.6.1.3 Hosting	5. Bidder needs to ensure that if at all during the contract period OICL wants to move any or all environment from cloud to On prem/or any other public cloud then the selected cloud and bidder should have the provision of the same	Bidders understanding is that in case OICL decide to move the application from one cloud to other cloud or on premise then any additional cost for migration and infra will be borne by OICL	During this scenario the migration cost will be borne by OICL however since the Infra is the responsibility of SI which SI was providing in this cloud and the same needs to provided in the another cloud location without any cost. The application / Architecture / tools proposed to be cloud agnostic and should migrate without / minimal coding efforts. There will not be any additional cost for that. However if OICL needs to move from Cloud to on prim the same will be discussed mutually
339	41	2.6.1.3 Hosting	11. 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.	Please elaborate on this requirements in details	Please refer to corrigendum
340	28	2.2 Current Scope	The scope of work for the Development of Corporate portal and Mobile app and its maintenance would include but not limited to supply, install, development, implementation, and maintenance of Corporate Web portal and Mobile app at virtual Private cloud	The scope of work for the Development of Corporate portal and Mobile app and its maintenance would include ~~but not limited to~~ supply, install, development, implementation, and maintenance of Corporate Web portal and Mobile app at virtual Private cloud	please be guided by the RFP
341	29	2.2 Current Scope	20) Bidder needs to onboard a Third party agency for doing the UAT and Data migration testing	Bidder would onboard a Third party agency for doing UAT & Data Migration Testion, but the payments will be done to the Third Party agency by the Purchaser directly.	please be guided by the RFP
342	29	2.2 Current Scope	The above is only an indicative list of tasks expected out of SI. The scope extends to all that is essential to discharge the role of a System Integrator, whether or not stated expressly except to the extent so explicitly excluded	~~The above is only an indicative list of tasks expected out of SI. The scope extends to all that is essential to discharge the role of a System Integrator, whether or not stated expressly except to the extent so explicitly excluded~~	please be guided by the RFP
343	30	2.5.4 Bilingual	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).	Please sahre the Cicular for our understanding.	Circular can be downloaded by the bidder that's why the circular number is shared
344	33	2.6 Detail Scope of Work	Detailed Description of the envisaged scope is enumerated below. However, the OICL at its discretion reserves the right to change the scope and phases of the RFP considering the size and variety of the requirements and changing business conditions and requirements	Detailed Description of the envisaged scope is enumerated below. ~~However, the OICL at its discretion reserves the right to change the scope~~ and phases of the RFP considering the size and variety of the requirements and changing business conditions and requirements	please be guided by the RFP

345	33	2.6.1.1 Requirement gathering	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	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	please be guided by the RFP
346	43	2.6.1.4 Content & Data Migration	Migration Approach including but not limited to Transaction Data, Profile data comprising of User Credentials etc	Migration Approach including ~~but not limited to~~ Transaction Data, Profile data comprising of User Credentials etc	please be guided by the RFP
347	50	2.6.1.18 Mobile Application	Apart for web portal the OICL application should also be available in the mobile version. Some of the key requirements related to Mobile application, but not limited to, are mentioned below:	Apart for web portal the OICL application should also be available in the mobile version. Some of the key requirements related to Mobile application, ~~but not limited to~~, are mentioned below:	please be guided by the RFP
348	54	2.6.1.26 Ticketing Tool	Bidder can either develop the tool or propose a readily available tool in the market but the tool will be hosted on the cloud and maintained by the bidder.	Please elaborate on this requirements in details	please be guided by the RFP
349	62 28	2.6.1.32 ADR 2.2 Current Scope	3. At least first 4 DR drills to be conducted by OEM after successful implementation of proposed solution and training to be given to the OICL's staff. Subsequently all DR Drill to be performed by bidder 8) Conduct periodical DR Drills (a minimum of one in every Calendar quarter).	Please elaborate on this requirements in details	This clause state that the OEM of the ADR solution should be involved in the first 4 DR Drill after implementation and also Training needs to be provided to OICL on how to conduct the DR Drill.
350	63	2.6.1.33 APM	The scope of the application performance management and assurance services should include, but not limited, to the following	The scope of the application performance management and assurance services should include, ~~but not limited~~, to the following	please be guided by the RFP
351	66	2.6.1.37 Quality Assurance & Audit	The OICL will require the Bidder to establish and maintain an effective quality assurance program to ensure the technical quality of all products and services provided under any task is in order. This will include, but not be limited to,	The OICL will require the Bidder to establish and maintain an effective quality assurance program to ensure the technical quality of all products and services provided under any task is in order. This will include, ~~but not be limited to,~~	please be guided by the RFP
352	153	6.5 Eligibility Evaluation	All the credentials of the Bidder necessarily need to be relevant to the Indian market.	Pl allow Global References	please be guided by the RFP
353	155 205	Manpower Credentials 9.19 Annexure 19: Project Team Profile (Individual) Detailed	As per RFP	Resumes provided would be Sample / Indicative Profiles. Post wiining actual and better profiles in terms of education and qualification shall be provided.	please be guided by the RFP
354	157	6.7 Commercial Evaluation	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.	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.	Please refer to corrigendum
355	171	7.6 AT RISK AMOUNT	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	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	please be guided by the RFP
356	185	9.9 Annexure 9: Bidder Profile	5. Major Related Activities carried out in last two years & their %age in	~~5. Major Related Activities carried out in last two years & their %age in~~	Please refer to corrigendum

357	194	9.14 Annexure 14: Integrity Pact	(On Rs.100 Non-Judicial stamp paper)	To be allowed on Plain paper	please be guided by the RFP
358	204	9.18 Annexure 18: Sizing Adequacy Letter	** In case of shortfall during the contract period then the bidder is required to provide the shortfall along with the following penalties. Penalty would be levied as mentioned below: a) Shortfall between 1% to less than 5% (cost of Hardware, Software, license in the BOM submitted at the time of bid) then penalty would be two times of shortfall b) Shortfall between 5% to less than 10% (cost of Hardware, Software, license in the BOM submitted at the time of bid) then penalty would be three times of shortfall more than 10% (cost of Hardware, Software, license in the BOM submitted at the time of bid) penalty would be four times of shortfall	As per RFP SLA/Penalty capped to 15% . We request capping to 10% for all the clauses mentioned across the RFP.	The overall Penalty has already been capped in the Clause AT Risk amount
359	58	2.6.1.30 Encryption, HSM, KSM & Digital Signature	As per RFP	What is the volumetric of HSM need to be factored in Prod / Non- Production environment?	Please refer to Annexure 15 - Functional and technical Specification tab "Encryption"
360	58	2.6.1.30 Encryption, HSM, KSM & Digital Signature	As per RFP	What are the applications that need to store keys in HSM?	All the in scope hardware, database and applications keys needs to store
361	58	Key Management Solution (KMS)	As per RFP	What are the performance requirements for KMS? TPS, Key Retrieval, storage speed?	Please refer to Annexure 15 - Functional and technical Specification tab "Encryption"
362	58	Key Management Solution (KMS)	As per RFP	What type of SDK/ libraries need to be supported by KMS for application integration?	Please refer to Annexure 15 - Functional and technical Specification tab "Encryption"
363	58	Key Management Solution (KMS)	As per RFP	What the major use cases that would utilize KMS solution, E.g., Database encryption (TDE), File encryption, signatures?	All the in scope hardware, database and applications keys needs to store
364	58	Key Management Solution (KMS)	As per RFP	How many file/folder that need to be considered for Encryption	All the in scope hardware, database and applications keys needs to store
365	28	RFP Document 2.2 Current Scope	1) Bidder needs to develop the new Corporate Web Portal and Native mobile app covering all the existing functionality and the new functionalities as mentioned in the RFP and also finalized in the SRS stage.	Is bidder expected to provision firewall services, Application gateway Web Application Firewall (WAF) to arrest threats to the least identified in OWASP top 10	please be guided by the RFP
366	28	RFP Document 2.2 Current Scope	7) Facilities Management (including AMC, ATS and other support services)	What is the service window for the support services (24 x 7, 16 x 6, 8 x 6 or 9 x 5 etc)	Please be guided by the RFP "Service Window across Service Category"
367	30	RFP Document 2.2 Current Scope	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.	Kindly provide the service window (24 x 7, 16 x 6, 8 x 6 or 9 x 5 etc)	Please be guided by the RFP "Service Window across Service Category"
368	45	RFP Document 2.6.1.6 Security	9. Threat prevention, detection, and response with SIEM and endpoint security	Do OICL have SIEM and SOC in place to which the new security controls revolving around new portal and mobile app systems will be integrated If not kindly do let us know if bidder is expected to provide SIEM solution?	Bidder needs to use the existing SIEM solution

369	26	RFP Document 2.1 Existing setup	The Company has also launched state-of-the-art web portal in Sept 2009 through which customers can transact, make payments and track the status of various transactions. The portal has login facilities for retail customers, employees, corporate brokers and agents. The mobile app was launched in 2015. PwC has worked with OICL as a system integrator to implement OICL Mobile app which is running successfully on all type of devices.	Kindly share associated security controls implemented in this setup? Will OICL continue to use these controls for the new portal OR do OICL expect to incorporate separate security controls like Identoty and Access management, WAF etc	please be guided by the RFP
370			As Per RFP	What is the database flavors (oracle, sql, db2, etc.) that you use? What would be the approximate number of databases for each flavors?	Details will be shared with successful bidder
371			As Per RFP	. Do we need to consider third party solution that need to be provided Data security in cloud incase Native tool not able to meet Datasecurity on cloud?	please be guided by the RFP
372	54	2.6.1.25 SSL Certificate or any Certificate or security component	As Per RFP	. Please share the count and type of TLS/SSL certificate that we need to deploy on server/services	Bidder needs to size the same as per there solution
373	45	2.6.1.7 Data Encryption & Object Signing, Point f	Business data should be encrypted in the database and DBA should not be able to read or modify it.	Since the RFP mentioned for the databases but no limited to like MongoDB / Cassandra, Oracle Database, MongoDB, PostgreSQL, and Hadoop, for correct security posture the encryption keys should be kept inside the KMS isolated from the data. Hence request you to modify the clause to “Business data to be encrypted in the database and encryption keys to be kept separately in KMS and DBA not having control to read or modify it.”	please be guided by the RFP
374	45	2.6.1.7 Data Encryption & Object Signing, Point i	Should develop a procedure for archiving the log files and ensure security of the log files	As per RBI guidelines the logs should be maintained for an online period of 6 months followed by archival on storage devices, it is imperative to encrypt those records for the security and integrity. Request you to change the clause to “Should develop a procedure for archiving the log files and ensure security of the log files by encrypting it and storing the crypto keys on KMS”.	please be guided by the RFP
375	58	2.6.1.30 Encryption, HSM, KSM & Digital Signature, Point 5	Store critical crypto keys at the highest level of security. It will provide secure storage as well as secure digital signing operations such that Keys always remains in HSM hardware and never travels outside or stored in software in any form.	For ensuring the highest level of security, complete control and ownership for OICL in cloud, these can only be met with dedicated HSM hosted in OICL premises for critical applications. Hence request to change the clause to "Store critical crypto keys at the highest level of security in a dedicated HSM only for complete control and data sovereignty. It will provide secure storage as well as secure digital signing operations such that Keys always remains in HSM hardware and never travels outside or stored in software in any form."	Bidder needs to propose the solution as per the Technical specifications mentioned in Annexure 15 Tab "Encryption" and the scope of the RFP. Bidder need to collocate the solution at the cloud provider premises

376	45	2.6.1.7 Proposed solution must be secured to both internal and external parties, Point d	Should develop a procedure to securely provide access to users & control of the same remains with OICL	Since the solution should be secured enough from internal / external parties, it is recommended to provide access control & Encryption keys / master key to be securely managed in HSM which is to be in OICL premises so that control of the keys remain with OICL; to make sure keys are securely managed away from Encrypted data to best practises of Data protection.	please be guided by the RFP
377	19	1.6 Eligibility Criteria	9. 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.	Request you to modify the clause to below for better participation: 9. The Bidder must have developed the Portal in any one BFSI/Government in India. The Portal 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.	Please be guided by the RFP
378	155	6.6 Technical Evaluation	1. Bidder Credentials Strengths (300 Marks) The Bidder must have developed the Portal and Mobile app and Portal & 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. One BFSI/Government in India (150 Marks) Two BFSI/Government in India (250 Marks) Three or more BFSI/ Government in India (300 Marks)	Request you to modify the clause to below for better participation: 1. Bidder Credentials Strengths (300 Marks) The Bidder must have developed the Portal and Portal 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 in one of the project/citation. One BFSI/Government in India catering to atleast 30 lakhs transactions per year (200 Marks) Two BFSI/Government in India (250 Marks) Three or more BFSI/ Government in India (300 Marks)	Please be guided by the RFP
379	155	6.6 Technical Evaluation	4. Manpower Credentials (Quality of Manpower Proposed) (150 Marks) 1) Proposed Program Manager / Service Delivery Manager should have >10 years of experience of Managing IT Infrastructure, Managed services (Servers, storage, database, networks, backup & restore, Quality Assurance, application and Helpdesk Management) engagements (50 Marks) One BFSI/ Government in India (40 Marks) Two BFSI/ Government in India (45 Marks) Three or more BFSI/ Government in India (50 Marks) 2) Proposed Managerial Role (In- Charge of Cloud Infra and network) should have >8 years of experience of Managing IT Infrastructure, Managed services (Servers, storage, database, networks, backup & restore) engagements (50 Marks) One BFSI/ Government in India (40 Marks) Two BFSI/ Government in India (45 Marks) Three or more BFSI/ Government in India (50 Marks) 2) Proposed Managerial Role (In- Charge of Portal & Mobile app) should have >8 years of experience of Managing Portals & Mobile app engagements (50 Marks) One BFSI/ Government in India (30 Marks) Two BFSI/ Government in India (40 Marks) Three or more BFSI/ Government in India (50 Marks)	Please confirm if global experience in BFSI can be considered for the proposed roles	please be guided by the RFP

380	51	2.6.1.18 Mobile Application	Application should ensure Compatibility with all platforms such as windows, Android, Blackberry & Mac iOS etc.	Can we assume that only Android and iOS are to be supported?	Please refer to corrigendum
381	60	2.6.1.31 API gateway	API Gateway	Can we assume that bidder can use the cloud native managed API gateway instead of procuring it from OEM and implementing ?	As per the RFP section 1.6 this clause is clearly mentioned under the heading OEM Credentials which means that the credential should be of the Proposed Original Equipment Manufacture. Also Bidder needs to submit the MAF from those OEM
382	19-21	1.6 Eligibility Criteria	OEM Eligibility Criteria: Bidder should provide Purchase Order(s) together with the project completion / installation report duly signed & sealed by the respective Bidder's customer (The Purchase Orders & the installation /Project completion reports should have dates).	We understand that this documentary evidence will be an OEM Citation as it is an OEM eliigibility criteria. Request you to confirm.	yes, your understanding is correct
383	136	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.	Request you to confirm if the clause can be deleted and the licenses are not transferable.	please be guided by the RFP
384	140	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 1% (One percentage) of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price.	Request to amend the section to levy liquidated damages @1% of delayed value of contract price for every week or part thereof upto a amaximum of 10% of contract price.	please be guided by the RFP
385	20	Point No. 8 Section - 1.6	Certificate ISO 27002	This needs to be removed as - ISO 27002 is not a certificate, its a set of guidelines that are designed to help you introduce and implement ISMS best practices	Please refer to corrigendum
386	45	2.6.1.7 Data Encryption & Object Signing, Point f	Business data should be encrypted in the database and DBA should not be able to read or modify it.	Since the RFP mentioned for the databases but no limited to like MongoDB / Cassandra, Oracle Database, MongoDB, PostgreSQL, and Hadoop, for correct security posture the encryption keys should be kept inside the KMS isolated from the data. Hence request you to modify the clause to "Business data should be encrypted in the database with encryption keys kept separately in KMS and DBA should not be able to read or modify it."	please be guided by the RFP
387	45	2.6.1.7 Data Encryption & Object Signing, Point i	Should develop a procedure for archiving the log files and ensure security of the log files	As per RBI guidelines the logs should be maintained for an online period of 6 months followed by archival on storage devices, it is imperative to encrypt those records for the security and integrity. Request you to change the clause to "Should develop a procedure for archiving the log files and ensure security of the log files by encrypting it and storing the crypto keys on KMS".	please be guided by the RFP
388	58	2.6.1.30 Encryption, HSM, KSM & Digital Signature, Point 5	Store critical crypto keys at the highest level of security. It will provide secure storage as well as secure digital signing operations such that Keys always remains in HSM hardware and never travels outside or stored in software in any form.	For ensuring the highest level of security, complete control and ownership for OICL in cloud, these can only be met with dedicated HSM hosted for OICL applications. Hence request to change the clause to "Store critical crypto keys at the highest level of security in a dedicated HSM only for complete control and data sovereignty. It will provide secure storage as well as secure digital signing operations such that Keys always remains in HSM hardware and never travels outside or stored in software in any form."	Bidder needs to propose the solution as per the Technical specifications mentioned in Annexure 15 Tab "Encryption" and the scope of the RFP. Bidder need to collocate the solution at the cloud provider premises

389	45	2.6.1.7 Proposed solution must be secured to both internal and external parties, Point d	Should develop a procedure to securely provide access to users & control of the same remains with OICL	Since the solution should be secured enough from internal / external parties, it is recommended to provide granular access control & Encryption keys / master key to be securely managed in HSM which is to be in OICL premises so that control of the keys remain with OICL; to make sure keys are securely managed away from Encrypted data to best practises of Data protection.	Please be guided by the RFP
390	18	Point 5	The bidder should be an OEM or a certified or authorized agent/ reseller/ partner of the solution offered Product	Is it required for open source products too	Bidder needs to factor the back to back support in case of Open sources used by the bidder
391	28	Point 6	Program Management of the entire implementation and facility management	What is covered under facility management	Please be guided by the RFP section 2.6.2
392	28	Point 12	The solution should have multi-lingual interface	Should we assume that only Hindi and English need to be supported	Please refer to corrigendum
393	29	Point 19	Underwriting logic needs to be developed at Portal and Mobile app without having any dependency on Core application	Underwriting rules will be shared with us in clear form of business logic.	The rules can be finalized during SRS stage
394	29	Point 19	Underwriting logic needs to be developed at Portal and Mobile app without having any dependency on Core application	Is there any requirement for shutting down	Please be guided by the RFP
395	30	Section 2.5.4	Bilingual	Should we assume that only Hindi and English need to be supported	Please refer to corrigendum
396	34	Point 15	Middleware architecture to support service enablement and integration	Do we need to build something like Open API to expose data to third parties	Please be guided by the RFP 2.6.1.31
397	34	Section 2.6.1.2	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 ABC COMPANY.	What is the quantum of reports? Can some sample formats be shared?	Details will be shared with successful bidder
398	36	Platform Installation & Configurations	Integration platform should be implemented using SOA and must support ESB	Do we need to use existing SOA and integrate with same?	Since all the infra and related components needs to be propose by the bidder on Cloud so OICL does not have any SOA on cloud. Bidder needs to do solutioning accordingly
399	37	Development, Point 20	Master Data Repository (local data mart) to support Analytics for Portal business.	Do we need to proposal some MDM solution?	Bidder only needs to provide the functionalities asked in the RFP through customization there is no separate tool required for the same
400	54	Section 2.6.1.24	Design and development of Intelligent Data Analytics dashboards	What is quantity and some sample formats	Details will be shared with successful bidder
401	19	9- Bidder Eligibility Criteria	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.	Pls elaborate definition of transactions.	Please refer to corrigendum
402	19	9- Bidder Eligibility Criteria	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.	The Bidder must have developed the Portal and Mobile app in any one BFSI/Government in India. The Portal & Mobile app must be live and running as on the date of submission of this RFP and must be catering of atleast **20,000 transactions on any day during contract period**.	Please be guided by the RFP
403	19	9- Supporting Documents	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	PO / Contract copies with completion Certificate specifying the no of transactions **on any day during contract period** Or **Credential Letter from Bidder Authorized Signatory/Company Secretary specifying the no of transactions on any day during contract period**	Please be guided by the RFP

404	19	10- Supporting Documents	Copy of certification needs to be submitted	Copy of certification needs to be submitted. **In case, the certification is under renewal, then the bidder should submit relevant proof of application for renewal.** **Supporting Documents: Copy of CMMI certificate/self-certificate from authorized signatory certifying that the renewal process is ongoing**	Please be guided by the RFP
405	155	Technical Evaluation	The Bidder must have developed the Portal and Mobile app and Portal & 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. · One BFSI/Government in India (150 Marks) · Two BFSI/Government in India (250 Marks) · Three or more BFSI/ Government in India (300 Marks)	The Bidder must have developed the Portal and Mobile app and Portal and app must be live and running as on the date of submission of this RFP and must be catering of **atleast 20,000 transactions on any day during contract period**. · One BFSI/Government in India (150 Marks) · Two BFSI/Government in India (250 Marks) · Three or more BFSI/ Government in India (300 Marks)	Please be guided by the RFP
406	41	Section 2.6.1.3 Hosting	Data Centre and Disaster Site (DR) shall be in India but in different seismic zone	Request to relax the clause on DC and DR site to be in different seismic zone if the DC and DR sites are in 2 different cities. This gives a wider choice of Meity empaneled CSPs while ensuring that DC and DR sites are fairly separated from each other.	Please be guided by the RFP
407	17	Annexure 15 - Functional & Technical Specifciations 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.	Java 1.3 is no longer supported, request to relax this clause from technical specification	Please refer to corrigendum
408	19	Annexure 15 - Functional & Technical Specifciations.pdf Point 60 – Architectural & Design Aspects	AJAX based JSF components - for rich UI ,web 2.0 components	Mandating AJAX based JSF components for rich UI will restrict the solution to limited set of technologies. Hence request to relax this technical compliance from function and technical specification annexure.	Please refer to corrigendum
409	42	Tender Document-RFP.pdf Section 2.6.1.4 Content & Data Migration	All the data and content required in new database and portal and mobile app for running of the portal and Mobile app needs to be migrated by the bidder in the new database by coordinating with OICL and as well as the existing system integrator of OICL	Please share the database and content volumetrics that needs to be migrated Database - Number of tables, total records, db size, db make and model Content – Content size, number of documents, formats (pdf, word, audio/video)	1) The total Portal Database is of 500 GB, Documents which needs to be migrated is of 8 GB. 2) Details will be shared with successful bidder 3) The current size of documents stored in portal is 8GB (compress) and this also needs to be migrated
410	36	Tender Document-RFP.pdf 2.6.1.2 Development of Portal and Mobile app	Point 5 Microservices orchestrated via Kubernetes	The understanding is that CSP provided native Kubernetes based container orchestration platform can be proposed to orchestrate the microservices. Please confirm	Bidder can choose as per there solutioning

