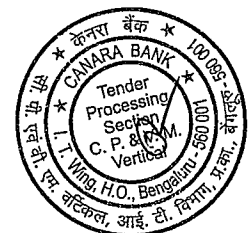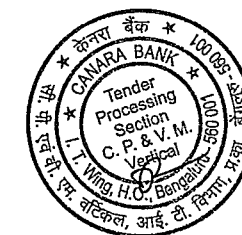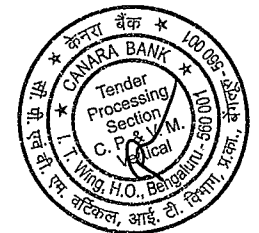| Sl. No	Page No.	Section/ Annexure / Appendix	RFP Clause	Sub-Clause	Bidder's Query	Bank's response
				Pre-Bid Replies to GeM Bid Ref No GEM/2024/B/4548934 dated 29/01/2024 for Selection of vendor for end to end implementation of Digital Insurance Solution in Bank for a period of 3 years.		
1	14	Section C	Project Timelines, Points 1.2, 1.4, 1.5,1.6	The selected bidder has to Complete the end to end implementation of Digital Insurance Solution as per RFP and Go-Live of the proposed solution within 12 weeks from the date of acceptance of the Purchase Order	The implementation will have dependencies on both Bank and Insurance partners, their systems and API availability for integration. This will apply only for the delays on our side and not on dependent systems.	Kindly refer the corrigendum 3.
2	15	Section C	Training, Point 3.3	Bidder has to provide the user manual and technical documentation both in hard and soft copies (*.doc/x or *.pdf) to the Bank	Please specify how many hard copies are needed.	Five Hard copy and Soft Copy.
3	15	Section C	Training, Point 3.4	Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training	Please let us know how many physical trainings are expected, whether they will be held just at the headquarters or at Zones, Regions, and Branches.	The same has to be informed to selected bidder.
4	16	Section C	Uptime, Point 6.5	The downtime calculated shall not include any failure due to bank and Force Majeure.	Please exclude failures caused by the insurance, other service providers, banks, as force majeure. Furthermore, the bank bears the responsibility of proving that the downtime was caused by the service provider's fault.	Penalties applicable when issue pertaining to the solution provider.
5	18	Section C	Penalties/Liquidated damages for not maintaining uptime,- Point 7.5	7.5.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.90% for the solution as per Scope of Work (Annexure-8) during Warranty and AMC/ATS period (if contracted), the penalty for monthly Uptime will be deducted	Please exclude failures due to insurer, other serice provide or Bank. Also that the responsibility to prove that downtime was due to fault of the service provider lies with the bank. Further these penalties should be applicable from 6 months post Go-Live Date so that the systems are stablised and users have sufficient practice	Bidder has to comply with the RFP terms and Conditions.
6	63	Annexure-2	Pre-Qualification, Point No. 7	The Bidder should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any Scheduled Commercial Banks in India.	Please consider modifying the creteria because the 1st Tender of this sort was first floated in Oct '21. The Bidder should be in the process of implementing / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any Scheduled Commercial Banks in India.	Kindly refer the corrigendum 3.
7	64	Annexure-2	Pre-Qualification, Point No 9	The bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years.	We invest a lot in technology-related employees because we are a technology company developing cutting-edge technology that will transform the insurance industry. Because of the significant capital investment, our networth erode 1 out of last 3 years, but overall in 3 years average we have a very healthy growth, hence please restrict the clause to the following: The bidder should have positive Net Worth as on 31/03/2023	Bidder has to comply with the RFP terms and Conditions.

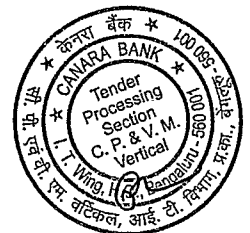|						
8	82	Annexure-9	Technical Evaluation Criteria, Sl.1. Bidder should have implemented the proposed Solution and made go-live in Scheduled Public/Private Banks/Foreign Banks/ Small finance Bank/ Payment Bank.	Schedule Public /Private sector Bank/: More than 3 Bank: 10 Marks More than 1 Bank and upto 3 Banks - 7 Marks In one Bank only - 3 Mark Small finance Bank/ Payment Bank: More than 3 Bank: 5 Marks More than 1 Bank and upto 3 Banks- 4 Marks In one NBFC/SFB only - 2 Marks	Since the concept is new and the first such procurement was floated by Union Bank of India in OCt 2021, and only four PSU banks have released Purchase Orders till date, please allow us to submit documentary evidence of banks/MFIs/FIs as done by other PSU banks in their RFPs.	Kindly refer the corrigendum 3.
9	83	Annexure-9	Technical Evaluation Criteria, Sl.7	Maximum Number of data/transactions handled by the solution in any Banks/FI for any Financial Year. For every 10 million records - 2 marks	In the insurance business, 10 million transaction in a year is too large a number, thus our request is to consider placing a fair quantity, keeping the average number of trasactions done by Canara Bank in last 3 years plus the growth plan of your bank or giving percentage slabs, as other banks did in their RFPs.	Kindly refer the corrigendum 3.
10	80	Annexure-8A	Hardware Specifications	Bidder has to provision Hardware/Software to support minimum of 100 TPS throughput	1. Please share the details of number of policies done in the last 3 years ? 2. Plan for next 5 years ? 3. How many active policies across all insurance partners do you have as on date ? 4. How many users you plan to have for this utility ? 5. What will be the concurrency level ?	The same to be informed to selected bidder
11	63	Annexure 2, Pre-Qualification, Point No 8	The bidder should have a minimum annual turnover of Rs.20 Crores during last 3 financial years (i.e.,2020-21, 2021-22& 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23)along with certificate from the Company's Chartered Accountant to this, effect with Unique Document Identification Number	We are a Start up India and MSME Registered entity, may it please be considered that for MSMEs/Start ups as per prevalent norms for relaxation, this turnover criteria be waived off/reduced to Rs.2 cr for the last 3 financial years including the current financial year 2023-24?	Bidder has to refer RFP and comply with the RFP terms and Conditions.
12	63	Annexure 2, Pre-Qualification, Point No 8	The bidder should have a minimum annual turnover of Rs.20 Crores during last 3 financial years (i.e.,2020-21, 2021-22& 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23)along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number	Can we request that the currennt year financials (unaudited but certified by a Chartered accountant) may also be considered as current year represents more accurate financial profile of the company especially in a growing Start ups? Also in previsous such RFPs by PSUs (LIC) such consideration has been done to reflect more up to date financial information considering that the current year is coming to an end in just few weeks and not considering it may not give latest picture of the financial health of the enity bidding.	Bidder has to comply with the RFP terms and Conditions.

