



Corrigendum-5 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.

It is decided to amend the following in respect of the above GeM bid:

a. GeM bid document (Bid End Date / Bid Opening Date, Page no. 1 of 7):

| Description | Existing details | Amended details |
|------------------------|----------------------|-----------------------------|
| Bid End Date/Time | 20-03-2024, 15:00:00 | <u>27-03-2024, 15:00:00</u> |
| Bid Opening Date/Time- | 20-03-2024, 15:30:00 | <u>27-03-2024, 15:30:00</u> |

| Sl. No. | Page No. | Section/ Annexure/ Appendix of the RFP | Clause No. | Existing | Amended |
|---------|----------|--|-------------------------------|-------------------------------|---|
| b. | 82 | Annexure-9 | Technical Evaluation Criteria | Technical Evaluation Criteria | <u>Amended Technical Evaluation Criteria.</u> |
| c. | 80 | Annexure-8A | Hardware Specifications | Hardware Specifications | <u>Amended Hardware Specifications.</u> |

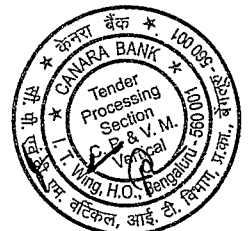
All the other instructions and terms & conditions of the above GeM bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 20/03/2024

Place: Bengaluru

Handwritten Signature
Deputy General Manager





Annexure-9

Technical Evaluation Criteria

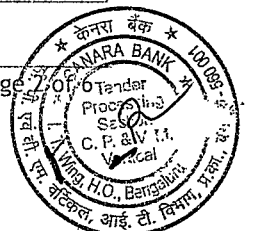
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of vendor for end to end implementation of Digital Insurance Solution in Bank for a period of 3 years.

Ref: GEM/2024/B/4548934 dated 29/01/2024.

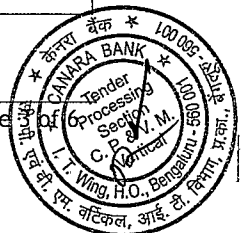
The technical evaluation of the bidder/OEM will be carried as per the details furnished below:

| Sl. No. | Criteria | Evaluation Parameters | Documents to be submitted | Max marks | Marks Obtained |
|---------|---|--|---|-----------|----------------|
| 1. | Bidder/OEM should have implemented and made go-live/should be in the process of Implementing the proposed Solution in BFSI. (Banking, Financial services and Insurance) | <p>proposed Solution implemented and made go-live in BFSI/should be in the process of implementing the proposed solution in BFSI:</p> <p>Banking, Financial services and Insurance:</p> <p>More than 6 BFSIs- 15 Marks</p> <p>More than 3 BFSI and up to 6 BFSI- 10 Marks</p> <p>More than 1 BFSI and up to 3 BFSI- 6 Marks</p> <p>In one BFSI only- 3 Marks</p> | <p>Documentary evidence of purchase order.</p> <p>Reference from customer along with customer contact details are required.</p> | 15 | |
| 2. | Availability of dashboard for monitoring end to end insurance software package | <p>Yes: 10 Marks</p> <p>No: 0 Marks</p> | Documentary proofs/artefacts to verify the end to end insurance dashboards | 10 | |
| 3. | Integration with Bank's various functionalities. | <ul style="list-style-type: none"> • Whatsapp - 3 Marks • CBS - 2 Marks • IB/MB - 2 Marks • CRM, SMS & Email gateway - 2 Marks • Complaint Management System - 1 Marks | Documentary proofs/artefacts or Reference letter from existing implemented organizations complying all the functionality. | 10 | |





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|----|--|---|---|----|--|
| 4. | <p>Presence of following parameters in the proposed solution</p> <ul style="list-style-type: none"> • Reconciliation Mechanism. • Revival of Policy and Reversal of Payment. • Auto Debit Mandate and Commission credit. • Bulk upload and Historical Data • Compliance of IRDAI Regulation | <p>Yes: 10 Marks (2 Marks to each) No: 0 Marks</p> | <p>Reference letter from existing implemented organizations complying all the parameters.</p> | 10 | |
| 5. | <p>Digitalized delivery of Insurance Products through various channels:</p> <ul style="list-style-type: none"> • Mobile Application • Web Channel • Net Banking • Tablet Banking | <p>Yes: 10 Marks (2.5 Marks to each) No: 0 Marks</p> | <p>Reference letter/Undertaking letter from the existing implemented organization for implementation of proposed solution in various channels</p> | 10 | |
| 6. | <p>Experience in integration of new insurance partners with the Bank:</p> | <p>More than 6 Partners: 10 Marks More than 4 and upto 6 partner: 6 marks More than 1 and upto 3 Partners: 2 Marks Less than 1 Partners: 0 Marks</p> | <p>Letter /certificates along with the artefacts from the existing Bank/FIs to verify the integration capability.</p> | 10 | |
| 7. | <p>Maximum Number of data/transactions handled by the solution in any Banks/FI for any Financial Year.</p> | <p>For every 1 million records - 2 marks</p> | <p>Letter /certificates along with the artefacts from the existing Bank/FIs to verify the data/transactions handled by the solution.</p> | 10 | |
| 8. | <p>Technical Proposal & Presentation by the Bidder:</p> <p>Note: The Presentation is as per the technical & functional requirement/scope of work/other terms as mentioned in RFP to the Bank</p> | <p>Technical presentation will be evaluated on the following parameters:</p> <ul style="list-style-type: none"> • Proposed Solution • IT architecture, Approach and Methodology • Project Governance • Security Aspects | <p>Bidder to present / showcase the Demo.</p> | 25 | |





| | | | | |
|----|-------------|---|-----|--|
| | | <ul style="list-style-type: none"> Any Other features as per RFP Document. | | |
| 9. | Total Marks | | 100 | |