411	48	Tender Document-RFP.pdf 2.6.1.11 Document Management	OICL Is already having a document management system which is on prem from Documentum. Bidder needs to integrate the solution with the same software	SI is not expected to propose or procure a Document Management System (DMS) as the existing on-premise DMS shall be leveraged. Support to existing DMS shall be provided by OICL and it would not be in SI's scope. Please confirm on the above points	yes, your understanding is correct
412	121	Tender Document-RFP.pdf 2.6.5 Minimum Deployment of resources during Sustenance Phase	Bidder needs to note that atleast 30% of the development resources (Portal and Mobile app) needs to retain by the bidder during full sustenance period so that there should be a proper knowledge of development and coding during sustenance.	Please relax the clause on retaining 30% of the development resources for the entire sustenance duration of 4+ years. Rather limit it to 1 year post Phase 1 Go-Live, instead of complete sustenance duration.	please be guided by the RFP
413	18	Eligibility Criteria Points 3	The Bidder should have had a minimum turnover of INR 200 crore in each of the last three financial years (2018-2019, 2019-2020 and 2020-2021).	The Bidder should have had a minimum turnover of INR 100 crore in each of the last three financial years (2018-2019, 2019-2020 and 2020-2021).	please be guided by the RFP
414	18	1.6.1	The Bidder should be a Registered Company in India under the 'Companies Act' and should be in existence in India for more than three (03) years as on bid submission date.	Suggested Modified Clause - The Bidder or its affiliates/acquired business should be a Registered Company in India under the 'Companies Act' and should be in existence in India for more than three (03) years as on bid submission date.	please be guided by the RFP
415	18	1.6.2	The Bidder should have had a minimum turnover of INR 200 crore in each of the last three financial years (2018-2019, 2019-2020 and 2020-2021).	Suggested Modified Clause - The Bidder or its affiliates/acquired business (standalone/ consolidated) should have had a minimum turnover of INR 200 crore in each of the last three financial years (2018-2019, 2019-2020 and 2020-2021). Supporting Documents : For one of the acquisition , we have carved out reports . Will those be acceptable ?	please be guided by the RFP
416	18	1.6.3	The Bidder should have a positive Net-Worth in each of the last three financial years (2018- 2019, 2019-2020 and 2020-2021).	Suggested Modified Clause - The Bidder or its affiliates/acquired business (standalone/ consolidated) should have a positive Net-Worth in each of the last three financial years (2018- 2019, 2019-2020 and 2020-2021). Supporting Documents Modified Clause suggested - Undertaking to this effect to be submitted on Parent Company Letterhead as per Annexure 2.	please be guided by the RFP
417	19	1.6.9	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.	Suggested Modified Clause - The Bidder or its affiliates/acquired business(standalone/ consolidated) must have developed the Portal/any portal component (Like API) / Mobile app in any one BFSI/Government . The any portal component (Like API) / Mobile app must be live and running as on the date of submission of this RFP and must be catering of at least 10 lakhs transactions per year.	Please be guided by the RFP

418	19	1.6.10	The bidder must be CMMI level 5 Certified Company and the certificate should be valid as on date of bid submission	The bidder or its affiliates must be CMMI level 3 Certified Company and the certificate should be valid as on date of bid submission	please be guided by the RFP
419	30	2.5.2	The Critical Business Solutions and other proposed solutions' design and deployment architecture should be such that the system is available to users 24 X 7 throughout the year without any down time even during OLTP, daily, monthly or annual closings, system maintenance, backups, report generation, MIS generation, and running of batch processes	Since Phase 1 - is excluding Underwriting , Rating and Product Configuration , there will be dependency on the Core system . So how will the core system support scaling for the expected Load and specially during Batch Runs , System Maintenance etc.	Only Premium generation, quote generation and Underwriting logic in Phase 1 has dependency on Core system. So, if any request for these services get impact in Phase 1 due to non availability of Core then it will not lead to Penalty on bidder
420	30	2.5.4	The data storage need not be in Hindi or any other language.	If the applications needs to support Hindi , data will be required to be stored in that language. Is there a specific business reason for not storing in Hindi ?	please be guided by the RFP
421	31	2.5.5	Impact Matrix	As it is a new System , Impact Matrix is required for which aspect ?	Impact Matrix is required as all the code needs to be customized by the bidder so there has to be impact matrix
422	31	2.5.6	The bidder shall ensure seamless integration of the new portal and mobile app Solution with other existing/future Devices,	Solution can cater to current technology and devices , future devices technology cannot be predicted and catered . What is the exact expectation here can it be explained with example ?	please be guided by the RFP
423	36	2.6.1.2	Provision to support No SQL and Big data requirements (support for MongoDB / Cassandra	What is the use case of Big data requirements for the Portal ?	As per the RFP Clause the customized solution should have the provision to support so that in future if OICL comes with Big data or No Sql application then it can support
424	42	2.6.1.4	Migration Approach including but not limited to Transaction Data, Profile data comprising of User Credentials etc.	As we are not replacing the core system , in terms of data migration need to know 1. As per point 15 , which transactional data is maintained in Portal and app data source , but not persisted in core system ? 2. What is the Volume ? 3. What format the data is Like Content Files , Biometrics , Relational data, No SQL Data etc.	1) All the data which is getting generated through Portal or App will be stored in the database irrespective the same is pushed in core or not 2) he total Portal Database is of 500 GB, Documents which needs to be migrated is of 8 GB. 3) Details will be shared with successful bidder
425	42	2.6.1.4	Bidder needs to Establish a both way data transfer mechanism between New data store for changed data with other database (related to partner portal-GC and Vice versa) synchronization	Point 2 in section 2.6.1.4 is it synchronization between 2 systems i.e.. The new Portal system and another system ? What is Portal-GC?	As per the scope of the RFP there has to be continuous data flow between Portal & Mobile app to Core system as well as other integrated application like DMS. This flow has to be bidirectional and on real time basis.
426	43	2.6.14	Data Migration for Portal and app is an intensive operation including migration of transaction related data, user credential data including customer identifier, key user contact information, token mapping, user rights/ privileges and access control, channel limits, favorites etc.	At present the Users of the Portal are they managed by Independent User Management System ? Also migration will need current partner support	The portal has there own login and role management system inbuilt. OICL will liaison the Bidder with the existing vendor however the responsibility of migration liaise with the bidder

427	43	2.6.14	Data Migration for Portal and app is an intensive operation including migration of transaction related data, user credential data including customer identifier, key user contact information, token mapping, user rights/ privileges and access control, channel limits, favorites etc.	User password cannot be migrated , User details can be migrated , since we are also considering password less authentication or we can reset the password for current users. Is this acceptable ?	This can be discuss and finalize during SRS stage
428	45	2.6.1.7	Business data should be encrypted in the database and DBA should not be able to read or modify it.	What is the scope of Business Data , is it only Personal Identity Information ?	All the fields which will be identified as critical by OICL needs to be encrypted
429	45	2.6.1.7(Point C)	Object signing and encryption of attachments (documents) should be compliant to published DeitY standards.	Is this section referring to digital signature and can you elaborate what exactly do you mean by Object signing?	Please be guided by the RFP
430	46	2.6.1.8	The security for the transactional data stores to be ensured by vertical partitioning of	While partitioning can enhance performance , could you elaborate what aspect of data security is expected through partitioning with examples. Is this refer to User Data Access Authorization?	Please refer to corrigendum
431	46	2.6.1.9	To handle the risks of data being tampered by the internal users such as Database Administrators who have access to data, application shall be designed with the below principles: a) All the data access must be enabled only through internal API / modules. b) Each subject area can be packages into a persistence module that exposes domain specific methods to read, insert, update or delete the records c) Persistence module shall abstract the underlying data base technologies, physical data model	While the principles stated prevent sql injections and some other vulnerabilities , however if an authorised person has required rights , he can still access and modify data. Is the concern only with context of some critical attributes like personal Identity information?	Please be guided by the RFP
432	53	2.6.1.21	Every such OEM component/service/product/framework/MSP pre-existing product or work must be wrapped in a vendor neutral API so that at any time the OEM product can be replaced without affecting rest of the system. In addition, there must be at least 2 independent OEM products available using same standard/API before it can be used to ensure system is not locked in to single vendor implementation	Adding a wrapper API , will Impact performance and the genericness cannot be extensive it will limited to extent of scope at that point in time . Any change in vendor software will need some change in the integration layer . If you can explain the requirement with more examples , it will add clarity	This clause state that the bidder needs to have a SOA based architecture so that in future is any of the component needs to be replace it should not impact the whole layout
433	56	2.6.1.28	It is the responsibility of the Bidder to provide any third-party utilities, connectors, or scripts for such integration without any additional cost to OICL.	The Cost can consider known integration at the current point of time . Any new or change in integrations will have to be assessed and billed separately.	Please be guided by the RFP
434	62	2.6.1.32	Any Change management process or upgrade process in Software should not affect the production database or application. No changes should be prescribed in the database or replication.	I believe the Change Request(CR) here referrers to the change in the Business Software i.e. Portal and Mobile App. CR may need data model changes . So a change in the database will depend on the CR. However the impact can be minimized with defaults or required data patches . Please validate the above understanding	Please be guided by the RFP
435	62	2.6.1.32	The offered solution shall have workflow-based monitoring, management, troubleshooting features.	What workflow is required in disaster recovery Software ?	Please be guided by the RFP

436	65	2.6.1.35(Point 4)	Ability to offer offline authentication methods in an event the user's workstation and/or authenticator does not have network connectivity to the authentication server	Explain the mechanism how this is expected to be done ?Even for SMS Based or Email authentication , connectivity with the authenticator will be required.	Please be guided by the RFP
437	16, Tender document	1.3 Project Objective 2.2 Current Scope	In section 1.3 Project Objective it is mentioned as : "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" Where as in section 2.2 Current Scope it is mention as : "Supply, install, development, implementation, and maintenance of Corporate Web portal and Mobile app at **virtual Private cloud**"	Can you please confirm whether the expectation is a Public cloud OR a Private cloud. If it is a Public cloud does OICL have any preference ?	Please refer to corrigendum
438	22, Tender document	1.6 Eligibility Criteria, Notes	Proposed solution need not be the proposed version of the solution	Can you please eloborate what is meant by this ?	Please refer to corrigendum
439	32, Tender document	2.5.7 Projections	Total No. of registered Users.	1) Can you please provide a split between the following user groups 2) also the total number of transactions per month performed by each user group : eg: Number of quotes , Number of Proposals, Number of Policies Generated, Number of Claims intimated etc 3) Total number of active users across each group Customers Corporate Customers Agents / POSP Brokers Dealers TPA Surveyor Advocate Pensioner Employee	Please be guided by the RFP
440	32, Tender document	2.5.7 Projections	No. of policies sold through portal	Does this number include all channels such as buy online, agents, corporate partners etc ?	Yes, your understanding is correct
441	37, Tender document	2.6.1.2 Development of Portal and Mobile app	12. Workflow implementation	Is there any requirement for implementing a BPM solution ?	In RFP there are several places where workflows has been asked for. Bidder needs to understand the requirement in detail and if bidder solution require to propose a BPM solution to meet the scope then bidder can propose the same
442	37, Tender document	2.6.1.2 Development of Portal and Mobile app	17.Integration with existing ECM that is enterprise content management which is documnetum	There are requirements for implementing Content management. Is the requirement only to integrate with exisiting content management system which is Documentum ?	Documentum will be only be used as the place for storing the content but all the workflow (publishing, approving etc.) needs to be built in the application. Also the content which needs to display on corporate portal has to be store in the cloud itself to reduce the to and for traffic

443	37, Tender document	2.6.1.2 Development of Portal and Mobile app	19. ETL implementation for data synchronization (De-Dupe check using parameters like name, father's name, age, dob etc. on Client Master table , Automatic Contactibility Tracing where proper mobile nos are only accepted by system) 20. Master Data Repository (local	Is there a requirement to build a de-dupe engine ?	Bidder needs to migrate the data from the core for some process as defined in SRS so that New portal can able to cater the request even when the Core is down. While migrating the data bidder needs to do de-dupe check every time while migrating/uploading the data in the portal
444	47, Tender document 19, Annexure 15	2.6.1.11 Document Management Item # 50. Document management	The portal will be equipped to provide document management capabilities like: 3. Serve as a central document repository 4. Maintain document hierarchy and support document versioning.	It is mentioned that : "OICL Is already having a document management system which is on prem from Documentum. Bidder needs to integrate the solution with the same software" In this case what is the need for the following capabilities in the New solution ? 3. Serve as a central document repository 4. Maintain document hierarchy and support document versioning. Is the DMS to be used only as a temporary store for documents uploaded from Portal & Mobile app? Please confirm the approach how the DMS is used in the current process flows	Documentum will be only be used as the place for storing the content but all the workflow (publishing, approving etc.) needs to be built in the application.
445	50, Tender document	2.6.1.16 Workflow Capability & Profile based functionalities on the fly	The Portal application shall provide reusable process workflows to help in the backend processing of policies. It must have the capability to configure rules with respect to any workflow process	Is the requirement to implement a workflow system for back office processes like - Scrutiny, Underwriting, Servicing , Claims, grievances etc ? PIs confirm	The portal will only be a enabler to generate the datapoints which will help in providing the data inputs for doing the backend process. All the backend process will be done at core end.
446	54, Tender document 28, Annexure 15	2.6.1.24 Design and development of Intelligent Data Analytics dashboards 60.21 from Annexure 15	Dashboard for Data Analytics	Please provide approximate number of reports/dashboards to be created. How are the adhoc reports served in the current setup(Pls share technology details). How many adhoc report requests are received on a monthly basis	Details will be shared with successful bidder
447	104, Tender document	2.6.3.2 Change Management and Release Management:	Bidder needs to factor minimum 2 resources for the Small CR which are between 5 to 40 Man Days of efforts - Bidder needs to factor minimum 3 Resources for the Medium CR which are between 41 to 100 Man Days Efforts - Bidder needs to factor minimum 4 Resources for High value CR which are between 100 to 200 Man Days efforts - Bidder needs to factor minimum 5 Resources for High value CR which are more than 200 Man Days efforts	Does this mean that bidder has to factor a total of 14 resources for change management during the support phase ? Does this include infra changes as well ?	Please be guided by the RFP section 2.6.3.2 Change Management and Release Management in details to arrive at the sizing of the resources
448	117, Tender document	2.6.4 Application Management	Helpdesk, L1,L2,L3 services	Please provide the support window expected for the application management services (no.of days in a week & no.of hours in a day) for : Helpdesk L1 L2 L3	The minimum shift and resources has already been mentioned in the section 2.6.5 of the RFP. Please refer to "Service Window across Service Category" section for the service window

449	120, Tender document	2.6.4.4 Helpdesk Support	Helpdesk team will be the front-end team who will pick up all the call related to portal and mobile app from all stakeholders whether internal or external.	Is there a requirement for setting up of toll-free number for calls ?	Bidder needs to have the helpdesk for catering the tickets which are coming through Portal, Email or OICL Head office Officials. Bidder needs to provide the services as per the service windows mentioned in the RFP.
450	24, Tender document	1.7 Project Timelines	Go-Live - T + 40 weeks	Based on our experience in similar implementations, we think that a Go-live timeline of 40 weeks (which includes grounds-up development of Portals/mobile app for various lines of businesses, multiple user groups, infrastructure setup and other requirements in the RFP) is very less. Can the bidder come up with their own implementation plan & timelines based on their industry experience ?	please be guided by the RFP
451	123, Tender document	2.6.6 WARRANTY & ON-SITE MAINTENANCE	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	In this case the overall contract duration will be 6 years (considering 1 year implementation duration. Is the understanding correct ?	All overall contract period is for 5 years which included 1 10 months Phase 1 , 2 months stabilization , warranty , Phase 2, Sustenance of the remaining contract period
452	29 & 55, Tender Document	2.6.1.27 Phase 2-Underwriting Logic 2.2 Current Scope	Underwriting Logic	Does OICL have a Business Rule Engine in place? Kindly share the details Understand that OICL wants to externalise the underwriting logic from the core INLIAS, Kindly share the following information. 1) The number of rules along with the complexity product wise. Please provide sample rules for each product LOB Wise. How many products to be considered 2) Are the rules /logic readily available and documented? 3) Will the underwriting workflow and user interface continue to remain in existing OICL applications? 4) Post externalization, will the rules continue to be maintained in the existing OICL core application? How does OICL envisage maintenance and synchronisation of rules across multiple system	There is no rue engine as of now in the current Portal for Underwriting 1) details will be shared with successful bidder 2) Some of them may be available as document while other needs to be documented during SRS stage 3) During Phase 1, yes your understanding is correct 4) Once Phase 2 go live happen then the underwriting logic will run in Portal as well as in Core application. Any change in Core application needs to be done at Portal ? mobile level
453	55, Tender Document 12, Annexure 15	2.6.1.27 Phase 2-Underwriting Logic Section 1.18.3 Premium calculators	Premium Calculation	1) Please share details of existing premium calculation / quote generation engine. 2) The number of rules along with the complexity product wise. Please provide sample rules for each product. 3) How many products to be considered 3) Are the rules /logic readily available and documented?	Details will be shared with successful bidder
454	29, Tendor Document	2.2 Current Scope	19) Underwriting logic needs to be developed at Portal and Mobile app without having any dependency on Core application	We understand that the underwriting logic will be common for all consuming applications including portal, mobile app and branch. Please cinfirm if there will be branch users also	Yes, Underwriting logic will be similar for all the users while the portal will be used by the employee of OICL for the functionalities available in Portal

455	4, Annexure 15	Section 1.3 Section 1.18.2	Online Policy Selling	Please confirm the final list of products that will be available for online buy for customers in the new system. The product list available in section 1.3 and section 1.18.2 is different. Kindly also share the list of business processes that willl be available on the portal product wise. For example inc ase of motor - renewal, rollover, new etc	The list mentioned in Annexure 15 clause 1.18.2 is the list which are available in OICL online portal as of now
456	2, Annexure 15	Section 1.1.3, Section 1.6.10	Claim Intimation acceptance from Portal	Please specify the number & list of products for which this functionality needs to be enabled	Details will be shared with successful bidder
457	2, Annexure 15	Section 1.1.4	Queries like Policy Status and Claim Status, etc.	Please share details of the integration layer along with technology stack. Also share the detailed list of APIs (product-LoB wise)available on the integration stack. Is the backend functionality already available as microservcies?	Details will be shared with successful bidder
458	2, Annexure 15	Section 1.1.5	Data updation from INLIAS Database	Please specify frequency and the type of data that are synchronized between current portal and INLIAS Database 1) Kindly share the list and number of batch jobs 2) Kindly share the type of data 3) Please share the data that is expected to be stored in Portal database and the retention period	Details will be shared with successful bidder
459	2, Annexure 15	Section 1.1.7	SMS and E-Mail Alerts	Please confirm if OICL already has a communication management system to send notifications and alerts to the users. Can it be reused?	Bidder needs to integrate the solution with SMS Gateway for sending SMS / Alert to the customers
460	3, Annexure 15	Section 1.1.9	Bill desk Payment Gateway	Please confirm if OICL already has module to handle failures and retries for payments and integration with multiple payment gateways. Can it be reused?	Bidder needs to develop the services, API, features
461	3, Annexure 15	Section 1.1.10	GI Council for OMP Verifications	Kindly confirm that the webservice related to this functionality will continue to be available. A simple screen is required to enter details of the insured for verification from INLIAS. No other external integration is required	Please be guided by the RFP
462	3, Annexure 15	Section 1.1.11	Mobile Point of Sale (MPOS)	Please elaborate on the functional requirement with MPOS. 1) Is the integration required only for premium payment. 2) Number of such MPOS devices	1) ye the integration is only for the Premium Payment 2) Details will be shared with successful bidder
463	3, Annexure 15	Section 1.1.12	Offline Policy Creation	Kindly let us know how is the offline capability provided in the current setup? Is there a mobile App that has offline capability? For which devices , the offline capability is required?	Facility to repush the failed transaction either by user or based on scheduler to be provided
464	3, Annexure 15	Section 1.2	Mobile Access	Please share the detailed list of functionality availability in the mobile version	Bidder needs to note that functionalities available in the portal needs to be mirror in the Mobile app also
465	4, Annexure 15	Section 1.4	Online Policy Renewals	Please list the products for which renewals is required on customer portal	Details will be shared with successful bidder
466	5, Annexure 15	Section 1.6.4	Buy a new online policy	Please share details of section 3. Could not find the section	Please refer to Annexure 15 Tab "Func Spec for Portal & app" clause 1.18.2
467	5, Annexure 15	Section 1.6.12	Register Grievance	Please share the details of Grievance management module. Understand that portal will only integrate with the same	For Grievance Redressal existing system integration to be done which is provided by IRDAI