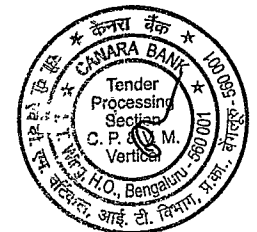|						
13	64	Annexure-2	Pre-Qualification, Point No 9	The bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years.	We are a Start up India and MSME Registered entity, can we request it may please be considered that for MSMEs/Start ups this criteria may be waived off or changed to profitability in the last and current financial year? It may please be appreciated that profitability is a much more valid criteria of financial discipline and soundness of the business model than positive networth. Any PE fund backed entity can pump in large capital into a FinTech entity but if its core business model is not viable and making profits, business continuity is at stake. Hence for Start ups/MSMEs, we request the criteria may be changed to profitability for last two years including current year. Since Start ups have lesser vintage, 3 years profitability is too harsh so it may please be considered for 2 years with current year included	Bidder has to comply with the RFP terms and Conditions.
14	82	Annexure-9	Technical Evaluation Criteria	Technical Evaluation Criteria	For Start Ups which have won National Award for InsureTech from Government of India, Ministry of Commerce and Industry, can there be additional points in evaluation scoring? National Start Up Awards (NSA)winners go through a rigourous process of 3 stage evaluation including customer feedback, experts evaluatiion and they win the award against thousands of contestants which is an appropriate validation of their worthiness in the domain represented. Providing weightage for this automatically helps the clients evaluate on already tested benchmarks by a reputed Government of India department.	Bidder has to comply with the RFP terms and Conditions.
15	63	Annexure 2	Pre-Qualification Criteria-Clause-7	The Bidder should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any Scheduled Commercial Banks in India.	Newgen Software is a pioneer in the Digital Transformation space and our portfolio includes a lot of insurance products, that we partner with the IRDAI registered insurers (General, Life & Health). Given our domain expertise, we request Bank to kindly consider relaxation in the criteria and allow us to share references of insurance customers.	Kindly refer the corrigenum 3.
16		Scope of Work	General	General	We see that the user details are missing in the RFP. Request to share year wise user count.	The same to be informed to selected bidder
17	20	Payment Terms	Payment Terms	10% of license cost - After Successful Go-live of solution and Acceptance/Sign off by the Bank on production of relevant documents.	Request Bank to consider making the 100% license payment upon delivery of the licenses	Bidder has to comply with the RFP terms and Conditions.

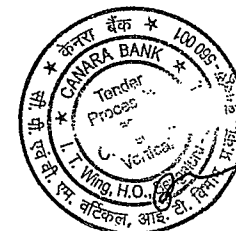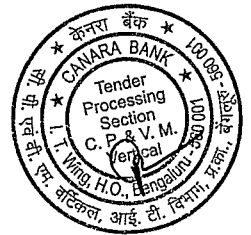|						
18	71	Scope of Work	Building & Implementing Solution for Digital Insurance Business-Clause 1.12	The successful bidder has to integrate APIs of all tie-up insurer partners of the Bank. Product wise APIs include Premium Quote Generation, Proposal form APIs, Payment Gateway APIs, Policy Document APIs, etc. The bidder shall also integrate Bank's API including but not limited to Core Banking System, CRM, E-mail/ SMS/ WhatsApp Gateway, Payment Gateway, Complaint Management Solution, Mobile Banking, Internet Banking.	Can we assume services/APIs to collect data from various sources are already available and can be reused or the same required to be built from scratch	the same has to be informed to selected bidder.
19		General	Existing Tech Stack	General	Could you please provide the existing tech stack of the bank which will be extensively used for development of Digital Insuranec platform? (For example name and functionality of systems for CRM, Core banking system, fraud risk management, AML etc. and integration mechanism for the same)	The same to be informed to selected bidder
20	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.27	Solution Provider shall provide and implement Business continuity plan for the solution offered.	Request more information on the Business Continuty plan	The same to be informed to selected bidder
21	73	Annexure 8	Lead Management	2.6.Journey drop-off management across channels. Capturing drop offs in online buying journeys and option to generate exhaustive reports for lead building for follow-ups and sales closure.	Some of the journeys may also be on the Insurer's platform. Does the scope include capturing lead drop -offs at the Bank as well as the Insurer's end in that case?	Capturing lead drop-offs at the Bank as well as the Insurer's end.
22	80	Annexure 8A	Hardware Specifications-point no:1	The bidder shall be responsible for end to end implementation of Digital Insurance Solution in Bank including the necessary Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, Warranty support. Warranty Support shall be available for the period of 3 years.	Kindly confirm the environments to be provided (Dev, Prod, Pre-Prod, UAT etc.)	Only UAT and Production.
23	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Subcontracting- clause 18.1	Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. After Selection process of the bidder and order placement, resources deployed should be employed with the selected bidder and they should be on the payroll of the selected bidder.	NSTL is a Make-in-India Software product company. We request Bank to either remove the scope of hardware from this RFP or allow the sub-contracting so that we can focus on our core strength i.e Digital Insurance Product.	Bidder has to comply with the RFP terms and Conditions.
24	71	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.3	Solution shall be implemented on Bank's Mobile Banking, Internet Banking, and other electronic Sales channels: Physical and Virtual Relationship Managers, Wealth Executives and Branches through Website / Web-platform & Tab/ Laptop banking for assisted sales.	Please confirm if this mean enhancements to existing digital assets?	Bidder has to comply with the RFP terms and capable to implement Bank's Mobile Banking, Internet Banking and other electronic sales channels : Physical and Virtual Relationship Managers, Wealth Executives and Branches through Website/ web-platforms & Tab/ Laptop banking for assisted sales.

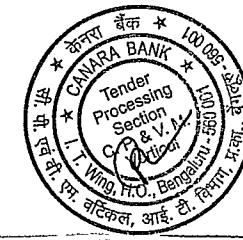|						
25	72	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.16	Designing & Building seamless journey to enable customer to complete insurance buying process in Straight-Through-Process (STP) or assisted journeys as needed.	Kindly confirm if this means development of customer journeys on app or web-site platform of the Bank for all the products of the size insurers? Therefore, how many journeys this would be? Does design include UI/UX? Do we envisage to enhance existing journeys or build it completely grounds up?	Development of customer journeys on app as well as web-site platform. Journey will be provided to selected bidder.
26	72	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.21	Solution shall provide the following Transaction Processing capabilities	Please confirm if this feature should be provided to Bank branch staff and customers.	Transaction processing capabilties will be provided to branch staff as well as customer
27	73	Annexure 8	Lead Management-clause 2.1	Developing Lead Management system for managing customer journey and integrating it with the CRM package of the Bank.	Does the Insurer also need to have access to it, or should this be limited to the Bank staff? Does it include sending any reports to the Insurer on lead management?	The same has to be informed to selected bidder.
28	73	Annexure 8	Lead Management-clause 2.3	Customer level and lead level visibility to the Bank staff to assist customers in completing sales journey.	Does the Insurer also need to have access to it, or should this be limited to the Bank staff? Does it include sending any reports to the Insurer on lead management?	The same has to be informed to selected bidder.
29	75	Annexure 8	User Management-clause 6.2	User Management Module – Login/Password Management, Assigning Rights and Access privileges.	Please confirm the No. of people we expect to give access to.	The same to be informed to selected bidder
30	71	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.12	"APIs for Premium" in 1.12. The successful bidder has to integrate APIs of all tie-up insurer partners of the Bank. Product wise APIs include Premium Quote Generation, Proposal form APIs, Payment Gateway APIs, Policy Document APIs, etc. The bidder shall also integrate Bank's API including but not limited to Core Banking System, CRM, E-mail/ SMS/ WhatsApp Gateway, Payment Gateway, Complaint Management Solution, Mobile Banking, Internet Banking.	Definition of premium logic shall be within the scope of this system or will it be calculated by calling the API of partner insurer?	The same to be informed to selected bidder.
31	71	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.12	"Proposal Form" , "Quotation Docs" in (1.12. The successful bidder has to integrate APIs of all tie-up insurer partners of the Bank. Product wise APIs include Premium Quote Generation, Proposal form APIs, Payment Gateway APIs, Policy Document APIs, etc. The bidder shall also integrate Bank's API including but not limited to Core Banking System, CRM, E-mail/ SMS/ WhatsApp Gateway, Payment Gateway, Complaint Management Solution, Mobile Banking, Internet Banking. 1.8. Development of APIs for exchange of information with all stakeholders.)	Will the APIs (from insurer) be made available for transferring customer submitted documents as well in-addition to data?	Bidder has to comply with the RFP terms and Integrate APIs of all tie-up insurer partners of the Bank. Product wise APIs include premium Quote Generartion, proposal form APIs, payment Gateway APIs, policy document APIs, etc. The bidder shall also integrate Bank's API including but not limited to core Banking system, CRM, E-mail/SMS/ WhatsApp Gateway, Payment Gateway, Compliant Management Solution, Mobile Banking, Internet Banking.