Note: The bidder should score minimum 75% marks (i.e., 75 Marks out of 100 marks) total marks for qualifying under Technical Evaluation. The bidders qualified under Technical Proposal Evaluation will be eligible for commercial opening.

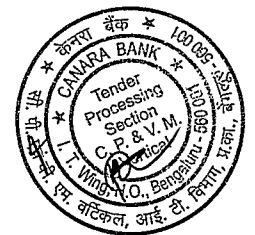
***Declaration:** We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this GeM bid is liable for rejection.

Date:

Signature with Seal

Name:

Designation:





Annexure-8A
Hardware Specifications

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

Quoted Hardware/Software/OS details for proposed Digital Insurance solution in DC, DRC & UAT:

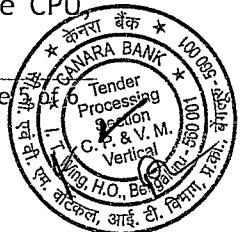
1. The bidder shall be responsible for end to end implementation of Digital Insurance Solution in Bank including the necessary Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, Warranty support. Warranty Support shall be available for the period of 3 years.
2. The bidders are required to quote for the entire solution including any Licenses, Hardware, Software, Middleware, Database, Operating System, Warranty support, etc. as may be required to fulfil the entire scope and requirements of the GeM bid.
3. The details of all such Licenses, Hardware, Software, Middleware, Database, Operating System, etc. as quoted by the bidder should be provided in the below format along with the Technical Bid.

| Sl. No. | Components (Hardware/ Software) (specify the list of items) | Qty. | Item Description With Specification Details | OEM of the Product | Model/ Version Name | Date of Release of product | Date of End of Sale | End of Life (EOL) detail of the offered Product | End of Support (EoS) detail of the offered Product |
|---------|--|------|---|--------------------|---------------------|----------------------------|---------------------|---|--|
| 1. | Hardware/ Appliance including OS & other software for Digital Insurance Solution for DC (specify the list of items serial wise) | | | | | | | | |
| 2. | Hardware/ Appliance including OS & other software for Digital Insurance Solution for UAT & DRC (specify the list of items serial wise) | | | | | | | | |
| 3. | Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero) | | | | | | | | |
| 4. | Any other Software/ Licenses | | | | | | | | |

DC (Should be in High Availability) & DRC Site (High Availability and in Sync DC Setup) - Bidder should suggest the architecture in consultation with solution architect along with justifications and should provide reasonable hardware components as per the requirements. Other Information Related to any other Item (Please provide in tabular Format)

Note:

1. Bidder has to provision Hardware/Software to support minimum of 100 TPS throughput
2. At any point of time during the contract period, the resource utilization like CPU, Memory, Database etc. should not exceed 60% of the total capacity.





3. In future if any additional Hardwares/Softwares are required for the smooth functioning of the solution the same has to be provided by the bidder at no cost to the Bank.
4. Hardware to be provided by the Bidder
5. The necessary consumables like Network Cables, OFC Cables, Server Racks etc. to be provided by the Bidder.
6. Bidder to provision Load balancers wherever required
7. The Infrastructure to be provisioned for UAT at DC, Production at DC and Production at DR
8. The delivery location shall be shared to selected bidder.
9. UAT should be minimum 20% of Production.
10. The solution should support microservices architecture and should be deployable across all types of deployment, with manageability and platform security across scenarios i.e. Bare metal, Virtualized environment, private cloud etc.
11. Bidder to provide below minimum infrastructure for production and UAT in the ratio as mentioned above, but not limited to-
 - a. Web Servers (DC/DR): Minimum 2 Servers at each site
 - i. RAM : 16 GB
 - ii. CPU Cycle: 4 Cores with 2.0 Ghz Processor each
 - iii. HDD : 500 GB
 - iv. Operating System : Bidder to provision
 - b. App Servers(DC/DR) Minimum 2 Servers at each site
 - i. RAM : 16 GB
 - ii. CPU Cycle: 8 Cores with 2.0 Ghz Processor each
 - iii. HDD : 500 GB
 - iv. Operating System : Bidder to provision
 - c. Database Server(DC/DR):
 - i. RAM : 32 GB
 - ii. CPU Cycle: 8 Cores with 2.0 Ghz Processor each
 - iii. HDD : 1024 GB
 - iv. Operating System : Bidder to provision
 - v. Database : Bidder to provision.(In case of ORACLE, necessary licenses will be provided by the Bank).
12. The above mentioned specifications are minimum specifications to be met. In case bidder requires higher configuration, bidder may quote the same.
13. The necessary software licenses to be provisioned by the Bidder.

Date:

Signature with seal:

Name:

Designation :