468	6, Annexure 15	Section 1.7.4	Renew the existing policy of OICL	Kindly share details of Section 4	Please refer to Annexure 15 Tab "Func Spec for Portal & app" clause 1.18.2
469	6, Annexure 15	Section 1.7.6	View saved proposals	Kindly confirm the proposals will be saved in INLIAS system.	The proposal will be saved in Portal / Mobile app
470	6, Annexure 15	Section 1.7.12	EE Forms	Please confirm how many eforms are already available and the technology used to build eforms.	Details will be shared with successful bidder
471	6, Annexure 15	Section 1.7.13	Download Policy	Kindly confirm that portal will only provide link to the policy copy. The policy copy will be fetched from existing documentum DMS available at OICL / generated from INLIAS	Policy will be downloaded either through core or Portal. The policy are not stored in documented and it is generated on run time
472	6, Annexure 15	Section 1.8.3	The Brokers home page contains the number of documents issued in the current month, during the financial year upto last month, premium collected in the current month, total premium collected during the financial year upto last month, brokerage earned in the current month, total brokerage earned during the financial year up to last month and the broker also gets the alerts.	Please confirm that the data required will be available for the proposed portal to display.	This data needs to be fetched through core system and display
473	6, Annexure 15	Section 1.8.4 - 1.8.11		Please confirm the list of products to be made available for buy online, renewal, claim initimation	Details will be shared with successful bidder
474	8, Annexure 15	Section 1.10.3	TPA Portal : View Premium	Kindly confirm on the list of products for which TPA will be able to view premium	Details will be shared with successful bidder
475	8, Annexure 15	Section 1.10.6	View communications	List the type and frequency of communications that TPA can make on portal	Details will be shared with successful bidder
476	8, Annexure 15	Section 1.11.4	My pending Tasks	Kindly give details of the tasks that a Surveyor will be able to preform on the portal. This will be required to assess the functionality that is required to be built. Is the surveyor portal available in the current setup	yes surveyor portal will be in the portal. Please refer to the RFP section 2..1.1.7
477	8, Annexure 15	Section 1.12.4	My pending Tasks	Kindly give details of the tasks that an Advocate will be able to preform on the portal. This will be required to assess the functionality that is required to be built. Is the advocate portal available in the current setup	yes advocate portal will be in the portal. Please refer to the RFP section 2..1.1.8
478	8, Annexure 15	Section 1.13	Pensioner Portal	Please giev detail list of functionality and the integrations required for pensioner's portal	Please refer to the RFP section 2..1.1.9
479	9, Annexure 15	Section 1.15	Portal admin	Kindly specify functionality required in this .	Details will be shared with successful bidder
480	9, Annexure 15	Section 1.14	Employee Portal	Kindly share list of business functionality that will be required on employee portal. Also share the role of employees that will be using this portal	Please refer to the RFP section 2..1.1.9
481	9, Annexure 15	Section 1.15.1	Dashboards	Kindly confirm that the dashboard data in required form will be available to the portal. The proposed portal only has to render the data on UI	Bidder needs to built the all the dashboard from the start
482	10, Annexure 15	Section 1.15.4	Manage Data	We understand that data related to offices, employees and customers will be stored and maintained in existing OICL systems and need not be stored in portal database. Please confirm if HRMS system is available at OICL to manage employees.	Bidder needs to maintain the data which is related to the Portal and Mobile app database as well as the content of the corporate website Yes OICL is having a HRMS system

483	10, Annexure 15	Section 1.15.5.1	Manage Agent Registrations	Please confirm that agency management is handled by a seperate module in OICL applications. The agent related master data will not be stored in the portal database. Only SSO integration will be required to access the functionality through portal	All master data needs to be maintain in portal and needs to sync with core
484	10, Annexure 15	Section 1.15.5.2	Mobile Shortcode Details	Kindly share the functionality to be developed around Mobile shortcode.	Please refer to corrigendum
485	10, Annexure 15	Section 1.15.5.7	Payment reconciliation	Pls confirm that payment reconciliation processes is handled in the OICL financial system. Only SSO integration will be required to access the module using portal	Payment done through Portal and Mobile needs to be recon through the processed application only
486	11, Annexuer 15	Section 1.16.4 - 1.16.6	Complaint Register, Report on pending cases with different level, Grievance analytical reports.	Pls confirm that the the reports mentioned in these sections ae available in the current setup. Only link to view the reports to be provided in the portal. No new development of reports required	Bidder needs to develop all the dashboard and report
487	11, Annexuer 15	Section 1.18	Common Website Contents	Kindly give the details of the common website contents: 1) Number of web pages 2) Type of Data and respective size	Details will be shared with successful bidder
488	13, Annexure 15	Section 1.18.18	OICL Portal integration with Web aggregator : "Integration with various Web aggregator is required where the portal will receive web service calls from aggregators and send the details to INLIAS for premium calculation and generation of policies. So **multiple web service may be developed for this generic module. In future OICL may add or remove any aggregator with minimum effort."**	Please give details on how the web aggregators are integrating with OICL. Also give a detailed list of webservices already available for web aggregators product wise. List the webservices envisaged to be developed in future?	Details will be shared with successful bidder
489	13, Annexure 15	Section 1.18.19	OICL Portal integration with broker : "Integration with various Broker is required where the portal will receive web service calls from Brokers and send the details to INLIAS for premium calculation and generation of policies. So multiple web service may be developed for this generic module. In future OICL may add or remove any Broker with minimum effort.."	Please give details on how the brokers are integrating with OICL. Also give a detailed list of webservices already available for brokers product wise. List the webservices envisaged to be developed in future?	Details will be shared with successful bidder
490	13, Annexure 15	Section 1.18.20	Integration with various Banks is required where the portal will receive web service calls from Bank branches and send the details to INLIAS for premium calculation and generation of policies. So multiple web service may be developed for this generic module. In future OICL may add or remove any Bank with minimum effort.	Please give details on how the banks are integrating with OICL. Also give a detailed list of webservices already available for banks product wise. List the webservices envisaged to be developed in future?	Details will be shared with successful bidder
491	15, Annexure 15	Section 1.18.28.1	SEO :-Natural Search Optimization – test content structure, linking strategies, and sitemap to ensure consistent natural search engine page rankings. Follow Google's 'PageRank' methodology and Webmaster Guidelines to ensure best practices are followed. OICL expects to be found within the first 10 results.	Does OICL have a team to continously refresh the SEO parameters?	NO OICL does not have the team to do the same
492	15, Annexure 15	Section 1.18.30	Kiosk	Please list the portal functionalities to be enabled for KIOSK. How many KIOSK are there in number and the underlying operating system?	Please refer to corrigendum

493	15, Annexure 15	Section 1.18.25	Document Upload	We understand the complete features of document management functionality auto mailing feature is already available in existing OICL systems. Pls confirm	1) Capability mentioned in RFP section 2.6.1.11 point 1 to 4 are available in existing DMS solution 2) The existing DMS system will only be the storage of the document having the version maintenance capability. The bidder needs to customize the portal for all the workflow
494	15, Annexure 15	Section 1.18.36.6	Different level of access to different category of agents,	We understand that agent hierarchy and access related to roles and levels will be managed in existing OICL applications. Please confirm	Annexure 15 having the details of functional and Technical Specification which are required to be built in application.
495	44, Annexure 15		AIOPS	Please share the details of existing tooling landscape:- ITSM tool(s) Event management tool(s) Monitoring tool(s) Discovery tool CMDB Asset and Configuration management tool(s) Batch Schedulers Does OICL already have an AIOPS toolset in place for the current landcape?	OICL is not having any listed tool
496	31, Annexure 15	MDM	Mobile Device Management	IS OICL already using any MDM solution? Pls share the details	Please refer to corrigendum
497	47, Annexure 15	Password Less Login	Password Less Login	IS OICL already using any solution for the same? Pls share the	bidder needs to propose the same as per the eligibility, scope and specifications
498	15, Annexure 15	section 1.18.31	Online Live Chat in Portal	Kindly share the details of online live chat available in portal. Please confirm if only integration will be required with available solution	As of now no Online live chat portal is available in the system, since OICL has asked for the Chatbot functionality so bidder needs to integrate the Portal and provide the chatbot assistance
499	41 of Tender Document	2.6.1.3 Hosting, point sl. 10	The link provide by the bidder has to be in Active – Passive at DC and DR.	It is understood, OICL require each of the sites of OICL DC & DR needs to be provided with dual link in Active-Passive configuration with the cloud provider. Please confirm.	Please refer to corrigendum
500	41 of Tender Document	2.6.1.3 Hosting, point sl. 11	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.	It is understood that links at DC and DR needs to be from different service provider. Kindly confirm.	Please refer to corrigendum
501	41 of Tender Document	2.6.1.3 Hosting, point sl. 17	The bidder shall propose hardware such that at any point in time during the contract period, the peak CPU utilization of compute should not exceed 70% at the Primary Data Center and Disaster Recovery Center and 80% for storage.	Kindly clarify, whether OICL is looking for a virtual private cloud hosting or hosting with dedicated hardware.	OICL is looking for the a Virtual Private Cloud Hosting
502	61 of Tender Document	2.6.1.32 ADR	The Bidder is required to design, supply, install, train, customize, test, implement, rollout and maintain the ADR solution and hardware at cloud as per the requirements of this RFP.	It is understood, OICL expects the license of ADR software in OICL's name. Please confirm.	As per the scope of the RFP ADR features needs to be provided as service and the solution proposed needs to match the Eligibility and technical Specification and MAF from the OEM needs to be provided. Licenses should be in the name of OICL
503	62 of Tender Document	2.6.1.32 ADR point sl. 7	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.	It is understood that OICL expects bidder to supply license of ADR software matching this specification to OICL. Kindly confirm.	As per the scope of the RFP ADR features needs to be provided as service and the solution proposed needs to match the Eligibility and technical Specification and MAF from the OEM needs to be provided

504	63 of Tender Document	2.6.1.33 APM point sl. 1	Bidder is required to do design, size, supply of software and hardware, implementation, monitor and manage the proposed APM Tool.	It is understood, OICL expects the license of APM software in OICL's name. Please confirm.	As per the scope of the RFP APM features needs to be provided as service and the solution proposed needs to match the Eligibility and technical Specification and MAF from the OEM needs to be provided. Licenses should be in the name of OICL
505	68 of Tender Document	2.6.1.27 Hardware	Bidder is required to size, supply, design, commission and maintain hardware, OS, DB as well as all software required for the proposed applications that should be as per the contract duration mentioned in RFP document for all environments, i.e. DC, DR and Non-Production (Test, Development, UAT, pre-prod & Training). The bidder is required to host all the environment of Portal Mobile app and other tools asked in the RFP on cloud.	Kindly clarify whether the bidder need to supply the hardware to OICL or provide the infratsructure as a service (IaaS) on cloud for the specified environment for hosting the in-scope applications.	OICL is looking for the a Virtual Private Cloud Hosting
506	68 of Tender Document	2.6.1.27 Hardware	Bidder will have to deploy hardware resources at DC and DR as per the project plan on the proposed cloud. Hardware technology proposed by the bidder should be based on the latest offerings by the respective OEMs.	Kindly clarify whether bidder need to supply the dedicated hardware at OICL's DC and DR, or at the Cloud Provider's facility.	OICL is looking for the a Virtual Private Cloud Hosting
507	82 of Tender Document	2.6.2.1 Domain Services	OICL has identified number of domain services to support business operations. Bidder is expected to provide support for these domain services as per the defined scope and the corresponding SLAs.	It is understood that the scope for Domain services is limited to the underlying cloud infrastructure for the in-scope Web Portal and Mobile app. Kindly confirm.	Domain services are limited to all the in scope applications , DB, links, network and Infra
508	82 of Tender Document	2.6.2.1 Domain Services Storage Services	Monitoring and management of the enterprise storage environments within OICL. This also includes storage area networks (SANs) Replication and storage on distributed file	Kinly clarify whether the bidder need to monitor and manage all storage systems at OICL Datacentres. If yes, please share the make, model and capacity of each of the storage devices to be managed.	Bidder needs to manage and monitor only the in scope applications, DB, links, network and Infra
509	82 of Tender Document	2.6.2.1 Domain Services Backup and Restore Management Services	Management of backup facilities of OICL of in scope explanation, including the mechanics of D2D Backup, tape backup, such as storage management, tape collection for off-site storage, handover of tapes to OICL's resources for offsite tape storage and retrieval of tapes from OICL's resources in the event that restoration of historical data is required. The Successful Bidder shall be responsible for taking centralized backups from DC and DR for all the servers hosted at DC, DR.	Kindly share the following details regarding this scope, - The count of servers to be backed up including OS details - The details of backup management tool in use (name, version etc.) - Count and details of tape devices - Deatails of D2D appliance in use - High level schedule for backup	Since the scope is limited to the in scope applications, DB links, network and Infra. The sizing of the same needs to be done by the bidder.
510	83 of Tender Document	2.6.2.1.1 Database management	The scope of the database management services includes all data and database management of in scope applications (Oracle, Sql etc) activities on the production, non-production and disaster recovery environment that will be included as part of this service.	Kindly share the details of databases to be managed (platform, version, count, capacity etc.)	Since the scope is limited to the in scope applications, DB links, network and Infra. The sizing of the same needs to be done by the bidder.
511	89 of Tender Document	2.6.2.1.2 Server Management point sl. 2	Shifting of servers within the premises and reinstallation and configurations including cabling and asset labelling	In cloud hosting, where infrastructure is provided as a service, the ownership of hardware assets remains with the cloud service provide including the support responsibilities. Kindly clarify whether OICL plans to own the hardware and shift those to OICL datacentres.	Since OICL is taking the service though System Integrator so it will be the Bidder responsibility. OICL is not looking to host the Infra IN OICL datacenter
512	94 of Tender Document	2.6.2.1.3 Storage Management point sl. 29	Granting OICL access to the storage management system from all applicable locations where the Services are performed, and allowing OICL to monitor and view the knowledge database on an ongoing basis (including Authorized Users)	It is understood that OICL wants to monitor storage system at the storage volume level, not the device hardware level. Kindly confirm.	Please be guided by the RFP
513	95 of Tender Document	2.6.2.1.4 Backup and Restoration Management services point sl. 13	Equipment shifting within the premises including reinstallation/ configuration and calling & labelling	In cloud hosting where infrastructure is provided as a service, the ownership of hardware assets remains with the cloud service provide including the support responsibilities. Kindly clarify whether OICL plans to own the hardware and shift those to OICL datacentres.	Since OICL is taking the service though System Integrator so it will be the Bidder responsibility. OICL is not looking to host the Infra IN OICL datacenter
514	100 of Tender Document	2.6.3.1 Incident Management and IT Infrastructure Support Services	Receiving incidents through helpdesk tools and taking necessary action. The successful bidder shall update the status of the ticket as and when desired	It is understood that the scope of this service is limited to the underlying cloud infrastructure for the in scope Web Portal and Mobile app. Kindly confirm.	Domain services are limited to all the in scope applications , DB, links, network and Infra

515	110 of Tender Document	2.6.3.5 Patch Management	The Bidder will be responsible for implementing patch management for in-scope infrastructure at DC & DR	It is understood that the scope of this service is limited to the underlying cloud infrastructure for the in scope Web Portal and Mobile app. Kindly confirm.	Domain services are limited to all the in scope applications , DB, links, network and Infra
516	111 of Tender Document	2.6.3.6 Software License Management:	The Bidder shall perform an inventory of software licenses as of a date. The Bidder will develop and maintain a software license inventory data base which tracks	It is understood that the scope of this service is limited to the underlying cloud infrastructure for the in scope Web Portal and Mobile app. Kindly confirm.	Domain services are limited to all the in scope applications , DB, links, network and Infra
517	111 of Tender Document	2.6.3.7 IT service continuity and Disaster Recovery	The bidder is required to provide IT service continuity and disaster recovery services for OICL production environments and their associated infrastructure. The bidder must demonstrate that it will consistently meet or exceed OICL business continuity and disaster recovery requirements.	It is understood that the scope of this service is limited to the underlying cloud infrastructure for the in scope Web Portal and Mobile app. Kindly confirm.	Domain services are limited to all the in scope applications , DB, links, network and Infra
518	112 of Tender Document	2.6.3.8 Application Performance Management	Bidder needs to monitor the performance of Core Insurance Application and Portal its associated database on Daily basis in working hours of the OICL.	Kindly share the count and details of each type of servers (e.g., web, app etc) hosting core insurance application including OS, other platform software like DB, Middleware etc.	Since the sizing needs to be done by the bidder and the Infra also needs to be hosted by the bidder so Bidder can only provide these details
519	124 of Tender Document	Cloud Management Platform-	OICL requires a feature which allows to provision, manage, and terminate cloud services themselves through a Web portal or programmed service API calls.	Does the bidder need to supply industry standard CMP tool to OICL within this RFP scope?	Bidder needs to factor and Propose the solutions as per the RFP requirement
520	130 of Tender Document	3.1.11 Payment Terms	Entire section	What will be the payment terms for Software and DC-DR Hardware as specified in Commercial Bill of material in Annexure 16-Bill of Material ?	There is No software or Hardware which bidder needs to deploy at DC & DR of OICL everything will be on Cloud. Bidder needs to propose, install, collocate, manage and monitor the same
521	161 of Tender Document	SLA - Hardware Utilization	Measurement - Reporting to the OICL if Hardware daily peak utilization levels of CPU, RAM, NIC and hard disk etc. exceeds 70% (Seventy Percent) at any given point of time during business hours. Each incident should not exceed 5 minutes, every part thereof will be a new incident. Penalty - If less than 3 times: for every 0.5% drop in service level, Penalty of 1% of the respective Hardware Cost If more than 3 times in a quarter: Bidder will be responsible for replacing/ augmenting the hardware at no additional cost to the OICL within 3 months of exceeding the thresholds. Incase bidder fails to replace the hardware, LD of 1% of effected product cost will be lived for every week of delay or part thereof	Kindly clarify whether OICL wil procure the hardware and colocate the same in CSP datacentre ?	There is No software or Hardware which bidder needs to deploy at DC & DR of OICL everything will be on Cloud. Bidder needs to propose, install, collocate, manage and monitor the same
522	164 of Tender Document	SLA - Patch Management	Measurement - Patch management solution should be functional at any given point of time, on 90% of the device/server /application/endpoints Penalty - Penalty of INR 25,000 for every instance of default provided the default is due to bidder/product	Does the bidder need to supply patch management software as part of the solution? If yes, kindly share the brief scope and volumetric of the IT infratsructure which needs to be supported through this patch management software.	Bidder needs to do the patch management of the in scope hardware and software. If unto bidder if there want to do the same through tool or manually. However bidder needs to meet the SLA
523	167 of Tender Document	SLA - Database & Application Response Assessment	Measurement - End to End response time within DC (from the Core Insurance Application and Portal to the respective Database and back) should be <10 ms (mile seconds) during business hours Penalty - For each 0.25% drop in the service level during business hours, penalty would be @1% (One Percent) of the overall cost of the hardware in TCO.	Kindly clarify whether the bidder need to manage and maintain SLA for the core application database.	Bidder needs to manage the SLA of the In scope components
524	3 of Annexure 16-Bill of Material	Commercial Bill of Material, point sl c	DC-DR Hardware	Kindly clarify which cost needs to be mentioned here ? What will be the payment terms ?	Please refer to corrigendum
525	40 of Annexure 15 - Functional & Technical Specifciations	ADR- Compliance Requirement - Point sl 1	The proposed solution should integrate with the UIIC's Security Information & Event management (SIEM)	Kindly clarify whether the solution needs to integrate with SIEM solution of any third party like UIIC	The proposed solution should integrate with the OICL's Security Information & Event management (SIEM)

526	40 of Annexure 15 - Functional & Technical Specifciations	ADR-Discovery and Administration - Point sl 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.	Kindly clarify whether any ATM or Internet Banking system is in scope for ADR.	Please refer to corrigendum
527	45, Annexure 15	3	Integration with Telephony / IVR platform for voice enabled human voice conversations	Which IVR platform is present currently/ planned as a part of this project?	The bidder should develop the solution in such a way that in future if OICL come up with IVR functionality then bidder will be able to integrate the same with developed portal
528	45, Annexure 15	6	Text to speech and speech to text conversion and NLP Engine	Is on-premise speech to text engine required or can it be cloud only? Can we include a partner for text to speech and speech to text engine while the NLP engine is from bidder?	Bidder needs to factor all the hardware and software on Virtual Private Cloud
529	45, Annexure 15	7	Multi Language Support, integration with translation services	Which languages are needed by the organisation?	Please refer to corrigendum
530	45, Annexure 15	9	Industry Compliance and Security Capabilities like AES256 encryption, data privacy, SAML/SSO, multi factor authentication	Does the organisation already have services for SMS/ Token based authentication? If no, can we include a partner for cloud based service for multi-factor authentication.	OICL is only having the SMS gateway for sending the SMS. Bidder needs to propose a solution as per the eligibility criteria and technical Specifications
531	45, Annexure 15	13	Agent Screen Option	Does the organisation already have a live chat software vendor to integrate? If no, can we propose a live chat partner along with chatbot?	Bidder needs to propose a solution as per the eligibility criteria and technical Specifications
532	24, Annexure 15	46.1	Vendor should provide a Vulnerability Assessment-Penetration Testing report for the application before go live	Kindly advise if OICL will perform the VAPT on the implemented solution	Please be guided by the RFP 2.6.1.30 where VAPT is the scope of the External testing Agency
533	24, Annexure 15	47	Usability and Accessibility	We understand that the UX design for the proposed system will be provided. Selected bidder will work on implementing the portal. Pls confirm	Please be guided by the RFP section 2.2 and 2.6.1.1 where it is the responsibility of the bidder to built the UI & UX
534	25, Annexure 15	50.3	Environments	Will the DR be a 100% replica of Production DC? Pls confirm	Please be guided by the RFP section 2.6.1.27
535	26, Annexure 15	58	"The system should provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data when extracting data from the production environment for use in non production environments."	Please provide details of data masking and other tools available with OICL that can be reused for this project.	Bidder needs to propose all the software, tools and hardware which is required to meet the scope and SLA except the one mentioned in the RFP
536	38, Tender Document	3. Devops	DevSecOps through Code Analysis , Automated Testing , Change Management , Compliance Monitoring , Threat Investigation , Personnel Training for security integration across all stages of the software development process chain, addressing security concerns at the very start of every stage has to be ensure	Which are the exsiting tools used for Version, control, Change management, release management, ALM tool and Security testing tools. Can we leverage these exisitng tools ? Are there any specific devops services on loud which OICL is leveraging pleaes specify	Bidder needs to propose all the software, tools and hardware which is required to meet the scope and SLA except the one mentioned in the RFP
537	36, Tender Document	3. Devops	Devops tools such as Jenkins, Git/Github, ELK, Kubernetes/Docker swarm	For SCM, is organisation looking at source code migration on cloud platform as part of solution for other applications apart from newly developed portal and mobile app	Please be guided by the RFP
538	36, Tender Document	3. Devops	Devops tools such as Jenkins, Git/Github, ELK, Kubernetes/Docker swarm	Is OICL using GitHub, GitLab, BitBucket or Other Repo?	No OICL is not using the same
539	36, Tender Document	3. Devops	Culture	Currenty what is Overall average Build cycle time	Please be guided by the RFP
540	36, Tender Document	3. Devops	Culture	Where are the artifacts stored within organisation post build ?	Please be guided by the RFP
541	36, Tender Document	3. Devops	Generic	How is static code analysis done within the organisation	Please be guided by the RFP
542	36, Tender Document	3. Devops	Generic	Code security check is integrated in the CI pipeline?	Please be guided by the RFP
543	36, Tender Document	DevOps	Generic	Are we having CICD pipeline setup currently and for which environments and using which tools? Are we having automated deployments in Prod using Kubernetes or docker-container platform?	NO, There is no such provision in OICL