				The vendor should integrate with Payment Gateway interface / direct debit through CBS as per bank needs to provide various payment options like Credit Card, Debit Card, UPI, Net-Banking of all banks etc. to the customers to buy and renew insurance policies.	Payment processes (incoming as well as outgoing payments) e.g. premium remittance to insurer, refund payout to customer, etc. shall be managed through an external payment system and would not be in scope of this system?	Bidder has to comply with the RFP terms and Conditions.
32	72	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.14			
33	72	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.16	Designing & Building seamless journey to enable customer to complete insurance buying process in Straight-Through-Process (STP) or assisted journeys as needed.	Please confirm that the solution envisaged is for bank's 1. existing customers (for unassisted journeys) 2. new prospects (for unassisted journeys) 3. bank employees (for assisted customer journeys)	the solution envisaged is for bank's 1. existing customers 2. new prospects. 3. bank employees
34	72	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.16	Designing & Building seamless journey to enable customer to complete insurance buying process in Straight-Through-Process (STP) or assisted journeys as needed.	Will it be required to re-direct to the portal/mobile app of this solution from the primary customer portal/banking app in-case the customer initiates any insurance journey?	Yes
35	72	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.21	1.21. Solution shall provide the following Transaction Processing capabilities: 1.21.4. Endorsement 1.21.6. Online Claim Submission - Both Death claims and Maturity claims.	The scope of claims & policy servicing would be limited to request capture (details along with documents) and pass on the details to partner insurance companies for further processing and updating the status back to Bank's system. Is this a correct understanding?	Yes
36	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.23	"In cases where the policy is to be underwritten by the respective insurance company" in (1.23. In cases where the policy is to be underwritten by the respective insurance company, branch will remit the premium and wait for the insurance company decision on policy issuance. Upon, policy issuance by the respective insurer, the reverse feed shall come to the Bank, through API and the Bank system shall be updated with the policy details. (Product Type, Product Name, Premium, Commission rate, Commission income, PPT, Renewal frequency etc.). Solution shall e-mail the Policy document to customer e-mail id and branch e-mail id.)	Underwriting process (for NSTP scenarios) would be out of scope i.e. in-case of NSTP application, the underwriting related activities shall be managed by the respective insurer and not bank. Please confirm?	It shall be managed by the respective insurer.

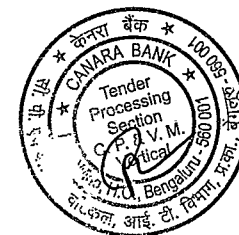| 37	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.23	1.23. "In cases where the policy is to be underwritten by the respective insurance company", branch will remit the premium and wait for the insurance company decision on policy issuance. Upon, policy issuance by the respective insurer, the reverse feed shall come to the Bank, through API and the Bank system shall be updated with the policy details. (Product Type, Product Name, Premium, Commission rate, Commission income, PPT, Renewal frequency etc.). Solution shall e-mail the Policy document to customer e-mail id and branch e-mail id.	Rules for STP/NSTP will be defined in the new solution or would it be made available as APIs from partner insurance companies?	the same will be informed to the selected bidder
38	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.23	1.23. "In cases where the policy is to be underwritten by the respective insurance company", branch will remit the premium and wait for the insurance company decision on policy issuance. Upon, policy issuance by the respective insurer, the reverse feed shall come to the Bank, through API and the Bank system shall be updated with the policy details. (Product Type, Product Name, Premium, Commission rate, Commission income, PPT, Renewal frequency etc.). Solution shall e-mail the Policy document to customer e-mail id and branch e-mail id.	In-case of any requirement/discrepancy raised by the partner insurer (in NSTP scenario), will it be communicated to the customer directly by the insurer or will it be communicated and fulfilled through this new system?	the same will be informed to the selected bidder
39	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.23	1.23. "In cases where the policy is to be underwritten by the respective insurance company", branch will remit the premium and wait for the insurance company decision on policy issuance. Upon, policy issuance by the respective insurer, the reverse feed shall come to the Bank, through API and the Bank system shall be updated with the policy details. (Product Type, Product Name, Premium, Commission rate, Commission income, PPT, Renewal frequency etc.). Solution shall e-mail the Policy document to customer e-mail id and branch e-mail id.	In-case any counter offer is given by the insurer to end customer (in NSTP scenario), will it be communicated and managed directly by the insurer?	the same will be informed to the selected bidder
40	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.25	1.25. The Solution shall have the provision to generate premium payment receipt.	All accounting activities related to financial processes e.g. premium posting, refunds, commission etc. shall be managed by bank's core accounting system and shall not be in scope of this system?	the same has to informed to selected bidder.

