

Clause in RFP

Sr No.	Clause in RFP	Clarifications/ Changes made
Annexure - 02: Evaluation Terms		
1. Evaluation Process		
A. Eligibility cum Technical Bid		
1	<p>B.1 Financial The Bidder must have registered average annual turnover of Rs. 5 Crores or above during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies).</p> <p>OR</p> <p><i>Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder)</i></p> <p>The Bidder must have registered average annual turnover of Rs. 2 Crores or above during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies).</p>	<p>B.1 Financial The Bidder must have registered average annual turnover of Rs. 5 Crores or above during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies).</p> <p>OR</p> <p><i>Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder)</i></p> <p>The Bidder must have registered average annual turnover of Rs. 50 Lakhs or above during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies).</p>
2	<p>C.2 Experience & Support Infrastructure Bidder Should have experience of minimum 02 years in providing Solution for Digital Insurance business in India with a contract value of minimum Rs. 2 Crore on at least one work.</p> <p>Supporting document required.</p> <p>Copy of order and /or certificate of completion of the work. The bidder should also furnish user acceptance report.</p>	<p>C.2 Experience & Support Infrastructure Bidder Should have experience of minimum 02 years in providing Solution for Digital Insurance business in India with a contract value of minimum Rs. 1 Crore on at least one work.</p> <p>Supporting document required.</p> <p>Copy of ongoing * / completed / similar work order and /or certificate of completion of the work. The bidder should also furnish user acceptance report for completed projects or project status report for ongoing project.</p> <p>*Ongoing project mean, project that are under development / implementation / testing phase.</p>
Annexure 09 – Project Details Scope of Work		
3	<p>5. Delivery: The Digital Insurance Solution should be</p>	<p>5. Delivery: The Digital Insurance Solution should be</p>

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	implemented within a period of 12 weeks from date of purchase order. ----- -----	implemented within a period of 6 months from date of purchase order in phased manner as per priority set by the bank for various modules. ----- -----
Annexure 10–Service Levels:		
4	Additional Clarifications: Solution downtime occurring due to IT Hardware / Network failure and acknowledged by Bank will not impact the SLA.	

All other Terms & Conditions are same as per our RFP no. BCC:IT:PROC:114:18 dated 30th April 2022 for Supply, Implementation and Maintenance of Digital Insurance solution.