544	36, Tender Document	3. Devops	Testing	What is the % regression automation for the applications within OICL and what is the cycle time for running regression suite	Please be guided by the RFP
545	36, Tender Document	3. Devops	Generic	If organisation needs to re-create an environment, how is it done currently	Please be guided by the RFP
546	36, Tender Document	3. Devops	Reporting	How does the organisation track the health of the platform that is hosting OICL components?	Monitoring of the Server is been done manually
547	36, Tender Document	3. Devops	Reporting	Is there any portal or system where in dashboard or performance trend from all the metrics are generated as single source of truth?	NO, There is no such provision in OICL
548	36, Tender Document	3. Devops	Generic	How traceable are changes from requirements to Production? Are they automated?	NO, There is no such provision in OICL
549	36, Tender Document	3. Devops	Generic	What mechanisms are in place to monitor production systems?	Monitoring of the Server is been done manually
550	36, Tender Document	3. Devops	Generic	How is Response from orgnaistion to unexpected events in Production ?	Please be guided by the RFP
551	36, Tender Document	3. Devops	Generic	Is requirement management tool(Jira, Rally etc.) integrated with CI tool for traceability between User Story and code commit ?	NO, There is no such provision in OICL
552	36, Tender Document	3. Devops	Generic	Does the organisation have any existing licensing constraint that you would like to leverage for cost considerations for DevOps tools? Community/Enterprise licenses and so of for Open source /Cloud/others	Please be guided by the RFP
553	36, Tender Document	3. Devops	Generic	Does the organisation have any prefered DevOps tool set based upon existing team's skill-set or due to any other preference	Bidder needs to Propose the same as per the solutioning done by the bidder
554	36, Tender Document	3. Devops	Generic	Does the organisation leverage any tool for automated provisiong and configuration of Cloud resources?	NO, There is no such provision in OICL
555	36, Tender Document	3. Devops	Security Operations	How is the data security being managed presently ?	Please be guided by the RFP
556	44,TenderDocument	2.6.1.5	The Bidder will also conduct a Stress & Performance Testing of the Portal and mobile app as per the load mentioned in the RFP before deployment of the solution for production.	Please clarify if the Organisation is looking at Performance testing only Once prior toproduction Go-live. Is the organisation folloing an agile culture	Please be guided by the RFP section 2.6.1.29
557	44,TenderDocument	2.6.1.5	The Bidder will also conduct a Stress & Performance Testing of the Portal and mobile app as per the load mentioned in the RFP before deployment of the solution for production.	We assume Performance testing on the server side would be for API's that would hit portal and Mobile app..Please clarify is the expectation is also to co client side performance testing	Please be guided by the RFP section 2.6.1.29
558	44,TenderDocument	2.6.1.5	The Bidder will also conduct a Stress & Performance Testing of the Portal and mobile app as per the load mentioned in the RFP before deployment of the solution for production.	IS the organisation having any Performance tools, Mobile device farms	NO, There is no such provision in OICL
559	57,TenderDocument	2.6.1.29	Benchmarking	Can OICL share the benchmarking report available for the existing application to understand the performance.	Please be guided by the RFP
560	92,Tendor document	Pg 92 Point 108	Perform maintenance and support for automation tools and products	Please share the inventory on the list of automation tools OICL has in place.	NO, There is no such provision in OICL
561	92,Tendor document	Pg 92 Point 108	Perform maintenance and support for automation tools and products	Has the organisation done Automated testing . Which Tools is used ..	NO, There is no such provision in OICL
562	92,Tendor document	Pg 92 Point 108	Perform maintenance and support for automation tools and products	What is the count of existing test case repository availble with OICL. What is the % of test cases automated	NO, There is no such provision in OICL
563	16,Tender Document	2.2 Current Scope	Supply, install, development, implementation, and maintenance of Corporate Web portal and Mobile app at virtual Private cloud	Which is the Cloud preference such as AWS, Azure, GCP etc. Are we open to utilize Cloud offerings for DevOps or preference is to have on-premise setup of CICD pipelines	Bidder needs to propose the CSP as per the RFP eligibility and scope and to meet the SLA

564	2.6.1.20	Openness	In addition to the above goals, having API driven approach allows test automation for automated regression testing, continuous re-factoring and tuning within an implementation, and better component level versioning and lifecycle management.	For automated regresison testing, what is the preference of the tool - open source or commercial	Bidder needs to propose the tool as per the scope and SLA
565	28, Tendor Document	2.2 Current Scope	Solution should have a stable environment, clean and modern design that meets the latest UX and UI trends	Is OICL ok with sub conracting UX/UI to 3rd party vendor?	Please be guided by the RFP
566	28, Tendor Document	2.2 Current Scope	The solution should have multi-lingual interface	Can you please share the list of languages?	Please refer to corrigendum
567	37, Tendor Document	2.6.1.2 Development of Portal and Mobile app	12. Workflow implementation	How is the workflow handled currently?	All the workflow are built on the existing Portal Platform
568	37, Tendor Document	2.6.1.2 Development of Portal and Mobile app	21. Digital Marketing (SEO (Search Engine Optimisation etc.) and Social Media integration capabilities (WhatsApp Business API)	Is there any SEO tool that you are currently?	NO, There is no such provision in OICL
569	37, Tendor Document	2.6.1.2 Development of Portal and Mobile app	21. Digital Marketing (SEO (Search Engine Optimisation etc.) and Social Media integration capabilities (WhatsApp Business API)	Can you please share SEO requirements in detail?	Please be guided by the RFP
570	48, Tendor Document	2.6.1.12 Content management	The portal and mobile app should have a comprehensive content management system to support a variety of users. It should allow the administrator to create user roles and allow the setting up of access rights ranging from entire site to a specific page. The Content Management should be able to create and upload the pages daily/weekly/ or on frequent basis with appropriate Business flow required for authenticate Publications of content on site.	Please share details of existing CMS and would you like to continue with that or you expect to implement a new CMS? Please share challenges faced with current CMS. Is OICL using the current CMS features of Liferay ?	Currently OICL is using the features of Liferay. Bidder needs to built the CMS as per the scope in the new portal
571	56, Tendor Document	2.6.1.28 Application integration	The Bidder will be responsible for providing secure and efficient Integration of Portal to the following applications as well all other application which are in scope of the RFP, however this is only an indicative list and OICL will ask bidder to integration will other application which will be finalized in SRS or Implementation Phase	Apart from the 14 applications listed, can you share the list of any other current or future integrations if available?	Details will be shared with successful bidder
572	20, Tender Document	1.6 Eligibility Criteria	7 Password Less Authentication: The Proposed password less Authentication solution should be implemented in at-least one BFSI in India	Password Less Authentication is a new concept linked to web 3.0. Can SI show experience in BioMetric, RSA token based authentication as experience	Please be guided by the RFP
573	29, Tendor Document	2.2 Current Scope	21) It is the responsibility of the Bidder to maintain all the logs i.e. Transaction log, application logs, DB logs etc. as per the guidelines issued by RBI. The Logs should be maintained 6 months online, post which, the logs should be archived on tape. Bidder is required to perform the configuration at application and hardware level in order to push the requisite logs to OICL SIEM and other security solutions for analysis.	Does Orient Insurance have existing SIEM/SOC	Yes, Bidder needs to integrate with the existing on prim SIEM solution
574	31, Tendor Document	2.5.6 Integration with existing Applications	The bidder shall ensure seamless integration of the new portal and mobile app Solution with other existing/future Devices, applications/utilities, network, security, platform in the OICL's Data Center and Disaster Recovery Site etc. Bidder shall also be responsible for integration of newer peripheral applications that may be taken up during the project.	Please share list of internal and external systems that need to be integrated with Portal and Mobile App.	Details will be shared with successful bidder and will be finalized during SRS
575	31, Tendor Document	2.5.6 Integration with existing Applications	The bidder shall ensure seamless integration of the new portal and mobile app Solution with other existing/future Devices, applications/utilities, network, security, platform in the OICL's Data Center and Disaster Recovery Site etc. Bidder shall also be responsible for integration of newer peripheral applications that may be taken up during the project.	Also share tentative number of services per system that need to be integrated with	Details will be shared with successful bidder and will be finalized during SRS

576	32, Tendor Document	2.5.7 Projections	2.5.7 Projections	Please provide volumes and transaction details for Renewals, Claims & Service Request	Please be guided by the RFP
577	37, Tendor Document	2.6.1.2 Development of Portal and Mobile app	7. Web portal also to be developed as a Headless PWA -allowing sending a push notification	Is PWA to be used for only push notification feature or for entire portal?	Please be guided by the RFP
578	42, Tendor Document	2.6.1.4 Content & Data Migration	Content & Data Migration	Provide list of database sources from where data need to be migrated to Portal & mobile DB.	Please be guided by the RFP
579	42, Tendor Document	2.6.1.4 Content & Data Migration	Content & Data Migration	What is the existing database	Existing database is MySQL 5.6.25 and the current size is 500 GB and document size is 8 GB
580	42, Tendor Document	2.6.1.4 Content & Data Migration	Content & Data Migration	Provide database size and no of tables of the existing database from where data need to be migrated	Existing database is MySQL 5.6.25 and the current size is 500 GB and document size is 8 GB
581	42, Tendor Document	2.6.1.4 Content & Data Migration	Content & Data Migration	Is the data today deduped & consistent?	Please be guided by the RFP
582	42, Tendor Document	2.6.1.4 Content & Data Migration	Content & Data Migration	We would like to understand the current size of data that needs to be migrated into the proposed CMS	Existing database is MySQL 5.6.25 and the current size is 500 GB and document size is 8 GB
583	42, Tendor Document	2.6.1.4 Content & Data Migration	Content & Data Migration	Are there any documents to be migrated? Please share the number of documents	Existing database is MySQL 5.6.25 and the current size is 500 GB and document size is 8 GB
584	42, Tendor Document	2.6.1.4 Content & Data Migration	Content & Data Migration	The below requirement is not clear "Bidder needs to Establish a both way data transfer mechanism between New data store for changed data with other database (related to partner portal-GC and Vice versa) synchronization"	As per the scope of the RFP there has to be continuous data flow between Portal & Mobile app to Core system as well as other integrated application like DMS. This flow has to be bidirectional and on real time basis.
585	60, Tendor Document	2.6.1.31 API gateway	2.6.1.31 API gateway	Do the API's need to comply to specific existing fromat to integrate with existing partner/regulatory body that are already integrated with. If yes, please provide list of all such integrations/	Details will be shared with successful bidder and will be finalized during SRS
586	Gnereric	Generic	Generic	Please share existing application landscape & technolog	Details will be shared with successful bidder
587	Gnereric	Generic	Generic	Do Orient Inurance have any software licenses that can be reused for new portal implementation?	Bidder needs to propose all the software, tools and hardware which is required to meet the scope and SLA except the one mentioned in the RFP
588	37, Tendor Document	2.6.1.2 Development of Portal and Mobile app	20. Master Data Repository (local data mart) to support Analytics for Portal business	A. Are you having Data Ware House(DWH) or any Data Marts in place today? B. If yes, what are the different technologies being used in DWH? C. Would you want to continue use of that Technology and DWH?	NO, There is no such provision in OICL
589	32, Tendor Document	2.5.7 Projections	Projections	How many users will have access to Dashboards/ Reports?	The number of users having Analytics report / Dashboard access will be 100 users
590	32, Tendor Document	2.5.7 Projections	Projections	What is the user concurrency(number of concurrent users) in accessing the reports?	Concurrency will be 50 users
591	54, Tendor Document	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	What type of reports (canned, ad hoc, dashboards etc.) are likely to be used by the users?	Bidder needs to factor All reports like Canned, Ad hoc and Custom built dashboard
592	54, Tendor Document	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	Kindly share report/ dashboard count as per the type of the report. Please provide the complexity(Simple/Medium/Complex) of the reports.	Please refer to corrigendum
593	54, Tendor Document	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	What type of different features expected in reports/ dashboards? Are you looking for reports with drill down, slice and dice features?	yes, your understanding is correct

594	49, Tender Document	2.6.1.15 Web Analytics	The portal solution will provide analytics to understand the website traffic and the content /promotion performances, and should be able to integrate with tools such as google analytics	What is expected as part of web analytics, as you already have Google analytics? Whether any additional analytical reports need to be created in this.	yes we already have Google analytics available, the scope is already mentioned in the RFP as well as will be finalized in SRS. Yes, analytics report will be required
595	54, Tender document	2.6.1.24 Design and development of Intelligent Data Analytics dashboards	Dashboard for Data Analytics	Please confirm that this requirement is for web analytics or business analytics.	Web analytics required are already mentioned in section 2.6.1.15
596	54, Tender document	2.6.1.24 Design and development of Intelligent Data Analytics dashboards	Dashboard for Data Analytics	Is there any requirement for a reporting tool to be proposed or is it enabling viewing of the reports frpm the portal/mobile app	Bidder needs to propose the solution as per the scope of the RFP
597	29, Tender Document	2.4 Project Phase	Phase 2 - Bidder needs to develop and implement the logic of underwriting through Portal and calculation of Premium and quotation & Policy Schedule generation from portal without taking the same from Core	Does it mean that the underwriting and premium calculation logic has to be rewritten in portal backend (business layer) thus not integrating with the exiting core system? If yes, then the logic would have be duplicated and maintained at both the places.	yes, your understanding is correct
598	30, Tender Document	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.	The point is not clear.	Please be guided by the RFP
599	30, Tender Document	2.5.4 Bilingual	"...should be able to interact with other bilingual (English and Hindi) systems providing data in required format..."	What does it mean by "interact with other bilingual systems"? Does it mean that the data in bilingual format has to be exchanged?	Please refer to corrigendum
600	30, Tender Document	2.5.4 Bilingual	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.	Does it mean that the labels of the fields in web portal and mobile should only be in other language and data should be captured in English only?	Please refer to corrigendum
601	31, Tender Document	2.5.5 Manuals / Documents	OICL may require the bidder to deliver the following documents…	The documents mentioned in the serial no 2 seems to be same as those in serial no 6 and 7. If not, the requesting to clarify the difference.	yes, your understanding is correct
602	31, Tender Document	2.5.5 Manuals / Documents	16. Impact matrix	Does the Impact matrix mean traceability matrix that allows tracing functionality to component of the system?	yes, your understanding is correct
603	31, Tender Document	2.5.6 Integration with existing Applications	Bidder shall also be responsible for integration of newer peripheral applications that may be taken up during the project.	Requesting to provide an example of such peripheral application.	For example OICL may will take up CRM application which needs to ne integrated with Portal and app during Project
604	34, Tender document	2.6.1.1 Requirement gathering	14. Workflow Design and Rule Design with user interfaces	Does it mean that, an user interface should be available / created for end user, typically, Admin user, to design workflow and rules?	yes, your understanding is correct
605	35, Tender document	Technologies can be used Table	1. Frontend to be in React / angular JS and latest Javascript Library like Tailwind CSS and Material U	It is understood that, for web portal, ReactJS would has to be used, whereas, for mobile app, React Native has to be used. Please conform.	Please be guided by the RFP
606	37, Tender document	Technologies can be used Table	2. Mobile App to be a Native app and not tied to web portal but to be an independent platform	Regarding the part "Mobile app to be a Native app", does it mean that the mobile app has to be developed as native app for Android and iOS (two separate source code)? OR A framework that compiles code into native app should be ok? e.g. React Native	yes your understanding is correct there has to be 2 separate mobile app code needs to be develop Bidder also needs to be note that react native is not to be used separate native apps for Android and IOS is in the scope

607	37, Tender document 26, Tender Document	Technologies can be used Table	16. Cloud Native MicroServices Architecture Implementation page 26: The solution to architected keeping in view that minimal vendor locking especially from cloud service provider point of view is achieved	Please confirm if OICL is looking for cloud native microservices architecture. Based on statement on page 26, please clarify for which solution areas OICL is seeking minimal vendor lockin	Please be guided by the RFP, OICL is looking for minimal vendor locking
608	38, Tender document	Technologies can be used Table Sr. No. 6 Database	1. Bidder needs to customize the database as per the requirement finalized during SRS phase	Please clarify on the "customize the database". Kindly share the expectations	Customize the database here means that what ever field and report layout and workflow finalized in SRS, bidder needs to create the table structure, scheme, and linkage between tables accordingly
609	48, Tender document	2.6.1.11 Document Management	OICL Is already having a document management system which is on prem from Documentum. Bidder needs to integrate the solution with the same software	We understand that the proposed system will integrate with existing DMS i.e. documentum to service all the document related requirements. Pls confirm	yes, your understanding is correct
610	51, Tender document	2.6.1.18 Mobile Application	h) Should support real time information via GPS availability	Is the information about location of user to be available via GPS?	Please be guided by the RFP
611	51, Tender document	2.6.1.18 Mobile Application	j) Application should ensure Compatibility with all platforms such as windows, Android, Blackberry & Mac iOS etc.	Mobile app would be supported on Android and iOS platforms only; and not on Windows and Blackberry, as these OS are no longer being supported. Pls confirm on this approach	j) Application should ensure Compatibility with all platforms such as Android, IOS, Mac iOS etc.
612	51, Tender document	2.6.1.18 Mobile Application	p) Should be able to capture and track all events at device and console.	Track all events at console is not clear.	Mobile app should be capable of doing audit logging and track and capture all the events so analysis at later stage
613	55, Tender document	2.6.1.28 Application integration	Table displaying application list	These applications / systems are assumed to be available, and it is understood that the new solution has to be integrated with it.	yes, your understanding is correct
614	54, Tender Document	2.6.1.26	Bidder can either develop the tool or propose a readily available tool in the market	Does the bidder need to implement any other ITSM modules apart from Incident, SLM and Knowledge Management. E.g. Problem Management, Change Management etc. Please confirm.	Bidder needs to propose the solution to meet the scope and SLA
615	54, Tender Document	2.6.1.26	Bidder can either develop the tool or propose a readily available tool in the market	a. Kindly confirm if the bidder can propose SaaS(Cloud) based ticketing tool. b. If yes, are there any restriction with respect to cloud hosting location for ticketing tool?	Bidder needs to propose the solution to meet the scope and SLA
616	54, Tender Document	2.6.1.26	Bidder can either develop the tool or propose a readily available tool in the market	A. Please share the current ticketing tool and version used by OICL. B. Please confirm if any data migration from current ticketing tool to new tool is required. If yes, please share the details (type and volume of data to be migrated) C. Please confirm, existing ITSM tools licenses are owned by OICL.	1) Since bidder needs to propose the same then the existing tool details is irrelevant 2) As of now tickets are been managed in the existing Portal, Bidder needs to migrate the data of the existing ticket to the new solution. The size of the DB mentioned already include the ticket DB also. 3) Bidder needs to propose the tool for the in scope components
617	54, Tender Document	2.6.1.26	Bidder needs to develop a ticketing tool also which will be used by the customer to log complain.	Will the ticketing tool be only used by OICL staff/vendor teams to log complaints, or if the tool will be used to log complaints by all the end users (OICL retail customers) also. Please confirm.	Tools will be used by all the stake holders
618	54, Tender Document	2.6.1.26	Bidder needs to develop a ticketing tool also which will be used by the customer to log complain.	Please share the total number of end users/customers who will raise issues to be logged in new ticketing tool.	Please be guided by the RFP section 2.5.7
619	54, Tender Document	2.6.1.26	Bidder needs to develop a ticketing tool also which will be used by the customer to log complain.	Please confirm if bidder also need to provision a separate self help portal of the ticketing tool to raise/track complaints.	Since all the stakeholders will be raising the ticket in the portal so it will be advisable to have the self help portal