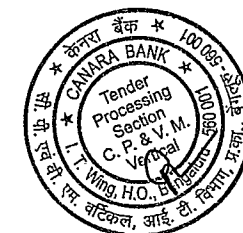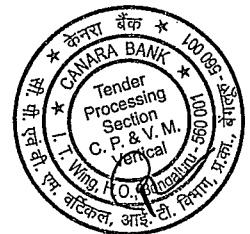|						
41	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business-clause 1.29	1.29. Solution should have auto-reminder facility for the renewal/premium payment through SMS, E-mail, Whatsapp, Channel notification service Branch email id etc.	Is there a requirement to send renewal notices as well for policies due for renewal or will it be managed by partner insurer?	the same has to be informed to selected bidder.
42	73	Annexure 8	Building & Implementing Solution for Digital Insurance Business	Regarding " single repository of all the documents" and "Communication Tool" in 1.29. Solution should have auto-reminder facility for the renewal/premium payment through SMS, E-mail, Whatsapp, Channel notification service Branch email id etc. 1.28. Developing Framework where the Insurers can push documents to the system so there is a single repository of all the documents pertaining to the customers. 5.5. Repository of the documents	We are assuming that the new solution would also be required to have communication management & document management capabilities. Is this a right understanding?	No; the new solution has to integrate with existing bank document management system APIs. Communication management capablities will be provided in new solution.
43	73	Annexure 8	Lead Management	2.1. Developing Lead Management system for managing customer journey and integrating it with the CRM package of the Bank.	Will the new system require to integrate with the CRM system for initiation/status update of service request initiated through branch user?	Yes bidder has to integrate with our bank CRM system for initiation/status update of service request.
44	74	Annexure 8	Commission Reconciliation	3.2. Maximum Commission entitlement calculation for each transaction & persistency-based claw-back.	Incentive/commission calculation for bank's employee (in-case of assisted sale) shall be in scope of the system? Please confirm? Will there be set of rules & logics for commission limits as per insueres?	The same to be informed to selected bidder
45	75	Annexure 8	Customer 360 Degree View	5. Customer 360 Degree View	Will the customer deduping be done by bank's core system and the output would be given back to this new system?	Bank will provide the respective API to integrate in the system.
46	76	Annexure 8	User Management / MIS / Reporting / Dashboard / Returns	1.21.7. Complaint Management. 6.16. Capability to generate IRDAI Reports as per the prescribed format. 6.17. Adhoc reports based on demand from bank / regulator / Government of India.	Is there a requirement to integrate with IGMS (IRDA) for grievance intimation/update or will it be done by bank's grievance management system?	Bidder has to comply with the RFP terms and Conditions.
47	77	Annexure 8	Other additional mandatory clause:	9.3. Historical Data - System should have Historical data pertaining to customers, it should be included in all the channels- SAS, IB & MB, so as to serve the customer in a proper way.	Kindly confrim, does solution scope require separate database OR it would be fetching of historical data from Bank' CORE/ CRM system?	It would be fetching of historical data from Bank's Core/CRM system.
48		Additional Query	General	General	Integration with repositories like IIB, CAMS, etc. is to be considered in scope or out of scope. Please confirm?	In the scope to be considered.
49		Additional Query	General	General	Please share estimated users accessing the application and estimated trasnactaions per day with no. of documents with each transaction type	The same to be informed to selected bidder
50		Additional Query	General	General	Please share the product wise volumes and expected volume growth	The same to be informed to selected bidder

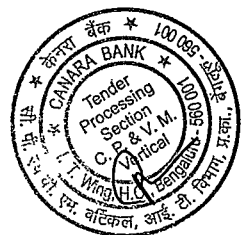| 51		Additional Query	General	General	Is there any data migration in scope?	Bidder has to refer the RFP.
52		Additional Query	General	General	How many partners insurance companies are envisaged to be in scope of the initial implementation?	The same to be informed to selected bidder
53	78	Annexure 8	Data Integrity Management	11.3.Perform regular backup and recovery tests to assure that logical segregation and controls are effective.	Kindly confirm if the Bank has tools to do backup and recovery tests or should the bidder factor for the same.	We confirm that bank has tools to do backup and recovery tests
54	79	Annexure 8	Cybersecurity	12.6. Robust data backup, recovery and storability procedures with offsite and onsite backup	Kindly confirm if the Bank has tools to do backup and recovery tests or should the bidder factor for the same.	We confirm that bank has tools to do backup and recovery tests
55	64	Annexure-2	Pre-Qualification, Point No 9	The bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years.	We understand that 1. The bidder should have a positive networth 2. During the course of the last 3 years the bidders networth should not have eroded (decreased) by over 30% from April 1st 2020 to March 31st 2023. Please confirm our understanding.	Bidder has to comply with the RFP terms and Conditions.
56	80	Annexure-8A	Hardware Specifications	The bidder shall be responsible for end to end implementation of Digital Insurance Solution in Bank including the necessary Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, Warranty support. Warranty Support shall be available for the period of 3 years.	As the implementation is expected on-premise, request the bank to provide the servers for installation of software as is standard practice in PSU insurance digitization. Also providers may need different hardware configurations depending on estimates of volumes, speed etc. Note that technology platforms may have a number of high quality future ready services as part of architectural design. The hardware costs may vary significantly. We request the bank to not consider hardware costs and database cost into the TCO commercials	Bidder has to comply with the RFP terms and Conditions.
57	94	Annexure-16	Bill of Material,Table G	Total Cost for 5 Years Contract Period	Kindly provide clarity if the contract period is 3 years as mentioned in the RFP document or 5 years as per the heading provided in Table G	Please refer Corrigendum 3.
58	71	Annexure-8	Scope of work	1.3. Solution shall be implemented on Bank's Mobile Banking, Internet Banking, and other electronic Sales channels: Physical and Virtual Relationship Managers, Wealth Executives and Branches through Website / Web-platform & Tab/ Laptop banking for assisted sales	Should insurance be implemented on Bank's Mobile Banking solution ?	Bidder has to comply with the RFP terms and Conditions.
59	71	Annexure-8	Scope of work	1.5. Solution shall have options to know current policy status, premium due status, policy copy, Benefit Illustration copy, policy changes, claim management system for initiating claims and know claim status etc.	a) Will this be a popup alerts or reminders would be sent ? B) How will policy claims handled in mobile app ?	Bidder has to comply with the RFP terms and Conditions.
60	77	Annexure-8	Scope of work, point.9.2 Other additional mandatory clause:	Auto Debit Mandate - System should able to have the facility of Auto Debit mandate in case of renewal of policies.	Auto debits would debit amount from customers and credit bank. In case the customer wishes to pay by cash or cheque etc then can auto debit be put on hold ?	The same to be informed to selected bidder

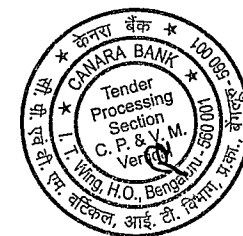|						
61	77	Annexure-8	Scope of work, Point 9.7. Assignment / Surrender Value	System should be able to provide the Surrender Value in case of Assignment of the policy.	Is surrender value calculated from the beginning of the policy ?	Bidder has to comply with the RFP terms and able to provide the surrender value after API integration with the insurance partners with the insurance partners and coordination with them.
62	NA	NA	General	No of Concurrent Users	How many concurrent users are there	The same to be informed to selected bidder
63	NA	NA	General	Max Transaction per Day	What is the number of transactions per day	The same to be informed to selected bidder
64	NA	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	The same to be informed to selected bidder
65	NA	NA	General	Any Document Upload Permitted	Is there any document upload required	Bidder has to comply with the RFP terms.
66	NA	NA	General	Max Size of File in MB	What is the file Upload size in MB	The same to be informed to selected bidder
67	NA	NA	General	Max Files per User	What is the file upload per user required	The same to be informed to selected bidder
68	NA	NA	General	Database Backup Policy	What is the database back policy	The same to be informed to selected bidder
69	NA	NA	General	Database Retention Policy	What is database retention policy	The same to be informed to selected bidder
70	NA	NA	General	DC - DR Policy	What is Data recovery policy	The same to be informed to selected bidder
71	NA	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	The same to be informed to selected bidder
72	NA	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	The same to be informed to selected bidder
73	NA	NA	General	Data Archival Policy	What is the Data Archival Policy	The same to be informed to selected bidder
74	NA	NA	General	What is Project Budget ?	What is the Project Budget ?	The details can not be disclosed.
75	14	Section C: Deliverable & Service level agreements	Project timeline-1.2	The selected bidder has to complete the end to end implementation of Digital Insurance Solution as per RFP and Go-Live of the proposed solution within 12 weeks from the date of acceptance of the Purchase Order or thirteen (13) weeks from the date of issuance of the Order	We assume bidder will be given liberty to propose alternate timeline adhering to all the requirements mentioned in the RFP. Kindly confirm	Kindly refer the corrigendum 3.
76	36	Section E: Selection of Bidder	Selection of successful Bidder -6.1	The L1 bidder will be determined on the basis of the lowest price quoted after the completion of Reverse Auction in GeM portal.	We propose to consider changing the evaluation methodology from Reverse auction to QCBS (Quality & cost based selection). Kindly approve	Bidder has to comply with the RFP terms and Conditions.
77	71	Annexure 8: Scope of work	Scope of work-1.1	To develop and implement digital solution for the existing as well as prospective customers of the Bank to buy Life Insurance, Non-Life insurance and Health Insurance products of the insurers having Corporate Agency tie-up with the Bank.	1. What are the product categories envisioned for Life Insurance business - i.e. Savings, Term, ULIP, Pension etc and how many products are planned to be onboarded across Life, Non-life & Health? 2. What are the product categories envisioned for Non-Life Insurance business?	The same to be informed to selected bidder

