

General Insurance Corporation of India
Response to Queries from the Vendor for the tender E-Procurement Solution for GIC Re

Sr. No	Pg. No.	Clause. No.	Reference / Subject	Query	GIC Re Response
1				As per your Pre-qualification criteria PQ-8, the company which is blacklisted by PSU are not allowed to bid. We like to know if the Corporation will allow all the companies to bid which has been put on holiday in past on the ground of following Unethical Practice OR whose contract has been terminated by the tendering authorities on non-performance basis, will such organizations be allowed to participate in the said tender?	According to the clause PQ-8, "The bidder should not have been blacklisted by any department or undertaking of the Central or State Government of India/ Public Sector Undertakings (PSU)/ Public Sector Enterprises (PSE)/ Banks. The bidder has to provide an undertaking on the official letter-head of the company that it has not been blacklisted by Central or State Government departments / Public Sector Undertakings (PSU)/ Public Sector Enterprises (PSE)/ Banks in India. (Self-Declaration as per the Annexure-V to be attached)" As mentioned in clause 5 point no. 3 (Page 15), the documents submitted by the bidders would be evaluated by the Technical Sub Committee of GIC Re. The final decision lies with the Technical Sub Committee of GIC Re.
2				On the basis of the Functional Analysis, following are the challenges faced in terms of compliance and we would like to know if we can bid despite non-compliance to the following parameters – <ul style="list-style-type: none"> • Pre-Qualification – 45% Fit <ul style="list-style-type: none"> o Out of 9 Pre-Q question, we do not comply with 4 of them. 1. Execution of minimum 5 e-procurement government projects in India 2. ISO/IEC 27001:2008 Certification 3. CMMI Level 3 Certification 4. STQC Certification • iSource – 60% Fit <ul style="list-style-type: none"> o Major Challenges 1. Data center in India. 2. Digital Signatures for login (both Users & Suppliers) & Authentication and validity checks for Digital Signature 3. Open Tenders & Online/Offline Advertisement of Tender Notice 4. Work Tender 5. EMD (Earnest Money Deposit) support i.e. submission of a security amount. 6. Corrigendum support for Tender Notice. 7. Auto Alias of bidders i.e. Bidder name should not be visible even to the Users while Auction is Live. 8. Anonymous & Alias bidding, Transformational, Preferential, Weighted Bidding. 9. Integration with payment gateway. • eProc <ul style="list-style-type: none"> o Only Purchase Orders being raised. No Requisition to Purchase order flipping and no e-invoicing which is included in Zycus offering. o Work Order not supported <p>Would like to know how crucial these parameters are to GIC so that we will be able to decide whether to bid or not for this initiative.</p>	All PQCs have to be complied with to be able to participate in the bidding process.
3	21	Annexure -1 - PREQUALIFICATION CRITERIA - PQ6.	The Bidder should be a CMMI (Capability Maturity Model Integration) Level 3 or above certified company. (Certificate to be attached)	For eProcurement tenders, CMMI clause is not required and hence it is our request to remove CMMI clause	All PQCs have to be complied with to be able to participate in the bidding process.
4	17	12	Penalty at the following rates will be applicable for delay beyond the delivery schedule mentioned against each of the above activity:- @1% up to one week @2.5% upto 2 weeks @5% upto 3 weeks @10% for 4 weeks and above;	We request GIC Re to define on which amount penalty will be calculated	Penalty will be applicable as defined under paragraph 12 (Page 17) of the RFP. Initial customization for meeting the technical and functional requirements and handing over the platform to GIC Re is expected to be completed within 30 days from date of acceptance of Purchase Order. Delay beyond this period will attract relevant penalty on the One Time Setup amount (Part A). For delay relating to each tender event, the penalty will be applicable on the 'Per Event cost' (Part B).
5	7	5.2.6	ePayment Integration Receipt and Refund of EMD and another deposits during the bidding and contract award process. GIC Re will specify the bank account into which the amount is to be received for each tender.	We request GIC Re to confirm will it be same account number, if not please elaborate the process for deposits.	At present all EMDs are deposited in one account, but there should be a provision in the software for specifying the bank account number for each event.
6	38	----	Rate List for E-Procurement Reverse/ Forward Auction	We request GIC Re to confirm us the minimum count of events , as such it is not the L1 evaluating parameter but still this will indeed help in giving best commercials.	It is estimated that upto 50 events would involve reverse/forward auction over the contract period. However, it is an approximation and would be subject to change.
7	4	5.1.5	The system shall cover full life cycle of purchasing (indent to placing of Purchase/ Work Order).	1. What is the system used for creation of indent today? 2. How many users are creating indent today? 3. Where does the indent approval happen? 4.Does the user get an visibility into the approved contracts at the time of creation of indent? 5.Where is the PO Created today? 6.How much time does it take from Indent creation to PO Approval? 7.How many indents are created in a month? 8.Who is responsible for the sourcing activity? Do you have dedicated buyers for categories? How many such buyers are there?	Presently, the entire tender process is a manual activity. The indent approval and PO is currently paper based. The number of indenting departments is estimated to be around 4 to 5 with around 5 users each.

8	4	5.1.7	During the period of the contract, the selected bidder may be required to carry out additional customization in existing module of their software to meet the requirement of GIC Re which may arise out of changes for regulatory compliance without any additional cost.	What customizations do you foresee in the near future?	Compliance as required by Government or Regulatory authorities would need to be customised as and when they arise during the contract period.
9	5	5.2.1	Creation of user-ids for various GIC Re Offices /Departments for different projects/tenders	How many departments and how many users would be required?	The number of indenting departments is estimated to be around 4 to 5 with around 5 users each.
10	5	5.2.1	Centralized registration of vendors/bidders/contractors (Authenticated with Digital Signature Certificate).	How is this process managed today? How does the vendor submit the documents today? Is this a mandatory requirement?	Presently, the entire tender process is a manual activity.
11	5	5.2.1	The solution should be ready for e-payment integration (refer 5.2.6)	How is the EMD/ Performance Bank Guarantee process managed today? Which system is used for making managing the approvals and the payments? Is this a mandatory requirement?	Presently, the entire tender process is a manual activity.
12	6	5.2.7	After the end of the contract period, the selected vendor should help GIC Re in migration of current database to the new vendor selected at no additional costs.	What is the volume of vendors that we are expecting to be migrated?	No of tender events is estimated at 150 approximately over a period of five years.
13	8	5.2.10	The system shall provide for storage of all electronic data as per the requirements of GIC Re, CVC and conforming to the Information Technology (IT) Act 2000 and any further amendments	Can you help us list down the key requirements of the GIC Re & CVC? Is compliance to IT Act a mandatory requirement?	Compliance with CVC and IT act is mandatory requirement.
14	10	5.3	Training	How many users are expected to be trained?	Approximately 50 users are expected to be trained. The training has to be organised whenever there is any change in the process
15	26	1.1	Data Centre to be located in India.	Is this a mandatory requirements?	Yes, the Data Centre should be in India. As per the clause 5.1.4 on Page 4 of the RFP document, The Bidder must have its own secured portal hosted in its own server and related computer hardware set up in its own premises / own data center / leased Data Centre for the e-procurement application designed and customized exclusively for GIC Re.
16	26	1.3	System should be PKI enabled. Bidder to provide documentation for PKI compliance of the services rendered.	Is this a mandatory requirements?	Yes
17			Commercial	Is GIC open for Annual Subscription fee model?	Bidder is expected to provide quotation for a hosted model for conducting online e-procurement activities. The selected bidder is expected to have its own Hardware, Software, connectivity and expertise in conducting e-Procurement events online. The contract period will be for five years.