620	54, Tender Document	2.6.1.26	Bidder needs to develop a ticketing tool also which will be used by the customer to log complain.	A. The new proposed ticketing tool will be used by OICL staff or other 3rd party vendors to create or update tickets. Please confirm. B. If yes, please share the total number of people that need access to new ticketing tool.	Tool will be used by all the stakeholders for the in scope components
621	54, Tender Document	2.6.1.26	Bidder needs to develop a ticketing tool also which will be used by the customer to log complain.	Please confirm if the new ticketing tool will be used for managing the application/infra issues related to new developed Web and Mobile portal only, or will this be used to manage all other application or other issues across OICL landscape also.	Tool will be used by all the stakeholders for the in scope components
622	54, Tender Document	2.6.1.26 - Pt# 6	Support to manage all types of operating system through one software. Please elaborate	Please elaborate on this requirement from the ticketing tool.	Please refer to corrigendum
623	103, Tender Document	Pt# 15	Modify configuration, asset management items and service catalogue (if applicable) to reflect change. Asset management is reviewed quarterly but also can be requested on demand (referred later).	Please confirm which tool is used in OICL for configuration and asset management. We understand bidder can leverage the curent configuration/asset management tools of OICL to track/manage the assets. Kindly confirm.	NO, There is no such provision in OICL
624	110, Tender Document	2.6.3.5	The Bidder will be responsible for implementing patch management for in-scope infrastructure at DC & DR	A. Please share the current Patch Management tool and version used in OICL. B. Existing Patch Management tool licenses are owned by OICL. Please confirm.	As per the RFP bidder needs to do the patch management of the in scope component on cloud. Bidder needs to propose the same in there solution
625	110, Tender Document	2.6.3.5	The Bidder will be responsible for implementing patch management for in-scope infrastructure at DC & DR	a. Does the patch management scope includes all the current DC and DR servers of OICL. Please confirm. b. If yes, please share the current DC/DR infrastructure inventory details (No. of severs with OS breakup) to size the tool.	The patch management scope include all in scope components only
626	110, Tender Document		Bidder shall take corrective action, as appropriate, for problems resulting from patch management (additions or upgrades) to facilitate application stability. Bidder shall monitor the asset management and software license management systems implemented at OICL.	Bidder needs to levaerage exisitng OICL asset management and software license management systems. Please confirm.	Bidder needs to quote for all required components which are necessary to comply with the RFP
627	111, Tender Document	2.6.3.6	The Bidder shall perform an inventory of software licenses as of a date.	Please share the existing software licenses management tool and version. Please confirm the existing software licenses management tool licenses are owned by OICL.	As per RFP bidder needs to propose all the solutions and components which are required to meet the SCOPE and SLA
628	111, Tender Document	2.6.3.6	The Bidder shall perform an inventory of software licenses as of a date.	Please confirm if bidder is expected to implement and set up a new tool for Software License Management.	As per RFP bidder needs to propose all the solutions and components which are required to meet the SCOPE and SLA
629	111, Tender Document	2.6.3.6	The Bidder will develop and maintain a software license inventory data base which tracks: Whether the license has been procured by the SI or by OICL	Please confirm if the Software License Management scope includes all the current applications/infrastructure/OS used in OICL. If yes, please provide the inventory details as below: a. Major publishers such as Oracle, Adobe, Microsoft, SAP etc. b. Total number of SAP users, if applicable c. Total number of servers in DC and DR d. Number of db. instances	The scope of the bidder is limited to the in scope components
630	111, Tender Document	2.6.3.6	Whether the license comprises entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance	Please confirm if Software License Management for end user devices (laptops/desktops) is also in scope. If yes, please share the inventory details.	The scope of the bidder is limited to the in scope components
631	112, Tender Document	2.6..3.8	The scope of the application performance management and assurance services should include, but not limited, to the following: 1. Preventive monitoring of Application (Core Insurance and Portal)	Whether APM needs to be consider for any other existing applications apart from newly developed portal and mobile app. Please confirm.	The scope of the bidder is limited to the in scope components

632	112, Tender Document	2.6..3.8	Application Performance Monitoring and Management software should deliver L1 support from an independent third (3rd) party for the first year after implementation for24x7 Application Monitoring for Availability, Alert Management, Software Administration, Service Reporting and Incident Reporting and thereafter bidder can factor bidder resources for the management.	Please elaborate on the requirement related to L1/L2 support from an independent 3rd party for 1st year.	Please refer to corrigendum
633	82, Tender Document	2.6.2.1	Domain Services - Database/Server Management	a. Please confirm if the bidder is expected to implement any new infrastructure monitoring tools for current OICL DC/DR infrastructure also, or is the monitoring scope limited to new infrastructure provided as part of this engagement. b. If yes, please share the inventory (Server/Network/Database/Storage) for the current OICL infrastructure that need to be monitored for Prod and Non Prod environments.	The scope of the bidder is limited to the in scope components
634	82, Tender Document	2.6.2.1	Domain Services - Database/Server Management	Please share existing infrastructure monitoring tools used in OICL. Please confirm the existing tools licenses are owned by OICL.	As per RFP bidder needs to propose all the solutions and components which are required to meet the SCOPE and SLA
635	136, Tender Document	4.2	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.	Bidder can propose tools in there ownership. Please confirm	Please be guided by the RFP
636	136, Tender Document	4.2	Bidder needs to propose perpetual license of the software.	Kindly note some of the OEMs support only subscription license model. Please confirm if this Is mandatory for bidder to only consider perpetual license model for the OEM tools.	Please refer to corrigendum
637	154, Tender document	6.6	Technical Evaluation	We request that the bids be evaluated on the basis for QCBS (Quality and Cost based selection) method so that the bidder are ranked and selected based on both technical and commercial score	Please be guided by the RFP
638	34-36, Annexure 15		HSM, KSM	Is HSM, KSM deployed for the existing application landscape?Please share details	As per RFP bidder needs to propose all the solutions and components which are required to meet the eligibility, technical specification , SCOPE and SLA
639			Warranty	Is Warranty required after Implementation? If yes, for what duration?	Please be guided by the RFP section 2.6.6
640	131	9	Chatbot and Password less Authentication Licenses	Payment terms should not be linked to Delivery. For all passthrough items like Licenses, SWs, HWs, the payment should be upfront	Please be guided by the RFP
641	132	11	Portal and Mobile app development and implementation	Payment terms should not be linked to Delivery. For all passthrough items like Licenses, SWs, HWs, the payment should be upfront	Please be guided by the RFP
642	132	3.1.13	Penalties and delays in Bidder's performance	Bidder requests that the total Penalty under this contract should be capped at 3% of the Total Contract Value	Please refer to corrigendum
643	136	4.1	OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of five (5) year	We understnd the contract period would be 5 Years altogher. 1 Year of Imoplementation and 4 Years of ATS/AMC. Please confirm this understanding.	Please refer to corrigendum
644	140	4.16	Liquidated Damages	Bidder requests that the total Penalty under this contract should be capped at 3% of the Total Contract Value	Please refer to corrigendum
645	140	4.17	Termination for Default	Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	Please refer to corrigendum

646	141	4.20	Termination for Convenience	Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	Please refer to corrigendum
647	143	4.28	Cancellation of the contract & compensation	Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	Please refer to corrigendum
648	144	4.33	Repeat Order	If the Order is repeated with increased BoQ, it may have the Cost implication. The Price should be negotiated and mutually agreed.	Please refer to corrigendum
649	161	7.3	Cost Reference for the Contract Period	Bidder requests that the total Penalty under this contract should be capped at 3% of the Total Contract Value	Please refer to corrigendum
650	161	7.3	Penalty	Bidder requests that the total Penalty under this contract should be capped at 3% of the Total Contract Value	Please refer to corrigendum
651	197	5	Earnest money (security deposit)	EMD Not required. Please confirm	Please be guided by the RFP section 5.2
652	204	9.18	Penalty would be levied as mentioned below	Bidder requests that the total Penalty under this contract should be capped at 3% of the Total Contract Value	Please refer to corrigendum
653		General	Extension of the bid proposal submission	Responding to the rFP will take more time, request to extend the due date till end of July 2022	Please refer to corrigendum
654	34	2.6.1.2-Development of Portal and Mobile app	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 .The Bidder shall provide for all subsequent changes to reports as suggested by the statutory and regulatory bodies from time to time immediately to the OICL at no additional cost to the OICL during the contract period. The cost of all customizations as mentioned above is required to be included in the price bid and the OICL will not make any additional costs for such effort till project goes live. While costing the customization effort required, the Bidder should exclude the effort required from the OICL.	This is very open and we don't know the cost implication, request to provide more clarity on the same or request to keep this out of scope for the service provider while bidding.	Please refer to corrigendum
655	69	2.6.1.27 Hardware	All hardware (required for interface, staging, Web Server, development and training server, and related hardware components) and system software components required for the project, must be included in the bill of Material of the Bidder. In case, Bidder fails to do so and the project demands additional components at a later stage, then Bidder will have to provide additional components at no additional cost to the OICL.	Kindly note that bidder will definitely try and get the hardware to best fit OICL's current and further requirements as per the SoW in the RFP. However we would request that instead of penalizing the service provider, OICL and service provider can work out a mutual plan for any additional requirement. This will help the bidder not to over size the infra requirement and also at the same time remain competitive.	Please be guided by the RFP

656	102	2.6.3.2 Change Management and Release Management	1. The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines	Fequest to add the following underlined matter to the clause: The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with OICL's requirements and any statutory or regulatory guidelines <u>at an additional costs to OICL</u>	Please be guided by the RFP
657	114	2.6.3.10 Exit Management Services	1. If any other agency or service provider is selected by OICL for providing in-scope services, the Bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete transitions upto satisfaction of OICL. In case if OICL observes the lack of willingness to manage transit/ sharing of information or lack of support from bidder (selected through this RFP), OICL shall have absolute discretion to apply requisite penalties and deduct the amount from its billing or from performance guarantee	We would request to remove the strikethrough part of the clause as under:- 1. If any other agency or service provider is selected by OICL for providing in-scope services, the Bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete transitions upto satisfaction of OICL. In case if OICL observes the lack of willingness to manage transit/ sharing of information or lack of support from bidder (selected through this RFP), ~~OICL shall have absolute discretion to apply requisite penalties and deduct the amount from its billing or from performance guarantee~~	Please be guided by the RFP
658			2. Bidder shall provide the necessary transition for the period of 6 months. However, this period of transition could vary depending on the need of OICL and the same shall be communicated to them.	Request to remove the strike through part of the clause as under:- 2. Bidder shall provide the necessary transition for the period of 6 months. ~~However, this period of transition could vary depending on the need of OICL and the same shall be communicated to them.~~	Please be guided by the RFP
659			3. During transition phase, the Successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. In case such instances, OICL will have right to penalize the Successful Bidder appropriately.	Request to remove the strike through part of the clause as under:- 3. During transition phase, the Successful Bidder shall not change or remove their key resources at any locations to enable the successful transition. ~~In case such instances, OICL will have right to penalize the Successful Bidder appropriately.~~	Please be guided by the RFP

660	123	2.6.6 Warranty & on-site maintenance	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.	Request to add the following underlined matter to the clause: 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. OICL shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by OICL. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and	Please be guided by the RFP
661	127	3.1 General: 3.1.2.7	OICL reserves the right to make any changes in the terms and conditions of purchase. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations	Request to add rhe underlines content to the clause as under: OICL reserves the right to make any changes in the terms and conditions of purchase before submission of bid proposal by the Bidder. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations	Please be guided by the RFP

662	127	3.1 General: 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.	Request to remove the strikethrough portion of the clause as under:- 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.~~	Please refer to corrigendum

663	128	3.1.4 Acceptance of the Solution	3.1.2.10.The User acceptance test will be carried out by the OICL team or consultant or PMO resources as per Acceptance Test Plan (ATP) against the bill of material and systems requirements. The system will be considered accepted (supplied, installed and operationalized) only after Acceptance Test is completed 3.1.4.1. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the bidder in their technical bid, the bidder shall be given 6 weeks' time to correct the discrepancy post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their equipment at their costs and risks. The test will be arranged by the Bidder at the sites in the presence of the officials of OICL and/ or its consultants and appropriate functional and technical training should be given to the officials of OICL/ or its consultants. The warranty for all the software and other peripherals equipment & software by the Bidder pursuant to this Agreement will commence after go-live of the respective application. There shall not be any additional charges for carrying out this acceptance test. OICL will take over the system on successful completion of the above acceptance test. The Installation cum Acceptance Test & Check certificates jointly signed by Bidder's representative and OICL's official or its authorized representative should be received at Head Office along with invoice etc. for scrutiny before taking up the request for consideration of payment.	Request to add the underlines content to the clause: 3.1.2.10.The User acceptance test will be carried out by the OICL team or consultant or PMO resources as per Acceptance Test Plan (ATP) against the bill of material and systems requirements. The system will be considered accepted (supplied, installed and operationalized) only after Acceptance Test is completed <u>or deemed completed/accepted.</u> 3.1.4.1. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the bidder in their technical bid, the bidder shall be given 6 weeks' time to correct the discrepancy <u>by OICL within 2 weeks of delivery</u> post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their equipment at their costs and risks. The test will be arranged by the Bidder at the sites in the presence of the officials of OICL and/ or its consultants and appropriate functional and technical training should be given to the officials of OICL/ or its consultants. <u>Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. OICL will confirm acceptance in writing to Bidder. OICL shall not</u>	Please be guided by the RFP
664	129 - 130	3.1.10 Delay in Bidder's performance	Implementation of the Solution and performance of service shall be made by the bidder in accordance with the time schedule specified by OICL in the contract. Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default	Request to add the following provision to the clause underlined as under:- <u>Subject to OICL performing sublocations on time</u>, iImplementation of the Solution and performance of service shall be made by the bidder in accordance with the time schedule specified by OICL in the contract. Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default <u>provided the delay is for the reasons solely and directly attributable to the Bidder</u>.	Since every thing is going to be hosted on cloud there is nothing which OICL needs to be provide. Please be guided by the RFP

665	130 - 132	3.1.11 Payment terms	Hardware, Software and other components to be provided for execution of project should be sized for entire contract period by considering Scope, functional & technical requirements and SLAs. However, if it is found that the hardware is not sized adequately or the hardware utilization goes beyond the threshold limit as defined in the RFP, the Bidder has to provide additional hardware at no additional cost to meet the performance parameters set by OIC	Request to remove the part of strike through clause as under: Hardware, Software and other components to be provided for execution of project should be sized for entire contract period by considering Scope, functional & technical requirements and SLAs. ~~However, if it is found that the hardware is not sized adequately or the hardware utilization goes beyond the threshold limit as defined in the RFP, the Bidder has to provide additional hardware at no additional cost to meet the performance parameters set by OIC~~	Please be guided by the RFP
666			The OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL. OICL shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement. Any objection / dispute to the amounts invoiced in the bill shall be raised by the OICL within 21 days from the date of receipt of the invoice, only in exceptional circumstances will OICL raise a dispute beyond 21 days. Upon settlement of disputes with respect to any disputed invoice(s), the OICL will make payment within thirty (30) Days of the settlement of such disputes	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: The OICL shall have the right to withhold any payment due to the Bidder <u>(except the payments for the services already rendered to OICL)</u> , in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL. OICL shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement. Any objection / dispute to the amounts invoiced in the bill shall be raised by the OICL within 21 days from the date of receipt of the invoice, ~~only in exceptional circumstances will OICL raise a dispute beyond 21 days~~. Upon settlement of disputes with respect to any disputed invoice(s), the OICL will make payment within thirty (30) Days of the settlement of such disputes <u>All payments due for more than thirty (30) days will</u>	Please be guided by the RFP

667	132 - 135	3.2 Other RFP Requirements	a. The Head Office of OICL is floating this RFP. However, the Bidder getting the contract shall install and commission the solution, procured through this RFP, at OICL's DC and DRS or at such centers as OICL may deem fit and the changes, if any, in the locations will be intimated to the Bidder. b. Technical Inspection and Performance Evaluation - OICL may choose to carry out a technical inspection/audit and performance evaluation of products offered by the Bidder. The Bidder would permit OICL or any person / persons appointed by OICL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by the Bidder and under no circumstances the same would be reimbursed to the Bidder by OICL.	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: a. The Head Office of OICL is floating this RFP. However, the Bidder getting the contract shall install and commission the solution, procured through this RFP, at OICL's DC and DRS or at such centers as OICL may deem fit and the changes, if any, in the locations will be intimated to the Bidder. Any additional costs incurred by the Bidder due to change in locations shall be borne by OICL. b. Technical Inspection and Performance Evaluation - OICL may choose to carry out a technical inspection/audit and performance evaluation of products offered by the Bidder. The Bidder would permit OICL or any person / persons appointed by OICL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by ~~the Bidder~~ OICL ~~and under no circumstances the same would be reimbursed to the Bidder by OICL.~~	Please be guided by the RFP
668	136	4.1 Contract Commitment	OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of five (5) year (Extendable for Two year on mutually agreed terms and conditions).	Request to add the underlined part to the clause as under: OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of five (5) year (Extendable for Two year with mutual consent of the parties on mutually agreed terms and conditions).	Please be guided by the RFP
669	136	4.3 Completeness of Project	The project will be deemed as incomplete if the desired objectives of the project Section 2 – Scope of Work of this document are not achieved.	Request to remove the strike through part of the clause as under: The project will be deemed as incomplete if ~~the desired objectives of the project~~ Section 2 – Scope of Work of this document are not achieved.	Please be guided by the RFP

670	136 - 137	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/ 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. 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	Request to remove the strike through part of the clause as under: 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 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.~~ 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~~	Please refer to corrigendum

671	137	4.5 Assignment	OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract	Request to add the underlined part to the clause as under: OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract. <u>Bidder may also assign the Agreement in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets.</u>	please be guided by the RFP

672	137	4.7 Indemnity	The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: ~~a) Non-compliance of the Bidder with Laws / Governmental Requirements~~ b) third party IP infringement c) ~~Negligence and~~ Wilful misconduct of the Bidder, and its employees, ~~and agents~~ Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder's compliance with OICL's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform OICL of the same); (ii) inclusion in a Deliverable of any content or other materials provided by OICL and the infringement relates to or arises from such OICL materials or provided material; (iii) modification of a Deliverable after delivery by Bidder to OICL if such	Please refer to corrigendum

673	138	4.8 Inspection of Records	All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, as often as OICL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, ~~as often as OICL deems necessary~~ not more than 2 times a year , to audit, examine, and make excerpts or transcripts of all relevant data. OICL shall provide a notice of not less than 10 days before conducting such audit. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, ~~which will be subject to the requirements of statutory and regulatory authorities~~. The auditor should not be competitor of the Bidder. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless OICL relieves Bidder from meeting the applicable service levels.	please be guided by the RFP
674	138	4.9 Publicity	Any publicity by the Bidder in which the name of OICL is to be used should be done only with the explicit written permission of OICL.	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: Any publicity by ~~the Bidder~~ either party in which the name of ~~OICL~~ other party is to be used should be done only with the explicit written permission of ~~OICL~~other party.	Please be guided by the RFP

675	138	4.11 Information Ownership	All information processed, stored, or transmitted by Bidder equipment belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: All information processed, stored, or transmitted by OICL to the successful Bidder ~~equipment~~ belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to OICL the information or rights to redistribute the OICL information. The Bidder understands that civil, ~~criminal~~, or administrative penalties may apply for failure to protect information appropriately which is proved to have caused due to reasons solely attributable to Bidder.	Please be guided by the RFP
676	138 - 139	4.12 Sensitive Information	Any information considered sensitive must be protected by the Bidder from unauthorized disclosure, modification or access.	Request to add the underlined part to the clause as under: Any information considered sensitive must be notified to the Bidder as being sensitive and be protected by the Bidder in the agreed manner from unauthorized disclosure, modification or access.	Please be guided by the RFP
677	139 - 140	4.14 Confidentiality	Bidder understands and agrees that all materials and information marked and identified by OICL as 'Confidential' are valuable assets of OICL and are to be considered OICL's proprietary information and property. Bidder will treat all confidential materials and information provided by OICL with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by OICL without OICL's prior written approval. The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender	Request to add the underlined part to the clause as under: Bidder understands and agrees that all materials and information marked and identified by OICL as 'Confidential' are valuable assets of OICL and are to be considered OICL's proprietary information and property. Bidder will treat all confidential materials and information provided by OICL with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by OICL without OICL's prior written approval. 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 tender In the event of IOCL receiving or being given access to the Bidder's Confidential Information IOCL shall have the same obligations with respect to such information as does the Bidder with respect to IOCL's Confidential Information under this Clause and Bidder shall have the same rights as are available to OICL under this Clause.	Please refer to corrigendum

678	140	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 1% (One percentage) of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall ~~without prejudice to its other remedies under the contract~~, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5 ~~1~~ % (~~One~~ half percentage) of the contract price of delayed services or goods for every week (seven days) or part thereof of delay, up to maximum deduction of 5 ~~10~~ % of the ~~total contract~~ price of delayed services or goods. Once the maximum is reached, OICL may consider termination of the contract. The liquidated damages will be applicable only if the delay is for the reasons solely and directly attributable to the Bidder and not due to reasons attributable to OICL and/or its other vendors or due to reasons of Force Majeure.	please be guided by the RFP
679	141	4.17 Termination for Default	OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days 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 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. 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 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	Request to add the underlined part to the clause as under: OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days 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 Solution, Components and services within the time period(s) specified in the contract, or any extension thereof granted by OICL provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to OICL and/or its other vendors or due to reasons of Force Majeure; or b) If the Bidder fails to perform any other material obligation(s) under the contract provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to OICL and/or its other vendors or due to reasons of Force Majeure Prior to providing a written notice of termination to Bidder, IOCL shall provide Bidder with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, OICL shall have right to initiate action in accordance with above clause.	Please refer to corrigendum

680	140 -141	4.18 Force Majeure	The Bidder shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder 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. 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.	Request to add the underlined part to the clause as under: The Bidder shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder 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, <u>pandemics</u>, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly <u>and within 7 days</u> 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. <u>In such a case the time for performance shall be extended by a period(s) not less than the duration of such delay.</u>	Please refer to corrigendum

681	141	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. ii. 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.	Request to add the underlined part to the clause as under: 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. ii. 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. In the event of this agreement being terminated, OICL shall be liable to make payments of all the amount due under this agreement for which services have been rendered by the Bidder to OICL till the date of termination.	Please refer to corrigendum
682	143	4.27 No Claim Certificate	The Bidder shall not be entitled to make any claim whatsoever against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the Bidder after he shall have signed a “No Claim” certificate in favor of OICL in such forms as shall be required by OICL after all payments due to the Supplier are made in full.	Request to add the underlined part to the clause as under: The Bidder shall not be entitled to make any claim whatsoever related to payment for services against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the Bidder after he shall have signed a “No Claim” certificate in favor of OICL in such forms as shall be required by OICL after all payments due to the Supplier are made in full.	please be guided by the RFP