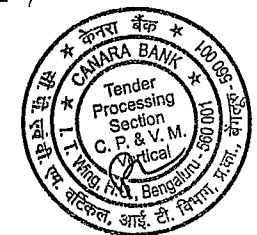| 78	94	Annexure 16: Bill of materials	Bill of material-Table F	Insurance partners integration charges - Number of Insurance partner 10	1. What is the estimated count of products to be onboarded for each of life, general & health insurance business?	The same to be informed to selected bidder
79	94	Annexure 16: Bill of materials	Bill of material-Table F	Insurance partners integration charges - Number of Insurance partner 10	1. We are assuming number of 10 insurers is across LOBs i.e. Life, health & general and not 10 for each of the LOBs. Please confirm	Across All channels
80	94	Annexure 16: Bill of materials	Bill of material-Table F	The No. of Insurance Partners mentioned in Table-F is indicative only. Based on the Bank's requirement Bank may integrate with more number of Insurance Partners, Bidder has to integrate at the same rate during the entire contract period. However, payment will be made on actual number of Insurance Partners integrated with Bank.	1. Can we propose pro-rated logical payment milesone to consider for insurer wise integrations. To elaborate As per RFP, we can expect 100% of the one time implementation cost only when all the modules go live. But as we understand, lots of module asked in the RFP have dependencies on downstream systems readiness at insurers' end - hence can we expect 50% of the one time implementation cost if we go live with 5 insurers? Along with 50% of the payment for insurer integration	Bidder has to comply with the RFP terms and Conditions.
81	82	Annexure 9	Technical evaluation criteria Point-4	Presence of following parameters in the proposed solution, Reconciliation Mechanism, Revival of Policy and Reversal of Payment, Auto Debit Mandate and Commission credit., Bulk upload and Historical Data, Compliance of IRDAI Regulation Documents to be submitted: Reference letter from existing implemented organizations complying all the parameters.	1. Feature if not implemented, can we consider availability of the feature and provide screenshot or live demonstration as supporting documents?	Bidder has to comply with the RFP terms and Conditions.
82	82	Annexure 9	Technical evaluation criteria Point-4	Documents to be submitted: Reference letter from existing implemented organizations complying all the parameters.	1. We propose to change the *'Reference letter'* to *'Reference letter/Artefact/Self-declaration'*. Kindly consider	Bidder has to comply with the RFP terms and Conditions.
83	82	Annexure 9	Technical evaluation criteria Point-5	Digitized delivery of insurance products. Documents to be submitted: Reference letter/Undertaking letter from the existing implemented organization for implementation of proposed solution in various channels	1. We propose to change the *'Reference letter/Undertaking letter'* to *'Reference letter/Artefact/Self-declaration'*. Kindly consider	Bidder has to comply with the RFP terms and Conditions.
84	1	GeM document: Bid End date	NA	Bid End date: 20-02-2024 15:00:00	1. We request you for the bid submission timeline extension by 2 weeks to *5th March, 2024*. Kindly consider	Please refer the corrigendum 3.
85	82	Annexure 9	Technical evaluation criteria Point-1	Bidder should have implemented the proposed Solution and made go-live in Scheduled Public/Private Banks/Foreign Banks/ Small finance Bank/ Payment Bank.	1. We propose to change the *'Proposed Solution'* to *'Digital Insurance Solution'*. Kindly consider	Bidder has to comply with the RFP terms and Conditions.

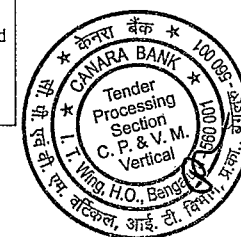| 86	82	Annexure 9	Technical evaluation criteria Point-1	Bidder should have implemented the proposed Solution and made go-live in Scheduled Public/Private Banks/Foreign Banks/ Small finance Bank/ Payment Bank.	1. We propose to change the *'Banks/SFBs/Payment Banks'* to *'Banks/Insurers'*. Kindly consider	kindly refer the corrigendum 3.
87	82	Annexure 9	Technical evaluation criteria Point-1	Bidder should have implemented the proposed Solution and made go-live in Scheduled Public/Private Banks/Foreign Banks/ Small finance Bank/ Payment Bank.	1. We propose to change the *'Bidder'* to *'Bidder/OEM'* as we believe if A & B are in consortium, all relevant citations for all the related party should be considered. Kindly consider	Kindly refer the corrigendum 3.
88	82	Annexure 9	Technical evaluation criteria Point-1	Documents to be submitted: Documentary evidence of contracts executed along with completion certificate. Reference from customer along with customer contact details are required.	1. We propose to change the *'Reference from customer'* to *'Self Declaration'*. Kindly consider	Bidder has to comply with the RFP terms and Conditions.
89	71	Annexure 8:	Scope of work-1.1	To develop and implement digital solution for the existing as well as prospective customers of the Bank to buy Life Insurance, Non-Life insurance and Health Insurance products of the insurers having Corporate Agency tie-up with the Bank.	1. With how many insurers bank has existing tie-ups across Life, Non-life & Health insurance business and please highlight the names of the insurer partners to be onboarded on the solution 2. If ready APIs are not available with insurers to be integrated directly with the platform, what should be the operating model? i.e. redirection to partner portal, lead sharing etc.	The same to be informed to selected bidder
90	71	Annexure 8:	Scope of work-1.1	Solution shall be implemented on Bank's Mobile Banking, Internet Banking, and other electronic Sales channels: Physical and Virtual Relationship Managers, Wealth Executives and Branches through Website / Web-platform & Tab/ Laptop banking for assisted sales.	1. What are the existing & preferred technology stack for the assisted & unassisted channels?	The same to be informed to selected bidder
91	11	Section-B, Introduction	About RFP 3.2	The selected Bidder has to provide the services/ solution in India and the tools/ solution provided by the selected Bidder should work in overseas branches also	1. We are assuming, NRI insurance buying journey to be considered within scope and all related compliances to be included - i.e. FATCA declaration etc. Kindly confirm the same 2. Please confirm whether we should consider geographical scope to cover India, US, UK & UAE	Yes ; FATCA capability required and also all overseas branches of Canara Bank.
92	12	Section-B, Introduction	Scope of work-8.3	During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier	1. To meet the timeline of 4 weeks, it is important to outline the scope boundary during the requirement discovery phase. Can we assume BRD sign-off as an acceptance criteria from a requirement gathering point of view and any new addition post sign-off to be considered as enhancement?	Yes; BRD sign-off as an acceptance criteria from a requirement gathering point of view and any new addition post sign off to be considered as enhancement.

				During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier	1. Can the bidder propose new commercials, payment terms & timeline for new product addition, new LOB addition, new insurer onboarding or any other change requests (over and above RFP) to be taken up during the course of engagement and/or post go live	Bidder has to comply with the RFP terms and Conditions.
93	12	Section-B, Introduction	Scope of work-8.3			
94	14	Section C: Deliverable & Service level agreements	Project timeline-1.2	The selected bidder has to complete the end to end implementation of Digital Insurance Solution as per RFP and Go-Live of the proposed solution within 12 weeks from the date of acceptance of the Purchase Order or thirteen (13) weeks from the date of issuance of the Order	1. We are assuming timeline of 4 weeks is for the development only and all the services/APIs from bank's & insurers' end are ready to be integrated. Kindly confirm	Kindly refer the corrigendum 3.
95	14	Section C: Deliverable & Service level agreements	Project timeline-1.5	Bidder has to complete User Acceptance Test (UAT) within two (2) weeks from the date of delivery of customized solution.	1. In our understanding, bank will perform the UAT with their internal users & with insurers (if required) and our scope would be only to resolve UAT bugs/observations. Kindly confirm on the same	Kindly refe the corrigendum 3.
96	71	Annexure 8:	Scope of work-1.5	Solution shall have options to know current policy status, premium due status, policy copy, Benefit Illustration copy, policy changes, claim management system for initiating claims and know claim status etc.	1. Assuming claims servicing is not part of scope, only claim intimation & claim status fetch are part of scope. Kindly confirm	Bidder has to comply with the RFP terms and Conditions.
97	72	Annexure 8:	Scope of work-1.12	The bidder shall also integrate Bank's API including but not limited to Core Banking System, CRM, E-mail/ SMS/ WhatsApp Gateway, Payment Gateway, Complaint Management Solution, Mobile Banking, Internet Banking.	1. Assuming that the integration will be done using existing APIs and the bank will provide the specification and sample structure and APIs are ready that shall be reused. Please confirm

2. Kindly confirm whether the bank has any existing ESB or API gateway implemented. | 1. Yes; we confirm to the same; 2. We have apigee API gateway. |
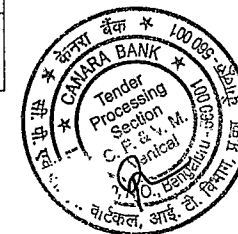| 98 | 71 | Annexure 8: | Scope of work-1.3 | Solution shall be implemented on Bank's Mobile Banking, Internet Banking, and other electronic Sales channels: Physical and Virtual Relationship Managers, Wealth Executives and Branches through Website / Web-platform & Tab/ Laptop banking for assisted sales. | 1. We understand the solution would be mobile first. Please confirm whether the platform development ask would be both mobile app (iOS & Android) & progressive web application for both internal(bank employees) & external(customers, IRDAI users etc.) users. | Yes; it would be both mobile app (iOS & Android) & progressive web application for both internal(bank employees) & external(customers, IRDAI users etc.) users. |
| 99 | 71 | Annexure 8: Scope of work | Scope of work-1.3 | Solution shall be implemented on Bank's Mobile Banking, Internet Banking, and other electronic Sales channels: Physical and Virtual Relationship Managers, Wealth Executives and Branches through Website / Web-platform & Tab/ Laptop banking for assisted sales. | 1. What channels are we envisioning for reaching out to the customers, assisted (through relationship managers, telecallers), unassisted (Do it yourself journey), through semi-assisted (VRM sales channel)? | Bidder has to comply with the RFP terms and Conditions. |

100	72	Annexure 8: Scope of work	Scope of work-1.21	Solution shall provide the following Transaction Processing capabilities: 1.21.1. New Policy initiation 1.21.2. Policy renewal 1.21.3. Recurring premium 1.21.4. Endorsement 1.21.5. Cancellations 1.21.6. Online Claim Submission --Both Death claims and Maturity claims. 1.21.7. Complaint Management.	1. Policy Endorsements - As the policy endorsement journey is part of scope; we are assumimg applicability, exclusions and all related validations will be shared by bank during requirement discovery workshops 2. Is the portal required to have option to do policy servicing action by customer or it has to be routed to insurer site to do policy changes (day 2 actions). If new portal needs to have all servicing and renewal options, can we get a list of all functionalities and a confirmation whether services/APIs are readily available to consume from insurers' end?	1. During the requirement discovery workshops bank will provide endorsement journey as per the regulatory guidelines and as per discussion with the all stakeholders. 2. the portal required to have option to do policy servicing action by customer subject to verify from insurer end.
101	75	Annexure 8: Scope of work - Reporting/ Dashboard	Scope of work-6.7	6.7.1. Insurer wise 6.7.2. Product wise 6.7.3. Head office/ Circle / Region / Branch / Wealth Executive / SRM/ SP. 6.7.4. Premium / Income wise 6.7.5. Campaign Dashboards 6.7.6. Data analytics 6.7.7. MIS availability should be on real time as well.	1. Is there any exisiting tool for web analytics which is being leveraged across all the application under enterprise?	Bidder has to comply with the RFP terms and Conditions.
102	73	Annexure 8: Scope of work	Scope of work-1.26	The solution should have a facility of end-to-end audit trails for the logged in user	1. Is there any existing Document Management system implemented by bank? If yes, the same can be integrated? If not, what is bank's choice around selection of tools?	Solution should have a facility of end to end audit trails for the logged in user
103	72	Annexure 8: Scope of work	Scope of work-1.16	Designing & Building seamless journey to enable customer to complete insurance buying process in Straight-Through-Process (STP) or assisted journeys as needed.	We believe that content is a key pillar to enhance the brand's reach and increase usability of digital assets. Creation of a robust content strategy should ideally be a key component of experience design. 1. What is the strategy & expectation around content redesign? 2. The experience design exercise may lead to suggestions of net new content types that are currently absent. What is the strategy to address these type of content?	the same has to be informed to selected bidder
104	71	Annexure 8: Scope of work	Scope of work-1.6	Integration of the Solution with Bank's CBS (Core Banking system), CRM (Customer Relationship Management), Mobile Banking Internet Banking and any other electronic channel as per requirement of the Bank.	1. Assuming APIs/services to be integrated with the bank's existing systems are available and can be reused. Please confirm	All the required API informed to the selected bidder.