683	143	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 Company in the following circumstances: 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 iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: OICL reserves the right to cancel the contract placed on the selected bidder ~~and recover expenditure incurred by the Company in the following circumstances:~~ i. The selected bidder commits a breach of any of the terms and conditions of the bid provided the breach is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to OICL and/or its other vendors or due to reasons of Force Majeure. ii. The selected bidder goes in to liquidation voluntarily or otherwise. iii. The progress made by the selected bidder is found to be ~~unsatisfactory~~ not as per the agreed scope iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. Prior to providing a written notice of cancellation to Bidder, IOCL shall provide Bidder with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, OICL shall have right to initiate action in	Please refer to corrigendum
684	143	4.29 Rights reserved by OICL	i. Company reserves the right to accept or reject any or all Bids without assigning any reasons. ii. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary. iii. OICL reserves the right to issue a fresh RFP for this project at any time during the validity of the contract period with the selected Bidder.	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: i. Company reserves the right to accept or reject any or all Bids without assigning any reasons. ii. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to ~~debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary~~ terminate the contract. iii. OICL reserves the right to issue a fresh RFP for this project at any time during the validity of the contract period with the selected Bidder.	Please be guided by the RFP

685	144	4.30 Limitation of Liability	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: Bidder's cumulative liability for its obligations under the contract shall not exceed the amount paid to Bidder by OICL in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). ~~total contract value~~ and the Bidder shall not be liable for incidental / consequential, punitive, special , exemplary or indirect damages including loss of profit, goodwill, data or saving. Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by OILC or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of OICL, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or	Please be guided by the RFP
686	144	4.32 Violation of terms	OICL clarifies that OICL shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies OICL may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: OICL clarifies that ~~OICL~~ either party shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the ~~Bidder~~ other party from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies ~~OICL~~ non - defaulting party may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.	Please be guided by the RFP

687	145	4.35 Intellectual Property Rights	The code written by the bidder for Portal and Mobile app as pe the requirement and SRS Finalize for the scope of this RFP will be the Intellectual Property of the OICL. Bidder cannot use the same code for any other purpose. Bidder needs to submit the code to OICL with proper documentation as mentioned below after deployment. • Data Flow Diagram • Requirement traceability Matric • Flow Diagram of different module • Detail of technology used • All the source code with proper documentation	Request to add the underlined part to the clause as under: The code written by the bidder for Portal and Mobile app as pe the requirement and SRS Finalize for the scope of this RFP will be the Intellectual Property of the OICL. Bidder cannot use the same code for any other purpose. Bidder needs to submit the code to OICL with proper documentation as mentioned below after deployment. • Data Flow Diagram • Requirement traceability Matric • Flow Diagram of different module • Detail of technology used • All the source code with proper documentation Supplier 's Proprietary Software and Pre-Existing IP. OICL acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any Supplier's proprietary software or tools. If Supplier and OICL mutually agree that the Supplier provides to OICL any proprietary software or tools of Supplier or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of Supplier or of a third party. Further, OICL acknowledges that in performing Services under this	Please be guided by the RFP

688	145 - 146	4.36 Outsourcing Agreement	2. Express Clause: The contract shall neither prevent nor impede the company from meeting its respective regulatory obligations, nor the IRDAI from exercising its regulatory powers of conducting inspection, investigation, obtaining information from either the company or the Bidder 5. Legal and Regulatory Obligations: The Bidder shall ensure that the outsourcing contract/ arrangements do not:- a) Diminish the Company's ability to fulfil their obligations to Policyholders and the IRDAI. b) Impede effective supervision by the IRDAI. c) Result in Company's internal control, business conduct or reputation being compromised or weakened. 6. Applicability of the laws/regulations: The Regulations apply irrespective of whether the outsourcing arrangements are entered into with an affiliated entity within the same group as the Company, or an outsourcing service Provider external to the group or the one who has been given sub-contract. The Outsourcing Agreement shall not diminish the obligations of the Company and its Board & Senior Management to comply with the relevant law/s and regulations. The Bidder engaged by the company is subject to the provisions of the Insurance Act 1938, IRDAI Act 1999, rules & regulations and any other order issued thereunder	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: 2. Express Clause: The contract shall ~~neither~~ not prevent ~~nor impede the company from meeting its respective regulatory obligations~~, nor the IRDAI from exercising its regulatory powers of conducting inspection, investigation, obtaining information from either the company or the Bidder. 5. Legal and Regulatory Obligations: The Bidder shall ensure that the outsourcing contract/ arrangements do not:- ~~a) Diminish the Company's ability to fulfil their obligations to Policyholders and the IRDAI.~~ b) Impede effective supervision by the IRDAI. ~~c) Result in Company's internal control, business conduct or reputation being compromised or weakened.~~ 6. Applicability of the laws/regulations: The Regulations apply irrespective of whether the outsourcing arrangements are entered into with an affiliated entity within the same group as the Company, or an outsourcing service Provider external to the group or the one who has been given sub-contract. T~~he Outsourcing Agreement shall not diminish the obligations of the Company and its Board & Senior Management to comply with the relevant~~	Please be guided by the RFP

689	146 -147	4.37 Regulations, Legal & Compliance	Any content that the bidder posts on OICL's Social Media channels shall be deemed and remain the property of OICL. OICL shall be free to use such content/ information, for any purpose without any legal or financial compensation or permission for such usage Under no circumstances OICL shall or any of our affiliates, employees or representatives, be liable to the bidder for any direct or indirect, claims or damages whatsoever emanating from any mistakes, inaccuracies, or errors of content, personal injury or property damage, of any nature whatsoever, emanating from your use to and access of our Social Media platforms or entities purporting to represent OICL. You specifically acknowledge that OICL shall not take any liability for content or the offensive, defamatory, or illegal conduct of any third party and that the risk of damage or harm arising from the preceding entirely rests with you. The foregoing limitation of liability shall apply to the fullest extent that's permitted by law in the applicable jurisdiction. To the extent permitted by law applicable, you agree to indemnify, defend and hold harmless, OICL, its affiliates, officers, directors, employees, and agents, arising from and against any and all damages,claims, obligations, liabilities, losses, costs or debt, and expenses (including but not limited to lawyer's/attorney's fees) arising from: (i) your use of and access of our page; (ii) your violation of any of these Guidelines; (iii) your violation of any third party right, including without limitation any copyright, proprietary, or	Request to remove the strike through part of the clause as under: Any content that the bidder posts on OICL's Social Media channels shall be deemed and remain the property of OICL. OICL shall be free to use such content/ information, for any purpose without any legal or financial compensation or permission for such usage Under no circumstances OICL shall or any of our affiliates, employees or representatives, be liable to the bidder for any ~~direct or~~ indirect, claims or damages whatsoever emanating from any mistakes, inaccuracies, or errors of content, personal injury or property damage, of any nature whatsoever, emanating from your use to and access of our Social Media platforms or entities purporting to represent OICL. ~~You specifically acknowledge that OICL shall not take any liability for content or the offensive, defamatory, or illegal conduct of any third party and that the risk of damage or harm arising from the preceding entirely rests with you~~. The foregoing limitation of liability shall apply to the fullest extent that's permitted by law in the applicable jurisdiction. ~~To the extent permitted by law applicable, you agree to indemnify, defend and hold harmless, OICL, its~~	Please be guided by the RFP
690	151 - 152	6.2 Technical Bid Documents	Note: 1. Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications / corrigendum to this tender, if any.	Request to add the underlined part to the clause as under: Note: 1. Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications / corrigendum to this tender, if any <u>subject to the deviations submitted along with the bid proposal.</u>	Please be guided by the RFP

691	158 - 172	7 Service Level Agreement	Uptime requirements are provided Overall cap of all the penalties over the tenure of the contract will be 15% (Fifteen percent) of the contract value. 7.6 AT RISK AMOUNT 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. 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 7.7 Other Conditions iv The Bidder is required to provide and implement regular updates/upgrades/patches released by the OEM within the timelines as mutually agreed. v If during the contract period, any equipment has a hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent or higher new equipment by the bidder at no additional cost to OICL. vi The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the OICL such as termination of contract, invoking performance guarantee	Uptime requirements are provided The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to OICL such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by OICL (Bidder may also request OICL for a shutdown for maintenance purpose, which request will not be denied unreasonably by OICL; (g) Time taken for booting the system (h) Time lost due to unavailability of links (i) Mis-handling of system by any person other than Bidder's authorized representatives Overall cap of all the penalties over the tenure of the contract will be ~~15~~ 10% (~~Fifteen~~ Ten percent) of the contract value.	Please refer to corrigendum

692			7.7.1 Exception iii Conflict of Interest The Managed Service Provider shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Managed Service Provider or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the Purchaser. Additionally, such disclosure shall address any / all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Managed Service Provider to complete the requirements as given in the application document / RFP. iv Data Ownership All the data created as the part of the project shall be owned by Purchaser without any exceptions. v Compliance with IS Security Policy The Managed Service Provider shall comply with the Purchaser's IT Policy & IS policy in key concern areas relevant to the Project, details of which will be shared with the finally selected Managed Service Provider . vi Changes in Cloud Service Offerings The Managed Service Provider shall inform the Purchaser, at least 3 months in advance, about the material changes that the Managed Service Provider is planning to implement in the Cloud Service being consumed by the Purchaser. (ii) The Managed Service	Request to reclarify this points for ease of understanding by the service provider	Please be guided by the RFP
693	176	9.2 Annexure 2: No Blacklist Declaration	We do hereby declare and affirm that we have not been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender for "REQUEST FOR PROPOSAL (RFP) FOR Selection of Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app"	Request to add the underlined part to the clause as under: <u>To the best of our knowledge and as per the records</u>, we do hereby declare and affirm that we have not been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender for "REQUEST FOR PROPOSAL (RFP) FOR Selection of Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app"	Please be guided by the RFP

694	177 - 178	9.3 Annexure 3: Contract Form	9.3 Annexure 3: Contract FormThe following documents shall be deemed to form and be read and construed as part of this Agreement viz. RFP Document and corresponding Amendments (Reference No: OICL/HO/ITD/WEBPORTAL/2022/01 Dated 31 May 2022) The Schedule of Requirements and the Requirement Specifications The Service Level Agreement The General Conditions of Contract The Purchaser's Notification of Award (PO Reference No.:_____)	Request to add the underlined part to the clause as under: The following documents shall be deemed to form and be read and construed as part of this Agreement viz. RFP Document and corresponding Amendments (Reference No: OICL/HO/ITD/WEBPORTAL/2022/01 Dated 31 May 2022) The Schedule of Requirements and the Requirement Specifications The Service Level Agreement Bidder's Proposal The General Conditions of Contract The Purchaser's Notification of Award (PO Reference No.:_____)	Please be guided by the RFP
695	180 - 181	9.5 Annexure 5: Bid Security Declaration	I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We 1) if I/We withdraw the Bid during the period of validity i.e.180 Days from the Bid due date; or 2) if I/We is/are awarded the Contract and fail to sign the Contract; or 3) if I/We fail to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or 4) if I/We make any statement or enclose any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or 5) if I/We fail to submit the requisite documents as per the tender specification; or 6) if I/We violate any of the provisions of the terms and conditions of this tender Specification 7) If I/We become technically qualified but did not take part in the Reverse Auction 8) if I/We does not submit a NO deviation certification in the same format and language as mentioned in the RFP 9) if I/We does not provide requisite clarification as per the time mentioned in the clarification mail I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: I/We accept that I/We may be disqualified ~~from bidding~~ from this RFP ~~for any contract with you for a period of one year from the date of notification~~ if I am /We are in a breach of any obligation under the bid conditions, because I/We 1) if I/We withdraw the Bid during the period of validity i.e.180 Days from the Bid due date; or 2) if I/We is/are awarded the Contract and fail to sign the mutually agreed Contract; or 3) if I/We fail to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or 4) if I/We make any statement or enclose any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or 5) if I/We fail to submit the requisite documents as per the tender specification; or ~~6) if I/We violate any of the provisions of the terms and conditions of this tender Specification~~ ~~7) If I/We become technically qualified but did not take part in the Reverse Auction~~ ~~8) if I/We does not submit a NO deviation certification~~	Please be guided by the RFP

696	182	9.6 Annexure 6: Pro forma for Performance Security	Pro forma for Performance Security	Request to add the underlined matter to the clause as under: Notwithstanding anything contained hereinabove: a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only) b) This Guarantee shall remain in force up to c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of OICL under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.	Please be guided by the RFP
697	183	9.7 Annexure 7: Statement of No Deviation	This is to confirm that we have submitted a no deviation bid and unconditionally accept all requirements, payment terms, integrity pact, SLAs, Scope and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by OICL. pertaining to Selection of Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app. Any assumption or exclusion submitted by us in the proposal which are contradictory to the RFP or subsequent corrigendum/amendment stands null and void.	Request to add the underlined matter and remove the strike through part of the clause as under: This is to confirm that ~~we have submitted a no deviation bid and~~ subject to the deviations submitted along with the bid proposal, we ~~unconditionally~~ accept all requirements, payment terms, integrity pact, SLAs, Scope and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by OICL. pertaining to Selection of Vendor for Supply, Installation, Implementation, development & Maintenance of Web Portal and Mobile app. ~~Any assumption or exclusion submitted by us in the proposal which are contradictory to the RFP or subsequent corrigendum/amendment stands null and void.~~	Please be guided by the RFP
698	188	9.12 Annexure 12: Manufacturers Authorization Form	f. In the event of termination of production of such Products: i. advance notification to OICL of the pending termination, in sufficient time to permit the OICL to procure needed requirements; and ii. Following such termination, furnishing at no cost to OICL, the blueprints, design documents, operations manuals, standards and specifications of the Products, if requested.	Request to remove the strike through part of the clause as under: f. In the event of termination of production of such Products: i. advance notification to OICL of the pending termination, in sufficient time to permit the OICL to procure needed requirements; and ii. Following such termination, furnishing at no cost to OICL, the ~~blueprints, design documents~~, operations manuals, standards and specifications of the Products, if requested.	Please be guided by the RFP

699	189 - 193	9.13 Annexure 13: Non-Disclosure Agreement	Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties. The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement 2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. That a copy of the agreement shall also be given to OICL. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify The Oriental Insurance Company Ltd immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement	Request to remove the strike through portion of the clause and add the underlined matter to the clause as under: Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties. <u>The obligation under this clause will not apply where it is necessary to retain any Confidential Information or materials for the purpose as required by law or for internal auditing purposes or electronic data stored due to automatic archiving and back-up procedures.</u> The obligations of this clause shall survive <u>for a period of 1 year post</u> the expiration, cancellation or termination of this Agreement 2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor <u>or subcontractors, consultants, auditors etc</u> who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior	Please refer to corrigendum

700	196 - 200	9.14 Annexure 14: Integrity Pact	5.2 The Earnest money / Security deposit shall be valid up to a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whicheveris later. 6. Sanctions for violations 6.1 Any breach of the aforesaid provisions by the BIDDER or any one Employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceeding with the other BIDDER(s) would continue. (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit /Performance bond (after the contract is signed shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore. (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER. (iv) To recover all sum already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing prime lending rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon	Request to add the underlined and remove the strikethrough matter to the clause as under: 5.2 The Earnest money / Security deposit shall be valid up to a period of five years or the complete conclusion of the contractual obligations ~~to the complete satisfaction of both the BIDDER and the BUYER~~ as per the agreed scope, including warranty period, whicheveris later. 6. Sanctions for violations 6.1 Any breach of the aforesaid provisions by the BIDDER or any one Employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceeding with the other BIDDER(s) would continue. (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit /Performance bond (after the contract is signed shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore. (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER. (iv)	Please refer to corrigendum

702	New addition	Execution Infrastructure	The BUYER will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include: i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of BUYER during regular working hours. BUYER shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.		Please be guided by the RFP
703	New addition	Co-ordination	BUYER will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. BUYER will allocate a Project Co-ordinator to interact with Bidder, fix appointments with various BUYER Personnel and provide local assistance to Bidder's Consultants. The Project Co-ordinator will have necessary authorization from BUYER to take decisions and give timely approvals as per the need of the project.		Please be guided by the RFP
704	New addition	Assistance	The BUYER will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by the BUYER, before the service is undertaken by Bidder. Necessary and sufficient time will have to be spent by Users in BUYER with Bidder personnel during this stage of the assignment.		Please be guided by the RFP

705	New addition	Methodology, Tools and Techniques	Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by the BUYER will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.		Please be guided by the RFP
706	New addition	Additional Support and Services	In case the BUYER requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate.		Please be guided by the RFP
707	New addition	Travel and Related Expenses	Should the assignment require any travel by any Bidder expert outside their respective base location(s), the BUYER will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.		Please be guided by the RFP
708	New addition	Cost Escalation	Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by the BUYER, non-availability of facilities at the BUYER, increase in the scope of the agreed Change-Requirements or increase in the BUYER's Implementation support requirements etc., Bidder will bring this to the attention of the BUYER. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal.		Please be guided by the RFP
709	New addition	General Indemnity	The BUYER will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the BUYER by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.		Please be guided by the RFP

710	New addition	Notices	All notices, requests, demands and other communications under this proposal or in connection herewith shall be given to or made upon the respective parties as follows – Bidder:Tata Consultancy Services Limited, TCS House, Raveline Street, Fort, Mumbai 400 001. With a copy to: Deputy General Counsel Tata Consultancy Services Limited, TCS House, Raveline Street, Fort, Mumbai 400 001. BUYER: (pl. fill up the Address). or to such other person or addresses as any of the Parties shall have notified to the others. All notices, requests, demands and other communications given or made in accordance with the provisions of this proposal shall be in writing by letter, fax, email or telegram.		Please be guided by the RFP
711	5	Role, Responsibilities and Obligations of Seller/ Buyer, 3-9 of GTC	xi. Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price equal to or lower than Offer Price onGeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM. xii. By offering their product on GeM, the Seller agrees for sharing price detailsof the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc. xiv. The Seller(s) shall pass on all the benefits associated with any scheme /offer / freebies provided by the OEM on any product from time to time on an "as-is basis" to the Buyer. This obligation will also apply to OEM's directly supplying the goods. Holding back any such offer or accounting such freebies in quantity supplied shall make such consignments liable to be rejected by the consignee and shall also be considered as inappropriate and against the GeM policies for which GeM reserves all rights to take necessary action against such Seller/OEM as deemed fit.	Requrst to add the underlined and remove the strikethrough part of the clasue as under: xi. Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price equal to or lower than Offer Price on GeM . ~~In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM~~ xii. By offering their product on GeM, the Seller agrees for sharing price detailsof the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc. xiv. The Seller(s) shall pass on all the benefits associated with any scheme / offer / freebies provided by the OEM on any product from time to time on an "as-is basis" to the Buyer. This obligation will also apply to OEM's directly supplying the goods. Holding back any such offer or accounting such freebies in quantity supplied shall make such consignments liable	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

712	9-21 of GTC	Enabling provisions of Rule 149 of General Financial Rules- 2017,	(g) The participation by the Seller in e-bidding shall be construed as his / her acceptance for all the Terms and Conditions as outlined in the e-bidding including GTC, STC and ATC. (p) Notwithstanding above, GeM SPV / GeM Admin also reserve the right to debar such seller from GeM portal. Such debarment shall be for minimum 3 months initially on first such offence and on repeat offence, the debarment period can be increased suitably by GeM SPV / GeM Admin. By submitting a bid on GeM, the Bidder explicitly undertakes to abide by the above clause.	Requrst to add the underlined and remove the strikethrough part of the clasue as under: (g) Subject to the deviations submitted along with the bid proposal, Tthe participation by the Seller in e-bidding shall be construed as his / her acceptance for all the Terms and Conditions as outlined in the e-bidding including GTC, STC and ATC. (p) ~~Notwithstanding above, GeM SPV / GeM Admin also reserve the right to debar such seller from GeM portal. Such debarment shall be for minimum 3 months initially on first such offence and on repeat offence, the debarment period can be increased suitably by GeM SPV / GeM Admin. By submitting a bid on GeM, the Bidder explicitly undertakes to abide by the above clause.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
713	P22-23 OF GTC	Performance Security and Performance,	If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.	Request to add the underlined matter to the clause as under: If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller provided the failure is for the reasons solely and directly attributable to the Bidder.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

714	P25 of GTC	1Guarantee and Warrantee,	The Goods/Services supplied under the Contract(s) shall be in accordance with the contract specifications & quality and the Goods shall be brand new and have standard Guarantee/Warrantee for one year period from the date of final acceptance by the consignee unless otherwise specified in category specifications, specific Bid/RA . Seller, at the time of listing their product on GeM portal or offering their products against any Bid / RA, may accordingly provide longer Guarantee/Warrantee period (i.e. more than 1 year) and in such case, Guarantee/Warrantee period stipulation made in category specifications / Bid / RA document, shall prevail over standard Guarantee / Warrantee period of 1 year stipulated in these General Terms and Conditions. ii. Notwithstanding the fact that the Buyer or its Quality Assurance Officer may have inspected and/or approved / accepted the said Goods, it is further guaranteed that if during the said guarantee / warrantee period, the Goods be discovered not to conform to the requisite description and quality and/or not giving satisfactory performance or have deteriorated, and the decision of the Buyer in that behalf shall be final and binding on the Seller and the Buyer shall be entitled to call upon the Seller to rectify and/or replace the Goods or such portion thereof as is found to be defective by the Buyer within 7 days. Otherwise, the Seller shall pay to the Buyer such compensations that may arise by reasons of the warranty therein contained. In cases requiring Spares, the Seller guarantees that they will supply Spare Parts, if and	Requrst to add the underlined and remove the strikethrough part of the clasue as under: The Goods/Services supplied under the Contract(s) shall be in accordance with the contract specifications & quality and the Goods shall be brand new and have standard Guarantee/Warrantee for one year period from the date of final acceptance by the consignee unless otherwise specified in category specifications, specific Bid/RA . Seller, at the time of listing their product on GeM portal or offering their products against any Bid / RA, may accordingly provide longer Guarantee/Warrantee period (i.e. more than 1 year) and in such case, Guarantee/Warrantee period stipulation made in category specifications / Bid / RA document, shall prevail over standard Guarantee / Warrantee period of 1 year stipulated in these General Terms and Conditions. ii. Notwithstanding the fact that the Buyer or its Quality Assurance Officer may have inspected and/or approved / accepted the said Goods, it is further guaranteed that if during the said guarantee / warrantee period, the Goods be discovered not to conform to the requisite description and quality and/or not giving ~~satisfactory~~ performance or have deteriorated, ~~and the decision of the Buyer in that behalf shall be final and binding on the Seller and~~ the	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
715	p27 of GTC	Delivery Period	Seller shall indicate the quantity which can be supplied over the specified time period(s). The Seller would offer these details, which would constitute the part of the awarded Contract(s) in the GeM and would make a binding Contract between the Seller & the Buyer. Any modification thereto shall be mutually agreed and incorporated in the Contract. This Delivery Period/Time shall be deemed to be essence of the Contract and delivery must be completed not later than such date(s).	Request to add the underlined matter to the clause as under: Seller shall indicate the quantity which can be supplied over the specified time period(s). The Seller would offer these details, which would constitute the part of the awarded Contract(s) in the GeM and would make a binding Contract between the Seller & the Buyer. Any modification thereto shall be mutually agreed and incorporated in the Contract. <u>Subject to Buyer performing its obligations on time</u> . Tthis Delivery Period/Time shall be deemed to be essence of the Contract and delivery must be completed not later than such date(s	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