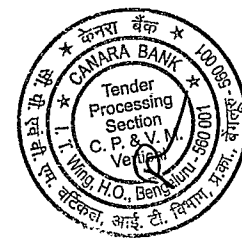|						
105	73	Annexure 8: Scope of work - Lead management	Scope of work-2.1	Developing Lead Management system for managing customer journey and integrating it with the CRM package of the Bank.	1. We are assuming that bank already has an existing lead management system and our scope includes integration with customer journey & CRM package. Kindly confirm. 2. We are assuming that the specification and structure document for lead management in CRM package of the bank shall be provided by the bank. Kindly confirm	We confirm to the same
106	73	Annexure 8: Scope of work - Lead management	Scope of work-2.3	Customer level and lead level visibility to the Bank staff to assist customers in completing sales journey.	1. Assuming that the lead level visibility is maintained to assist the customers in completing the journey at different stages, what all systems are expected to be integrated for customer's assistance, for example- CRM, tele-caller (if applicable), relationship manager (virtual and physical), etc.?	Refer the scope of work and bidder has to comply with the RFP terms.
107	73	Annexure 8: Scope of work - Lead management	Scope of work-2.6	Journey drop-off management across channels. Capturing drop offs in online buying journeys and option to generate exhaustive reports for lead building for follow-ups and sales closure.	1. Is the exhaustive reports generation for the lead drop-off scenarios expected to be a part of the engagement?	We require the drop-off management capability in the solution
108	73	Annexure 8: Scope of work - Lead management	Scope of work-2.8	Assigning each drop case on the DIY journey with unique lead ID and pushing the lead to the Bank's CRM for follow-up and closure.	1. Is the allocation of the customers to the VRMs/tele-callers to be done via the digital solution or the CRM will allocate it to the respective personnel? 2. What is the existing CRM & lead management solution used by bank and we are assuming that the expectation is leveraging the same?	CRM will allocated it to the respective personnel We are having Existing CRM and Lead Management system (Salesforce)
109	74	Annexure 8: Scope of work - Lead management	Scope of work-2.9	Multiple channels of communication with the customers - SMS, E-mail, WhatsApp etc. Option to send bulk SMS's, Email and WhatsApp in single click based on various campaigns.	1. For campaign management and marketing automation, what is bank's choice of tool and tech stack? What is being used present day?	The same to be informed to the selected bidder
110	74	Annexure 8: Scope of work - Lead management	Scope of work-2.10	All communication done with the customer to be logged for future references and can be accessed centrally at one place.	1. Is there an existing platform/tool that the bank is leveraging for centrally managing customer communications?	Bidder has to comply with the RFP terms and Conditions.
111	74	Annexure 8: Scope of work - Commission reconciliation	Scope of work-3.4	System shall calculate applicable commission income to the Bank in STP cases.	1. Is the commission income calculation applicable for only STP cases or the NSTP cases as well?	The commission income calculation applicable for only STP cases or the NSTP cases as well.
112	74	Annexure 8: Scope of work - Commission reconciliation	Scope of work-3.3	The solution shall have capability to capture commission income for all transactions including New Premium Collection, Renewal Premium Collection through all modes and through every channels (IB/MB/ISNP/Branch Induced).	1. We are assuming that the bank shall provide the commission rates for each categories across applicable channels & associated rules to configure. Kindly confirm	the same will be informed to the selected bidder

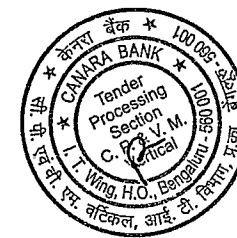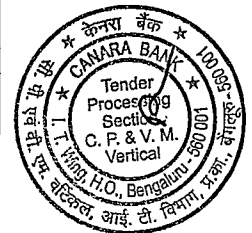|						
113	77	Annexure 8: Scope of work - Commission reconciliation	Scope of work-8.4	Capability to send bulk SMS's, WhatsApp messages, e-mails to policyholders well before the due date of the renewal of the policy and after renewals of the policy.	1. We are assuming that the bank's existing channels of communication with the customer shall be leveraged and our scope includes integrating with SMS/Email gateway for sending single/bulk communications	The selected bidder has to integrate with the API of the bank's existing channel.
114	12	Participation methodology	NA	Participation methodology	1. We are assuming, As a principal bidder, we will bid proposed solution with one or more OEM partner with responsibility being owned by main bidder and contracting will be done with main bidder only. Kindly confirm	Bidder has to comply with the RFP terms and Conditions.
115	NA	GeM document: Document required from seller	NA	General queries - Supporting documents	1. What all will be considered as supporting documents for the exemption consideration as mentioned in GeM Document?	The query is not clear.Bidder has to comply with the RFP terms and Conditions.
116	NA	General queries	NA	Scope related	1. Are you looking for multi-lingual capabilities? Please confirm whether Canara Bank is envisioning multi-lingual content management workflows?	Yes; Multilingual content management workflows
117	20	Section C:	Payment terms-9.1	License cost	1. Please confirm whether we can charge annual license fee or it has to be perpetual license for 3 years and to be charged in Year 1 itself post successful go live?	Perpetual license for three years
118	NA	General queries	NA	Infrastucture - Cost & Provisiong	1. We are assuming, infrastructure will be provided by Canara Bank (on prem) and our responsibility would be limited to hardware sizing & infra provisioning. Please confirm	Refer the bill of materials and scope of work and comply with the RFP terms and conditions.
119	94	Bill of Material: Table G	Bill of Material: Table G	Bill of Material: Table G	We have not seen any discounting mentioned for calculating the overall TCO for Canara Bank. Should we assume it is a simple addition according to row number 7 of Table- G	Yes
120	NA	General queries	NA	Modality of development	Please confirm whether development would be on-site or offsite development will be allowed? We propose offsite development with key personnel being present at Canara Bank office. Kindly advice	Bidder has to comply with the RFP terms and conditions.
121	NA	General queries	NA	Support scope	1. Would Canara Bank allow remote & secured connectivity to servers for issue resolutions? 2. Would Canara bank provide required infrastructure for support - Ticketing System Bug Tracking System During UAT Load Testing S/W Source Code Repository Application Monitoring tools (such as APPDynamics) Infrastructure monitoring tool	1. No connectivity, the selected bidder has to come onsite. 2. The same has to be informed to selected bidder.
122	NA	General queries	NA	Support scope	1. Would performance testing, usability testing, automation testing to be considered part of scope?	Bidder has to comply with the scope of work.