716	P27-28 of GTC	Extension of Delivery Period and Liquidated Damages, P27-28 of GTC	Buyer may, on the request of the Seller or otherwise, extend the delivery date suitably subject to the following conditions: i. The original Delivery Period may be re-fixed by the Buyer without any Liquidated damages subject to Force Majeure conditions mentioned below and also on the ground/reasons of delay attributable to the Buyer / Consignee. ii. For other cases, provided the price trend is not lower, the Delivery Period may be suitably extended for which an amount equal to the Liquidated Damages for the extended period(s) for delay in the supply of the Goods/Services after the expiry of contract delivery period /re-fixed delivery period, shall be recovered from the Seller as mentioned hereinafter for the extended period. No increase in price on any ground after the original/re-fixed delivery date shall be admissible during such extended period(s). Nevertheless the Buyer shall be entitled to the benefit of any decrease in price on account of reduction in GST taking place during extended delivery period. iii. Liquidated Damages: If the Seller/Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period as pre-	Requrst to add the underlined and remove the strikethrough part of the clasue as under: Buyer may, on the request of the Seller or otherwise, extend the delivery date suitably subject to the following conditions: i. The original Delivery Period may be re-fixed by the Buyer without any Liquidated damages subject to Force Majeure conditions mentioned below and also on the ground/reasons of delay attributable to the Buyer / Consignee. ii. For other cases, provided the price trend is not lower, the Delivery Period may be suitably extended for which an amount equal to the Liquidated Damages for the extended period(s) for delay in the supply of the Goods/Services after the expiry of contract delivery period /re-fixed delivery period, shall be recovered from the Seller as mentioned hereinafter for the extended period. No increase in price on any ground after the original/re-fixed delivery date shall be admissible during such extended period(s), <u>however if the delivery period is delayed due to the reasons attributable to buyer, then any benefit of increase in price on account of increase in taxes shall be to the account of the buyer</u>.. Nevertheless the Buyer shall be entitled to the benefit of any decrease in price on	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

717	p30-31 of GTC	Limitation Of Liability,	Notwithstanding anything contained in this agreement, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the Contract Price entered into the Contract between Buyer and Seller.	Request to remove the strikethrough and add the underlined matter to the clause as under: Notwithstanding anything contained in this agreement, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise~~; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation~~. I n no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the amount paid to Bidder by NIC in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).~~Contract Price entered into the Contract between Buyer and Seller.~~ Service Provider shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

718	p31 of GTC	Termination for default,	If the Seller does not perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non -performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.	Request to remove the strikethrough and add the underlined matter to the clause as under: If the Seller does not perform its obligations within the Delivery Period/Date mentioned in the Contract provided the non-performance is for the reasons which are solely and entirely attributable to the Seller and not due to reasons attributable to Buyer and/or its other vendors or due to reasons of Force Majeure, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security ~~besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.~~ Prior to providing a written notice of termination to Seller under this clause, the Buyer shall provide Seller with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Buyer shall have right to initiate action in accordance with above clause	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
719	P31 of GTC,	Closure of Transaction,	After satisfactory completion of all the obligations under the Contract and release of payments for the goods / services, the transaction shall be treated as closed.	Request to remove the strikethrough portion of the clause as under: After satisfactory completion of all the obligations under the Contract and release of payments for the goods / services, the transaction shall be treated as closed.	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

720	P31-32 OF GTC	Grounds for Administrative Action,	(ii) The Seller would be liable for administrative actions such as suspension / debarment / removal from GeM, if they fail to abide by any of the Website Policies including the terms & conditions stipulated in this document and/or on anyone or more of the following grounds: (a) Listing the products/services not in the relevant categories and/or listing the same with vague/conflicting product specifications/details and irrelevant product photographs.(b) Offering Goods / Services without having proper authorization (c) Supplies goods of inferior/ substandard quality (d) Supplies or offers to supply refurbished or counterfeit or fake products e) Withdraws or modify or impairs or derogates from the bid in any respect within the period of validity of its bid; (f) Seller furnishes inaccurate, false, misleading or forged or fails to furnish any information / documents, within the prescribed time limits, to GeM or to a Buyer, including during e-Bidding/ RA process; (g) Fails to furnish requisite performance security / PBG within stipulated time required as per e-bid / RA conditions; (h) Fails to update GeM about any change in information furnished within the prescribed time limits; (i) Executes services without conforming to requirement given in Service Level Agreement (SLA); (j) Fails to execute an order/ contract or fail to xecute it satisfactorily (k) Is declared bankrupt or insolvent; (l) Fails to produce the requisite documents/ information during the course of nspection /	Request to remove the strikethrough part of the clause as under: (ii) The Seller would be liable for administrative actions such as suspension / debarment / removal from GeM, if they fail to abide by any of the Website Policies including the terms & conditions stipulated in this document and/or on anyone or more of the following grounds: (a) Listing the products/services not in the relevant categories and/or listing the same with vague/conflicting product specifications/details and irrelevant product photographs. (b) Offering Goods / Services without having proper authorization (c) ~~Supplies goods of inferior/ substandard quality~~ (d) Supplies or offers to supply refurbished or counterfeit or fake products (e) ~~Withdraws or modify or impairs or derogates from the bid in any respect within the period of validity of its bid~~; f) Seller furnishes inaccurate, false, misleading or forged ~~or fails to furnish any~~ information / documents, ~~within the prescribed time limits, to GeM or to a Buyer, including during e-Bidding/ RA process~~; ~~(g) Fails to furnish requisite performance security / PBG within stipulated time required as per e-bid / RA~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted

721	P34-38 OF GTC	Miscellaneous Provisions,	23.2 Indemnification: The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from. Buyers and Sellers agree to indemnify, defend and hold harmless GeM, its officials, Managed Service Provider (herein after individually and collectively referred to as "indemnified parties") from and against any and all losses, liabilities, claims, suits, proceedings, penalties, interests, damages, demands, costs and expenses (including legal and other statutory fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by the indemnified parties that arise out of, result from, or in connection with 23.2.1. Breach of the contract(s); or 23.2.2. Any claims made by any third party due to, or arising out of, or in connection with, use of the Website; or 23.2.3. Any claim made by any third party regarding content/ information or materials provided by Seller cause any damage to a third party; or arising out of, or in connection with, use of	Request to add the underlined and remove the strikethrough part of the clause as under: 23.2. Indemnification: The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from. <u>Buyer shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Buyer's compliance with Seller's specific technical designs or instructions (except where Buyer knew or should have known that such compliance was likely to result in an Infringement Claim and Buyer did not inform Seller of the same); (ii) inclusion in a Deliverable of any content or other materials provided by Buyer and the infringement relates to or arises from such Buyer materials or provided material; (iii) modification of a Deliverable after delivery by Seller to Buyer if such modification was not made by or on behalf of the</u>	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
722	p43-44 of GTC	Clause 29: One Bid per Bidder	All the bids of a bidder who has submitted multiple bids, as per the clause, shall be rejected and Earnest Money Deposit for all such bids shall be forfeited, not by way of penalty or liquidated damages but by way of reimbursement of the pre-estimated costs likely to be incurred by the buyer towards bidding process and in the scrutiny & evaluation of bids.In addition to the above, bidders found to be in contravention to the said clause will be liable for administrative actions.	Request to remove the strikethrough part of the clause as under" All the bids of a bidder who has submitted multiple bids, as per the clause, shall be rejected ~~and Earnest Money Deposit for all such bids shall be forfeited, not by way of penalty or liquidated damages but by way of reimbursement of the pre-estimated costs likely to be incurred by the buyer towards bidding process and in the scrutiny & evaluation of bids. In addition to the above, bidders found to be in contravention to the said clause will be liable for administrative actions.~~	Please be guided by the RFP and subsequent corrigendum document for the documents to be submitted
723	43	Technical Specifications API Gateway	Expose event tables as an API	Can you please clarify what do you mean by exposing event tables as API ? Is it related to auditing ?	Please refer to corrigendum
724	28 of Annexure 15 - Functional & Technical Specifications	60.19	The SI's solution shall provide a robust extract, transform, and load capability for loading. disparate data sources into an analytic database (data warehouse).	Please share the number of type of disparate sources and target DB. What is the approximate volume and number of entities/attributes to be migrated? What is the latency expected?	Please refer to corrigendum

725	28 of Annexure 15 - Functional & Technical Specifications	60.19	The SI's solution shall provide a robust extract, transform, and load capability for loading. disparate data sources into an analytic database (data warehouse).	What is the standard ETL tool for Orient Insurance? Please share if Orient Insurance has an ETL tool of choice for data migration and/or lenience availability of any ETL tool.	OICL does not have any ETL tool
726	28 of Annexure 15 - Functional & Technical Specifications	60.2	This batch feed (XI) shall be updated over time as new types of data get added to the Operational Database.	Cognizant understands that the change in operation database will be part of L3 support. Development of migration codebase will be as per signed off requirement and any change from the same will be managed though change management. Please confirm if our understanding is correct.	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 6 month from the date of signoff of SRS and subsequently changes will be done on Change Request Basis However this clause is not applicable for any Statutory and regulatory reports
727	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Please confirm whether all the components of the application must be in Infrastructure as a Service kind of deployment or Vendor can suggest suitable alternative managed services/serverless options in the cloud ?	Please be guided by the RFP
728	50	2.6.1.16 Workflow Capability & Profile based functionalities on the fly	The Portal application shall provide reusable process workflows to help in the backend processing of policies. It must have the capability to configure rules with respect to any workflow process	For workflow capability what is the OIC preference in terms of packaged products such as PEGA or custom development using Cloud technologies ?	Bidder needs to propose the solution as per the scope, specification, SLA
729	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What is OIC's existing identity and access management system? shall we use the same system as IAM solution for this new system?	OICL does not have any identity access management
730	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Please confirm our below understanding "The existing core application INLIAS and the database has all the required business functionalities and working logic. The new portal shall just call the application through APIs to fulfill majority (90%) of the requirements. Vendor is expected to build orchestration and other APIs not the core business APIs."	Bidder needs to do the development for Portal and Mobile app and its related API. However any changes which needs to done in other application (NO in Scope) will be the responsibility of the OICL
731	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Please confirm whether the techstack of existing core application INLIAS supports REST based API calls and suitable for interaction in a SOA based architecture and does not require any modernization to integrate with the new portal.	yes, your understanding is correct
732	N/A	Annexure 16 - Bill of Material.pdf	The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the corrigendums in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the solution.	Annexure 16 is in PDF format. To fill the price or other commercial numbers, can we get an editable/excel version of the document ?	Please refer to corrigendum
733	N/A	Annexure 15 - Functional & Technical Specifications	Not referenceable to any particular clause but applicable for complete Annexure 15	Bidder is required to provide compliance to each clause. To provide our responses, can we get an editable/excel version of the Annexure 15 ?	Please refer to corrigendum
734	44 & 71	Section 2.6.1.5 System Integration testing Also Pg. 71 Section 2.6.1.30	RFP states that "Bidder needs to onboard a Third party agency for doing the UAT and Data migration testing"	Who will be responsible for selection of External Testing Agency? Who will bear the cost of external testing agency?	Bidder needs to propose the External testing agency as per the eligibility mentioned in the RFP. Payment will be done as per the payment terms mentioned in the RFP
735	N/A	General / Overall	Generic question, not referenceable to any particular sub-section in Scope of Work section	Do you have any tools to automate mobile testing currently? If we need to deploy proprietary or third party tools, are there any specific internal compliance and reviews that we need to take care of?	OICL does not have any automated tool for doing the Mobile testing. Bidder needs to comply with all the guidelines mentioned in the RFP
736	N/A	General / Overall	Generic question, not referenceable to any particular sub-section in Scope of Work section	Can we leverage existing Test Management tools available with OICL?	There is no Test Management tool available in OICL
737	126	Terms & Conditions	Generic question, not referenceable to any particular sub-section in Scope of Work section	We hope and understand that deviations are acceptable to the customer from a legal and technical perspective. From a legal standpoint, we would like to understand if we need to submits our deviations as comments or would a draft of the Agreement be provided to us to make the required mark-up ?	Please refer to RFP Annexure 7 , This is no deviation Bid

738	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	In addition to New Business and Renewals, what all transactions would the portal support? (e.g. Endorsements, Reinstatement etc.)	Please be guided by the RFP
739	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	We understand that application will access multiple data sources across on-premises and the cloud infrastructure. Can you please elaborate on the different data sources (internal and 3rd party) that the web application have access to?	Please be guided by the RFP
740	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	We understand that user would be performing data modeling and generate reports. Could you please elaborate on the kind of analytics/ reporting (in addition to the ones in Intelligent Data Analytics dashboards) that would be performed from within the app? (Count and Type)	Details will be shared with Successful bidder
741	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Would underwriting logic differ across product/LoBs? If yes, how different is underwriting logic across products/LoBs?	Logic will be shared during SRS stage
742	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	We understand that Reinsurance is inscope for the web portal. Can you please elaborate on the capabilities of ReInsurance module (Treaty, Fac, Retrocession?)	Details will be shared with Successful bidder
743	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all OICL internal applications would the Corporate Web Portal / Mobile app interface with?	Please be guided by the RFP section 2.6.1.28
744	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all external applications (e.g. IGMA from IRDA, aggregators) would the Corporate Web Portal / Mobile app interface with?	Please be guided by the RFP section 2.6.1.28
745	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What kind of information will be extracted from social media platforms?	Please be guided by the RFP section 2.6.1.13
746	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all different workflows should the application support? (e.g. Claims, Grievance Redressal...)	Please refer to Annexure 15 technical Specifications
747	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all existing application would the Corporate Web Portal / Mobile app interface with?	Please be guided by the RFP section 2.6.1.13
748	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all functional capabilities would AI enabled Chat Bot / Voice Bot support? (e.g. Claims FNOL, Quote issuance?)	Please refer to Annexure 15 technical Specifications
749	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	In addition to OTP based validation, what other forms of password less authentication is being considered?	Please refer to Annexure 15 technical Specifications
750	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all content would be generated by ECM? Would it contain both static and dynamic content?	Please be guided by the RFP section 2.6.1.12
751	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all functionalities within accounting would be supported by the portal?	Please refer to Annexure 15 technical Specifications
752	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What all Products / sub -products would be supported by the Mobile Application ?	Please refer to Annexure 15 technical Specifications
753	6	Annexure 15: Func Spec for Portal app	1.7.8	Would the agency commission be calculated from the web portal/mobile app?	yes, your understanding is correct
754	11	Annexure 15: Func Spec for Portal app	1.16.4 / 1.16.5	Where would the user role and permissions be defined? Will there be a separate IDAM system?	The user role and permission needs to b define in the developed applications and needs to be parametrized
755	4	Annexure 15: Func Spec for Portal app	1.5.4	What all capabilities will be offered within billings (E.g. - Setup billing plan, payment frequency etc)	Please be guided by the RFP
756	13	Annexure 15: Func Spec for Portal app	1.8.17	Can you please elaborate on the integrations with Govt Portal - CSC - Common Services Center	Please be guided by the RFP section 2.6.1.28
757	45	Annexure 15: Func Spec for Portal app	5	What all CRM capabilities would the portal offer? (E.g. -Lead Management)	Please refer to Annexure 15 technical Specifications
758	2	Annexure 16: Bill of Material/Instruction 5	The Bidder needs to provide facility management services as per the scope of the RFP	Kindly state the requirement for Facility Management Services when the hosting Infrastructure target is on Hyperscaler (say AWS)	Please refer to RFP section 2.6.2
759	2	Annexure 16: Bill of Material/Instruction 6	The Bidder to provide FM resources as per the scope of the RFP	In addition to the above query, how many FM resources are required? What is the current count of FM resources at OICL?	Please refer to RFP section 2.6.5 for minimum deployment. Bidder needs to right size for meeting the SLA
760	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What are the various modules in INLIAS and the modules in Web Portal.	Please refer to Annexure 15 technical Specifications
761	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Please provide an end to end architecture diagram of the current system.	Details will be shared with successful bidder

762	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Will we use Spring Boot to develop the Microservices required? Is there any rule engine where the rules are defined? If yes, what is the rule engine used in OICL? What will be the API gateway used and in which cloud will it be deployed?	Bidder needs to propose and the host the applications as per the eligibility, scope, technical specifications mentioned in the RFP
763	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What are the external systems, and existing applications with which the mobile and web portal will interact and what are the modes of interaction with those applications?	Please be guided by the RFP section 2.6.1.28
764	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What type of security is required for the mobile and web portal?	Please refer to RFP and Annexure 15
765	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What are the compliance requirements for the mobile and web portal?	Please refer to RFP and Annexure 15
766	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What is the guideline of RBI to maintain transaction, application and DB logs?	Please refer to RFP section 2.2 point 20
767	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What are the logging, monitoring and auditing requirements which the SI needs to follow?	Please be guided by the RFP
768	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Can you please give an overview of password less login?	Please refer to Annexure 15
769	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	Can we assume that all the interactions between all systems (request/response to all the backend systems) will be in English only?	Please refer to corrigendum
770	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	What are the NFRs to be considered during development of the entire application?	Please be guided by the RFP
771	N/A	2. Scope of Work	Generic question, not referenceable to any particular sub-section in Scope of Work section	How many databases and tables are there in the data model of the existing application?	Details will be shared will successful bidder
772	N/A	Appendix 16: Bill of Material		1. Kindly share the existing Infrastructure details hosting the current Web Portal & Mobile APP 2. Has OICL containerized Web Portal & Mobile APP already?	Bidder needs to develop the application from starting existing infra details are irrelevant
773	23	1.7 Project Timelines	Inference of the statements (text) in the referenced page number	Are the proposed timelines for the project implementation for Phase 1 is 40 weeks and Phase 2 is 52 weeks from PO. Is this fixed and aligned to any existing EA roadmap/strategy. Can you share the rationale and dependencies	Please be guided by the RFP
774	37	2.6.1.2 Development Of Portal and Mobile App	Inference of the statements (text) in the referenced page number	Can you share the list of interfaces the web portal / Mobile app to have from integration perspective (INLIAS/IGMS/Payment/OICL/MPOS/ Vahaan, NSDL, AADHAR, etc.)	Please be guided by the RFP section 2.6.1.28
775	46	2.6.1.9 Data Integrity/Migration	Inference of the statements (text) in the referenced page number	From ETL perspective, does the source data a combination of structured/unstructured/semi structured (Persistent Vs non persistent) - if yes what is the % split and Can you elaborate on the amount of historical data that has to be migrated and from how many data sources (multiple independent/consolidated)	All data is structured data and OICL is not looking for any Bid database in currents scope
776	67	2.6.1.37 Audit & Governance Requirements	Inference of the statements (text) in the referenced page number	Can you let us know the inspection / Evaluation /Audi - frequencies forecasted and average headcount of the team forming the part of the inspection.	Please be guided by the RFP
777	79	2.6.1.31 Project Management	Inference of the statements (text) in the referenced page number	Can you let us know the existing OICL vendors and the product/solutions/tools to be managed with SLA's / benchmarks with KPI's. Any specific reasons for having VPM & SFLicMgmt as 8x6	Please be guided by the RFP
778	34	2.6.12 Development of Portal and Mobile app	Inference of the statements (text) in the referenced page number	Would Oriental Insurance be interested in us leveraging any assets from the existing IT estate to optimize cost (Compute, NW, storage, Db, Data governance tools, IT enablement Tools (SM/Orchestration/Monitoring etc.) , log mgmt./ solutions & licenses) - and can you share the configuration & count	Bidder needs to propose all the components which are required to meet the Scope and SLA
779	37	2.6.1.13 - Integration with Social media	Inference of the statements (text) in the referenced page number	Can you help with identifying the personas related to social media sentiment analytics, and can you confirm if proportion development & rollout & associated analytics are a part of additional change/enhancements to be developed	Please be guided by the RFP
780	64	2.6.1.34 AI enabled Chat Bot / Voice Bot	Inference of the statements (text) in the referenced page number	Do you expect the availability of fully functional Chat bot / AI -ML driven features as a part of existing development timelines. Is yes - would you be inclined to share the existing structure metadata quires with responses and workflows for configuration.	Please be guided by Annexure 15 and RFP section 2.6.1.34 for the specification of chatbot