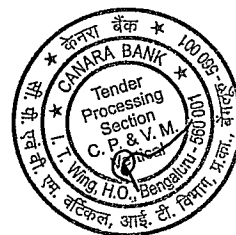|						
123	64	Annexure 2	Pre qualification-Point 10	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	We would like to humbly submit that the eligibility criteria/declaration regarding prior blacklisting is open-ended in terms of the time period. We request you to kindly limit the eligibility criteria regarding blacklisting to bidders not blacklisted as on the date of submission of the bid or have not been blacklisted for a definitive period, such as 2 years. We also request you to kindly allow Bidders to declare that they are not blacklisted as on date.	Bidder has to comply with the RFP terms and Conditions.
124	NA	General queries	NA	Timeline	If the project is to be completed on time, it would require binding both parties with timelines to fulfil their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by MeitY in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: "Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted."	Bidder has to comply with the RFP terms and conditions.
125	NA	General queries	NA	Miscellaneous	1. We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	Bidder has to comply with the RFP terms and Conditions.
126	40	Order Cancellation/Termination of Contract	Order Cancellation/Termination of Contract -13.1	Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	1. To uphold the principles of natural justice and to bring parity in the contract, we request client to give us the right to terminate the contract in case client breaches any of its material obligations under the contract, provided a notice for such breach is given to client along with a rectification period of 30 days.	Bidder has to comply with the RFP terms and Conditions.

127	41	Order Cancellation/ Termination of Contract	Order Cancellation/Termination of Contract.-13.5	After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	1. Cancellation / Rescission means voiding the contract and making the contract ineffective from its inception, thereby restoring the parties to the positions they would have occupied if no contract had ever been formed. In this scenario, bidder may be deprived of any payment and refund of all payments made already may be sought. Request deletion of this clause	Bidder has to comply with the RFP terms and Conditions.
128	40-41	Order Cancellation/ Termination of Contract	NA	General queries - Liquidated Damages	1. We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches.	Bidder has to comply with the RFP terms and Conditions.
129	71	Annexure-8: Scope of Work	Scope of Work-1.1	To develop and implement digital solution for the existing as well as prospective customers of the Bank to buy Life Insurance, Non-Life insurance and Health Insurance products of the insurers having Corporate Agency tie-up with the Bank	1. Can you please clarify categories of Non Life Insuarance envisioned to be onboarded on the platform i.e. Property & Causalty, Motor Insurance, Property Insuarance, Travel Insurance etc.	Bidder has to comply with the RFP terms and Conditions.
130	72	Annexure-8: Scope of Work	Scope of Work-1.15	The solution should be hosted as Managed Services with entire responsibility of developing, running and maintaining the solution to be handled by Solution Provider.	2. Can Cloud Service Provider be used like - AWS / Azure or GCP Does bank have any preference for any Cloud Service Provider	the solution will be hosted on-premises.
131	72	Annexure-8: Scope of Work	Scope of Work-1.18	Functionality to provide option to the customer to validate the proposal form through OTP (mobile & email) / digital sign / bitly link or any other form of consent. Authorization of Suitability, Benefit Illustration (BI) and application form in case of Life Insurance policies. (IRDAI Guidelines to be followed).	Does Bank have any existing Email SMTP Server / SMS Gateway Integration or Coustomer Communication Management System in Place which can be leveraged or the Bidder need to create Email and OTP Services from Scratch ?	Bank have existing email and OTP services and the same has to be integrated by the selected bidder.

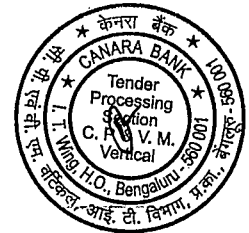|						
132	72	Annexure-8: Scope of Work	Scope of Work-1.21	1.21.Solution shall provide the following Transaction Processing capabilities: 1.21.1.New Policy initiation 1.21.2.Policy renewal 1.21.3.Recurring premium 1.21.4.Endorsement 1.21.5.Cancellations 1.21.6.Online Claim Submission - Both Death claims and Maturity claims. 1.21.7.Complaint Management. The above list is only indicative and not exhaustive subjected to the availability of API currently or in Future during the course of the engagement.	1. Please provide list of functionalities to be covered for customer servicing. 2. We assume that bidder will have the liberty to propose delivery & payment milestones for the modules not considered during requirement discovery phase. Please confirm.	Bidder has to refer the RFP.
133	73	Annexure-8: Scope of Work	Scope of Work-2.5	The solution shall have the feature to store each step of the Do-it- yourself (DIY) journey of the customers on IB/MB/ISNP for tracking complete customer journey for each visit initiated to buy insurance products. These steps include visit to home page, login, customers providing mobile numbers, completing the proposal form, dropped at payment page etc.	1. Is the ISNP (Insurance Self Network Platform) currently being integrated with Bank has exsiting Drop Off Managment in place ? If Yes - we assume this data would be shared with the Bidder implementing Digital Insurance Solution via API or any other integration methods?	No, ISNP not integrated with Bank existing drop off management in place
134	73	Annexure-8: Scope of Work	Scope of Work-2.8	Assigning each drop case on the DIY journey with unique lead ID and pushing the lead to the Bank's CRM for follow-up and closure.	1. What is Mode of Integration with CRM of Bank ? 2. Will the Lead be pushed by using the API provided by CRM which will be consumed by the proposed digital insurance solution ?	1.Through API based integration. 2.Yes.
135	46	Section G	Confidentiality and Nondisclosure-13.1	Indemnity for breach of confidentiality; Indemnity for breach of contract obligations, deafult, non-performance, non-compliance of applicable laws	There are several remedies available under law and contract to you for such breach of obligations. For eg., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section. If you still insist on retaining this section, then we request you to at least make them subject to overall cumulative liability cap of total contract value and subject to final determination of court/arbitrator.	Bidder has to refer RFP and comply with the RFP terms and Conditions.
136	49	Section G	Indemnity-23.1.1			Bidder has to refer RFP and comply with the RFP terms and Conditions.
137	116	Appendix-G	Draft Contarct Agreement-14.1.1			Bidder has to refer RFP and comply with the RFP terms and Conditions.

138	49	Section G	Indemnity-23.1.1	Indemnities for death and bodily injury	Request client to kindly delete these. Alternatively, kindly cap these indemnities to limitation of liability cap or one time the fees payable to us under this Agreement.	Bidder has to refer RFP and comply with the RFP terms and Conditions.
139	116	Appendix-G	Draft Contarct Agreement-14.1.1			Bidder has to refer RFP and comply with the RFP terms and Conditions.
140	50	Conflict of Interest	24	Obligations related to COI	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	Bidder has to refer RFP and comply with the RFP terms and Conditions.
141	17-18	Liquidated damages	7.1. to 7.5	LDs/ Penalties for Non-compliance of the Supply/delivery as per clause 3. 0.5% of Total Cost capped at 10% of the total Cost The selected bidder shall deliver the services as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Bank for any deviation in this regard. The selected bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank	We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value. We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches.	Bidder has to refer RFP and comply with the RFP terms and Conditions.
142	17-18	Liquidated damages	7.1. to 7.5	If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty/ Liquidated Damage for non-performance.	Request all such penalties be capped to 10% of the Total Cost Below set-off clause request deletion The liquidated damages shall be deducted/ recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Performance Security or otherwise from the selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract	Bidder has to refer RFP and comply with the RFP terms and Conditions.

143	NA	NA	NA	Miscellaneous	There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by MeitY in its guidelines. "Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations."	Bidder has to refer RFP and comply with the RFP terms and Conditions.

Date :   01-03-2024
Place: Bengaluru

Deputy General Manager

Place: Bengaluru
Date   08-02-2024

Deputy General Manager