781	134	3.2 Other RFP Requirement	Inference of the statements (text) in the referenced page number	Are there any specific Data privacy requirements that need to be taken into account and would you be able to support in Data Flow Mapping/Lineage/ Classification exercise etc. as appropriate	Please be guided by the RFP
782	78	2.6.1.31 Project Management	Inference of the statements (text) in the referenced page number	Can you share the current support team size from FM perspective across DC & DR and the IT assets sizing in both DC & DR (CNSDd…etc.) including physical and virtual security appliance	Bidder needs to develop the application from starting existing details are irrelevant
783	81	2.6.1.33 Training	Inference of the statements (text) in the referenced page number	Can you let us know the preferred mode of Training for OICL identified resources as the current timeline is envisaged for a week	Training will be conducted in person
784	82	2.6.2 Phase – 2 - Facilities Management and AMC/ ATS	Inference of the statements (text) in the referenced page number	Do we read section 2.6.2 FM and AMC/ATS as Managed services support for current and future IT estate and its associated components & services	yes, your understanding is correct
785	82	2.6.2.1 Domain Services	Bidder is expected to adhere to IT Service Management (ITSM) processes	1. What is the current ITSM ticketing tool used by OICL? 2. What are the Infra monitoring tools used by OICL? Is there a mechanism in place to suppress false positives? Kindly provide details 3. Are these monitoring tools integrated with ITSM ticketing tool enabling auto-ticketing of alerts?	Bidder needs to propose the tool as per the scope and SLA
786	82	2.6.2.1 Domain Services	Generic / Overall	What is the current (Web portal & Mobile APP) hosting Infrastructure (environment-wise) details viz., server count, database size, OS - Windows, Linux & Unix, storage size etc.?	Bidder needs to develop the application from starting existing details are irrelevant
787	120	2.6.4.4 Helpdesk Support	Bidder needs to size the helpdesk support team appropriately	1. Does OICL have a Helpdesk already? 2. If yes, where is it located? In that case, can we not leverage the existing Helpdesk rather than building an exclusive one for Web portal and Mobile APP?	Bidder needs to provide the helpdesk services
788	124 & 125	Cloud Management Platform	Cloud Management Platform (CMP) would be the centralized access point to manage Cloud deployments and would act as an interface to provision cloud-based IT Services. CMP may provide facility to manage the deployment and operation of applications and associated datasets across cloud service infrastructures.	1. Does OICL expect us to build Cloud Management Platform or leverage an existing one? 2. Kindly advise the various Hyperscaler Cloud footprint in OICL - say AWS, Azure and GCP? What are the various workloads hosted in each Hyperscaler, currently?	Bidder needs to develop the application from starting existing details are irrelevant

789	145	4.35Intellectual Property Rights	The code written by the bidder for Portal and Mobile app as pe the requirement and SRS Finalize for the scope of this RFP will be the Intellectual Property of the OICL. Bidder cannot use the same code for any other purpose. Bidder needs to submit the code to OICL with proper documentation as mentioned below after deployment. Data Flow Diagram Requirement traceability Matric Flow Diagram of different module Detail of technology used All the source code with proper documentation.	**acceptable. Kindly consider the below clause as we cannot trasnfer IPR of solution or its customization:** a.the Licensor hereby confirms that: i.to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party. ii.All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources. b.the Licensee hereby states that; i.The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution. ii.The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies. iii.The Licensee shall not attempt to register any of Trademarks, company names or trade names or any	Please be guided by the RFP
790	33	2.6.1.1 Requirement Gathering	Need to finalize the approval flow and all other flow of the module like Policy issuance, customer flow, claim flow, Underwriting flow, agents flow, brokers flow etc.	Kindly confirm if the Bidder needs to leverage the existing approval flow or the bidder has to create new flows for the modules in scope?	Existing flow details will be provided and discussed during the SRS stage any modification and enhancement in the flow or all together a new flow needs to be done will be finalized during SRS
791	34	2.6.1.2 Development of Portal and Mobile app	Bidder needs to note that OICL is not looking for any COTS / LOW Code/No Code platform on which bidder do customization.	Kindly share the list of deliverables exepected from the Bidder	Please be guided by the RFP
792	171	7.6 At Risk Amount	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	Can Oriental Insurance Company reduce the overall cap for penalties as per SLA and Liquidated damages over the tenure of the contract to 5% of the contract value?	Please refer to corrigendum
793		General	General	Kindly share the existing challenges currently faced by Oriental Insurance Company Limited in the existing portal and the Mobile App	details will be shared with successful bidder
794		General	General	Can the Bidder propose its Mobile Banking and UPI Solution as part of the Mobile App requested by the organization?	Bidder needs to develop the Portal and Mobile app from scratch and OICL is not looking for any COTS / LOW Code/CMS (Content Management system)/No Code platform on which bidder do customization

795	19	1.6 OEM Eligibility Criteria	The cloud infrastructure provider should have presence in at least 2 cities in India and should have below certifications 1) ISO 27001 2) ISO 27002 3) ISO/IEC 27017:2015 4) ISO 27018 5) PCI- DSS 6) ISO 20000-1 7) STQC	Kindly amend the clasue as: The cloud infrastructure provider should have presence in at least 2 cities in India and should have below certifications : 1) ISO 27001 / ISO 27002 2) ISO/IEC 27017:2015 3) ISO 27018 4) PCI- DSS 5) ISO 20000-1 6) STQC	Please refer to corrigendum
796	19	1.6 OEM Eligibility Criteria	Application Monitoring Solution: The Proposed Application Monitoring solution on cloud should be implemented & Operational for atleast one BFSI in India	Kindly amend this clause Application Monitoring Solution: The Proposed Application Monitoring solution on cloud should be implemented in **BFSI or Government.**	Please be guided by the RFP
797	19	1.6 OEM Eligibility Criteria	API Gateway: The Proposed API Gateway solution on cloud should be implemented & Operational for atleast BFSI in India	Kindly amend this clause API Gateway: The Proposed API Gateway solution on cloud should be implemented in **BFSI or Government.**	Please be guided by the RFP
798	19	1.6 OEM Eligibility Criteria	Password Less Authentication: The Proposed password less Authentication solution should be implemented in at-least one BFSI in India	Kindly amend this clause Password Less Authentication: The Proposed password less Authentication solution should be implemented in **BFSI or Government.**	Please be guided by the RFP
799	21	1.6 OEM Eligibility Criteria	HSM & KSM: The Proposed HSM & KSM solution should be implemented & Operational in at-least one BFSI in India	Kindly amend this clause HSM & KSM: The Proposed HSM & KSM solution should be implemented in **BFSI or Government.**	Please be guided by the RFP
800	61	2.6.32 ADR	Bidder needs to ensure that during data migration there should not be a downtime of application more than 10 hours.	Kindly Mentioned the data that need to be migrated in GB/TB?	The existing Portal Database is of 500 GB and the document size is 8 GB
801	61	2.6.32 ADR	At least first 4 DR drills to be conducted by OEM after successful implementation of proposed solution and training to be given to the OICL's staff. Subsequently all DR Drill to be performed by bidder	Kindly Confirm the count of DR drills?	Please be guided by RFP section 2.6.2.1.5
802	62	2.6.32 ADR	The proposed solution must have pre-packaged support for all widely used databases like Oracle, MSSQL, MYSQL, Sybase, PostGre SQL, DB2, NoSQL etc. It must support both physical and virtual platforms	1)Kindly confirm Database Version and Edition? (MS SQL 2016 Std Edition or Oracle 12c Enterprise Edition 2)Kindly confirm who will provide the Database Licesnses? 3)kindly confirm do we need to provide database management services	Bidder needs to propose and provide all the components to meet the Scope of the RFP
803	64	2.6.1.27 Hardware	Bidder will have to deploy hardware resources at DC and DR as per the project plan on the proposed cloud. Hardware technology proposed by the bidder should be based on the latest offerings by the respective OEMs.	Kindly Confirm that the Envirnoment is hosted on Cloud or Companies on-premises	Bidder needs to host the Infra on Virtual Private cloud
804	70	2.6.1.28 DR Setup	Providing N/w components at DR site shall be in scope of the bidder and it shall be responsibility of Bidder to ensure network configuration at DR similar to that of DC sit	Kindly confirm any additonal security components are required apart from firewall? For example:- WAF, SIEM, HIPS etc.	Please be guided by the RFP

805		2.62.14 Backup	Install, configure, test and manage any tools that may be required for data backup and recovery, such as those for writing the same data to multiple storage devices at the same time Restore data to the database, as appropriate while ensuring that there is no loss of information / data	Kindly confirm Required Backup Space at DC site in GB/TB? Kindly Confirm the Backup Policy eg.(Incremental, Daily, weekly full) Kindly confirm the Retention Period	Bidder needs to size the backup as per the details mentioned in the RFP
806	97	2.62.15 Replication	Monitor and manage the replication between the DC and the D	Kindly confirm bidder need to provide data replication monitoring tool for proposed infra to be hosted on cloud?	Bidder needs to propose all the tools which are required to meet the scope of the RFP
807		General	General	Total Concurrent users at any point of time in order to size the firewall throughput?	Please be guided by the RFP section 2.5.7
808		General	General	Kindly specify the total no. of locations expected to be connected to ESDS Site?	Bidder needs to connect with DC and DR to CSP
809		General	General	Kindly confirm on the existing connectivity details? (Primary Connectivity and Secondary Connectivity)	There is no connectivity with any CSP as of now with DC & DR of OICL
810		General	General	How users will access this setup?(MPLS/VPN/Internet)	Please be guided by the RFP section 2.5.7
811		General	General	if MPLS, how many links will be terminate at ESDS Site?	Please refer to RFP section 2.6.1.3
812		General	General	If internet what would be the required Bandwidth? In (Mbps) (Example:- 2 Mbps/4 Mbps)	Bidder needs to right size the bandwidth
813		General	General	If VPN, kindly confirm is it Site to Site VPN or SSL VPN?	There is no need of VPN and user will access the infra / Portal through internet only
814		General	General	If Site to Site VPN, Kindly confirm the total no. of branches /offices which required IPSec VPN.	There is no need of VPN and user will access the infra / Portal through internet only
815		General	General	If SSL VPN, Kindly confirm the total no. users which required SSL VPN.	There is no need of VPN and user will access the infra / Portal through internet only
816		General	General	Any expected service from ESDS.	Bidder needs to do the solutioning as per the RFP scope
817	19	1.6 Eligibility Criteria	Bidder should have its own Support center for Telephonic and Remote Assistance Services in Delhi, Mumbai / Navi Mumbai	Kindly amend this clause Bidder should have its own **Support center for Telephonic and Remote Assistance Services in Delhi / Mumbai / Navi Mumbai.**	Please refer to corrigendum
818		General	General	Where is the DC located (physical address)?	DC is located Bengaluru
819		General	General	Where is the DR located (physical address)?	DR is located in Mumbai
820		General	General	Is DC/DR hosted by captive OICL team or 3rd party teams?	DC and DR is hosted in Third party location
821	28	Section 2.2 Current Scope	Bidder needs to factor the application and database on the virtual private cloud at cloud space provider location	Virtual private cloud needed is single tenant, multi tenant or dedicated hardware?	Bidder needs to have the single tenant hardware
822		General	General	App perf management tool : what are features and scope of this APM tool:	Please refer to Annexure 15 for APM technical and functional Specifications
823		General	General	OICL SIEM is already incumbent platform or Sify needs to provide afresh?	OICL is already having On prem SIEM installed, bidder needs to integrate the same
824		General	General	Benchmarking and stress testing of cloud infra: test cases shall be provided by OICL or need to be scoped by bidder?	Test cases are in the scope of bidder but needs to be approved by the OICL
825		General	General	How much ILL BW will be needed at DC & DR respy (proposed)? What is current provisioning? Primary/secondary?	Please be guided by the RFP
826		General	General	How much P2P replication BW is provisioned currently? How much should be proposed?	Bidder needs to size and propose the same
827		General	General	Is there a CDN in place currently? Is CDN needed for new portal? If yes, How much data consumption is needed?	Bidder needs to propose the solution to meet the scope and SLA

828	33	Section 2.6.1.1 Requirement Gathering	The Bidder shall device the system for data preparation/migration from existing portal and mobile app into the new Portal, wherever necessary.	How is data migration to be done: OICL will provide storage device to be lift and shift or we can propose data transfer over links?	Bidder needs to propose all the components to meet the scope and SLA of the RFP
829	37	Annexure 15 General Requirements	The proposed solution should provide service based dashboard that should provide Business-IT relationship and service availability, DR readiness, Business function availability, etc	Which business-IT relationship should the dashboard list - will it be stakeholder mapping, functionality or business KPIs?	Business It Relationship here means the RTO and RPO measurement and also the DR readiness
830	37	Annexure 15 DR Monitoring	The proposed solution should allow monitoring basic health parameters for DC & DR components using SNMP	Is any other monitoring protocol other than SNMP allowed ?	Please be guided by the RFP
831	37	Annexure 15 DR Automation	The proposed solution should be capable of executing DR drill and recovery workflows in simulation mode, without any changes to DR to ensure conditions are met to ensure a successful execution	IS near DR or swing setup needed to do simulated DR drill ?	This feature is required in the Tool which is proposed by the Bidder to understand the Dr readiness
832	43	Annexure 15 Enterprise Cloud Monitoring	Ensure Cloud Infrastructure metrics seamlessly combined with application metrics on customers cloud	Could you provide the cloud infrastructure and app metrics expected or can infra provider suggest the list as advisable?	Details will be shared with successful bidder
833	43	Annexure 15 Enterprise Cloud Monitoring	Ensure Cloud Infrastructure metrics seamlessly combined with application metrics on customers cloud	Is a minimum granlarity expected for metric reporting : eg 15 mins, 10 mins or per min and per sec expected ?	Details will be shared with successful bidder
834	43	Annexure 15 Enterprise Cloud Monitoring	Ensure Cloud Infrastructure metrics seamlessly combined with application metrics on customers cloud	Is K8s mandatory or can Docker be used instead?	Bidder needs to propose the tool which is comply with Annexure 15 specifications
835	43	Annexure 15 Businiess Analytics	Design, develop and Configure Custom/Definable Business conversion goals	Please provide the details around the source of the Analytics i.e whether there is single data store or big data or Data lake / Data warehouse - pls provide details	The Analytics needs to be done only on captive database
836	35	2.6.1.2 Development of Portal and Mobile app 1 Platform Installation & Configurations	2. Backend services to be in latest stable version of Spring Boot, express js, node js	Since OICL is looking for a full fledge development, we would suggest to include JAVA backed frameworks as well for the backend framework.	Please be guided by the RFP
837	37	2.6.1.2 Development of Portal and Mobile app 5 Development	2. Mobile App to be a Native app and not tied to web portal but to be an independent platform	We understand the need of having native mobile apps. However, current technology trends are focused towards Omni Channel Experiences where source and processing of information is expectected to be same with access over any channels like Web, Mobile Apps, Kiosks etc. Please confirm that OICL is also looking for a similar experience.	Please be guided by the RFP
838	37	2.6.1.2 Development of Portal and Mobile app 5 Development	7. Web portal also to be developed as a Headless PWA - allowing sending a push notification	Does this clause means to include Headless CMS? Because PWA are typically meant for mobile applications. Push notifications are plugin and API driven hence not related to PWA in the case of Web Portals.	Mobile app will be native only adapting to headless architecture hence mobile app will not be a PWA. Since it is mentioned that no COTS/ LOW code/ CMS (Content Management system)/ No Code platform to be used hence the proposed web portal or Mobile app cannot be a customization of any preexisting CMS or portal frameworks

839	37	2.6.1.2 Development of Portal and Mobile app 5 Development	17. Integration with existing ECM that is enterprise content management which is documnetum	We believe Documentum is the existing Document Management which needs to be integrated for retrieval of existing documents. The documents of the new portal will be stored in the DMS of the proposed portal solution.Please confirm.	yes, your understanding is correct
840	71	2.6.1.29 Software	The software supplied must be the latest version of the software supplied by the OEM.	Based on our experience we would suggest to include the following for OEMs: 1.) OEM should certify all the key mile stones of the project like Solution Design & Architecture, Coding Standards, Migration Methodology followed, Performance tuning and benchmarking of the Production environment and Go-Live. (This will ensure that System Integrator is following the principles and best practices set forth by the proposed Product OEM enabling business continuity.) 2.) The SI should have atleast 2 OEM certified professionals and 1 OEM Consultant as part of the delivery team to ensure SI is following the best practises and standards set forth by the Product OEM for the optimum use and performance ofthe platform.	please be guided by the RFP
841	71	2.6.1.29 Software	The software supplied must be the latest version of the software supplied by the OEM.	We would suggest the OEM to be in Leader/Challenger quadrant of Garnter's Magic Quadrant Report for Digital Experience Management in last 3 years.	please be guided by the RFP
842	19	OEM Eligibility Criteria	6. API Gateway: The Proposed API Gateway solution on cloud should be implemented & Operational for atleast BFSI in India	Our understanding is that the proposed API Gatway Solution should have been deployed in cloud and is operation for atleast 1 BFSI customer in India. Please confirm.	please be guided by the RFP
843	19	OEM Eligibility Criteria	7. Password Less Authentication: The Proposed password less Authentication solution should be implemented in at-least one BFSI in India	Can you please elaborate on Password Less Authentication in the context of this project.	Please be guided by the Annexure 15 Functional and technical Specifications
844	156	6.6 Technical Evaluation	Bidder Technical presentation (Overall Solution Presentation) (50 Marks)	Understanding the criticality of the project and the impact of the project on the core business of OICL, we feel that the Technical Presentation should have equal weightage as that of Functional and Technical Compliance. We request to include the demo/prototyping of proposed over-all solution also which will help OICL in evaluating the understanding of the SI about the expectation from project as well as the solution landscape OICL will be recieving. Request to to increase the technical presentation weightage to 27.5% and reduce the Compliance Weightage to 27.5%.	please be guided by the RFP

845	130	3.1.11 Payment terms	Chatbot and Password less Authentication Licenses : 70% of Software License cost of Respective application 20% of Software License cost of Respective application 10% of Software License cost of Respective application	As part of solution, there are multiple License components like App Server, Database, CMS/DXP, Search App etc. apart from Chatbot and Passwordless Authetication Licenses. Request you to kindly extend the same payment terms to all proposed Software License Components.	please be guided by the RFP
846	39	2.6.1.2 Development of Portal and Mobile app	Devops , devops security	Functional requirement pointers for AppSec, Devsecops and container security should be added in Annexure-15	These are part of the scope of RFP and bidder needs to comply with these pointers
847	35	2.6.1.2 Development of Portal and Mobile app 1 Platform Installation & Configurations	1. Frontend to be in React / angular JS and latest Javascript Library like Tailwind CSS and Material U	Request to kindly allow ANY JS based library framework as well as other template libraries like FreeMarker, Velocity etc also for Frontend development, instead of restricting to limited technologies.	No only client side JavaScript UI framework / libraries like React / angular JS and latest JavaScript Library are allowed. Server side rendering technologies not allowed
848	35	2.6.1.2 Development of Portal and Mobile app 1 Platform Installation & Configurations	2. Backend services to be in latest stable version of Spring Boot, express js, node js	Since OICL is looking for a full fledge development, we would suggest to include JAVA backed frameworks as well for the backend framework.	please be guided by the RFP
849	37	2.6.1.2 Development of Portal and Mobile app 5 Development	2. Mobile App to be a Native app and not tied to web portal but to be an independent platform	We understand the need of having native mobile apps. However, current technology trends are focused towards Omni Channel Experiences where source and processing of information is expectected to be same with access over any channels like Web, Mobile Apps, Kiosks etc. Please confirm that OICL is also looking for a similar experience.	please be guided by the RFP
850	37	2.6.1.2 Development of Portal and Mobile app 5 Development	7. Web portal also to be developed as a Headless PWA - allowing sending a push notification	Does this clause means to include Headless CMS? Because PWA are typically meant for mobile applications. Push notifications are plugin and API driven hence not related to PWA in the case of Web Portals.	Mobile app will be native only adapting to headless architecture hence mobile app will not be a PWA. Since it is mentioned that no COTS/ LOW code/ CMS (Content Management system)/ No Code platform to be used hence the proposed web portal or Mobile app cannot be a customization of any preexisting CMS or portal frameworks
851	37	2.6.1.2 Development of Portal and Mobile app 5 Development	17. Integration with existing ECM that is enterprise content management which is documnetum	We believe Documentum is the existing Document Management which needs to be integrated for retrieval of existing documents. The documents of the new portal will be stored in the DMS of the proposed portal solution.Please confirm.	yes, your understanding is correct
852	42	Content and Data Migration	-	What is the expected size of data migration	The existing Portal Database is of 500 GB and the document size is 8 GB
853	130	3.1.11 Payment terms	Chatbot and Password less Authentication Licenses : 70% of Software License cost of Respective application 20% of Software License cost of Respective application 10% of Software License cost of Respective application	As part of solution, there are multiple License components like App Server, Database, CMS/DXP, Search App etc. apart from Chatbot and Passwordless Authetication Licenses. Request you to kindly extend the same payment terms to all proposed Software License Components.	please be guided by the RFP

854	156	6.6 Technical Evaluation	Bidder Technical presentation (Overall Solution Presentation) (50 Marks)	Understanding the criticality of the project and the impact of the project on the core business of OICL, we feel that the Technical Presentation should have equal weightage as that of Functional and Technical Compliance. We request to include the demo/prototyping of proposed over-all solution also which will help OICL in evaluating the understanding of the SI about the expectation from project as well as the solution landscape OICL will be recieving. Request to to increase the technical presentation weightage to 27.5% and reduce the Compliance Weightage to 27.5%.	please be guided by the RFP
855	28	2.2 Current Scope	The scope of work for the Development of Corporate portal and Mobile app and its maintenance would include but not limited to supply, install, development, implementation, and maintenance of Corporate Web portal and Mobile app at virtual Private cloud.	The scope of work for the Development of Corporate portal and Mobile app and its maintenance would include but not limited to supply, install, development, implementation, and maintenance of Corporate Web portal and Mobile app at Government Community Cloud.	please be guided by the RFP
856	42	Point No. 19.	The cloud infrastructure provider should have presence in at least 2 cities in India	Cloud Service Provider should have own data center in India at least 2 cities in India	please be guided by the RFP
857		New addition	New addition	Could Service Provider should host infrastructure in GCC environment or VPC environment as GCC is more secure as compared to VPC – recent example of **General Insurance Corporation of India who opted for GCC vs VPC"**	please be guided by the RFP