

Sr. No.	Queries as Submitted by the Bidders		Reply from GIC
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1	5:Overview:Overview	Please clarify if the proposed solution should cover/ to be extended to, overseas branches - UK, Malaysia & Dubai locations.	Yes - ERMS software will be installed at the GIC Re Data Centre in Mumbai and it will required to be accessed and extended / covering overseas branches also.
2	7:28:28. Technical specifications of the hardware required.	In addition to hardware, system software like OS, database, etc required for EGRC Software will also be provided by GIC Re. please clarify	Based on the hardware specifications given by the bidder, GIC Re will provide the infrastructure in its Data Center with pre-installed Operating System. However, the database license used by the application has to be procured by the bidder and bidder shall include its cost in the commercial bid. Cost of Any other software /utility used by the bidder shall be included in the commercial bid. The initial hardware set up at Data Centre is scalable and can be enhanced / upgraded if need arises during the project.
3	7:29:29. Install and implement the software on the private cloud environment Hardware provided by GIC Re at its Data Centre.	private cloud environment also contains system software like OS, database, etc for hosting the application software. Please clarify	Based on the hardware specifications given by the bidder, GIC Re will provide the infrastructure in its Data Center with pre-installed Operating System. However, the database license used by the application has to be procured by the bidder and bidder shall include its cost in the commercial bid. Cost of Any other software /utility used by the bidder shall be included in the commercial bid. The initial hardware set up at Data Centre is scalable and can be enhanced / upgraded if need arises during the project.
4	7:29:29. Install and implement the software on the private cloud environment Hardware provided by GIC Re at its Data Centre.	whether GIC Re has ULA agreement with M/s. Oracle for database software.	GIC Re will enter into contract with only the successful bidder. The successful bidder has to procure any license required from the OEM on behalf of GIC Re. .
5	11:3:3. User Licenses. The cost of licenses that are required in the Implementation and installation phase must be borne by the successful bidder.	The licenses referred here is Users license for EGRC Software. Please clarify.	Yes. Licenses pertain to ERMS Software.
6	8::Migration of existing RCSA data	How many years of data to be migrated? What are the source systems from which data to be migrated.	Current Year's data is to be migrated and the successful bidder shall need to provide a template and format consisting of all fields that are available in existing systems, in which GIC Team can provide or generate the necessary data in Excel/CSV format to migrate, which can be fed into the new ERMS.

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7	8::Business Structure Module	Please provide the current organisation structure of GIC Re?	Organisational structure shall be shared with the successful bidder.
8	18:PQC:Pre-Quaification Criteria (PQC): The bidder should have experience of implementing Proposed solution of the quoted OEM anywhere globally (minimum 5 companies).	We are a specialist Integrated Risk Management Solution provider for BFSI sector covering Enterprise Risk, Operational Risk, Credit Risk, Fraud Risk and Model Risk management. We request GIC Re to modify the clause as "The bidder should have experience of implementing Proposed solution of the quoted OEM anywhere globally (minimum Three companies)" enabling prospective bidders to participate in the RFP.	No change in tender condition
9	18:PQC:Pre-Quaification Criteria (PQC) - Proposed ERM (enterprise risk management) Solution(s) should have at least one live installation in insurance / reinsurance companies World-wide.	We request GIC Re to modify the clause as " Proposed ERM (enterprise risk management) Solution(s) should have at least one live installation in BFSI sector World-wide" enabling prospective bidders to participate in the RFP.	No change in tender condition
10	37:2.1.10.1:2.1.10.1 : The system should interface with other solutions for receiving inputs and sending outputs:	Please provide high level details of source/target systems (names of vendors & functionality)	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
11	:PQC:The bidder should have experience of implementing Proposed solution of the quoted OEM anywhere globally (minimum 5 companies)	Can it mention either bidder or OEM	No change in tender condition
12	:PQC:Proposed ERM (enterprise risk management) Solution(s) should have at least one live installation in insurance / reinsurance companies World-wide.	Can it mention either bidder or OEM	No change in tender condition
13	6::1. Risk and control self-assessment (RCSA) - Workflow based system for creating risk and control and assessing the same based on matrix defined.	Can you share the Matrix for Control evaluation or share details on it?	The matrix and the details will be shared with the successful bidder.
14	6::2. Capability to create risk and control library.	Please share approximate number of - Risks to be enabled - Controls to be evaluated	Current Year's data is to be migrated and the successful bidder shall need to provide a template and format consisting of all fields that are available in existing systems, in which GIC Team can provide or generate the necessary data in Excel/CSV format to migrate, which can be fed into the new ERMS. The Solution should not have a limit in terms of number of risks and control.
15	6::3. Control monitoring and test effectiveness of controls, (Manual/Automatic)	Are test plans available for the Controls?	The test plan for the controls will be shared with the successful bidder.
16	6::3. Control monitoring and test effectiveness of controls, (Manual/Automatic)	Is automated monitoring of control by way of integration with SAP ECC in scope? If yes, Please specify the number of Controls to be automated.	Automated monitoring of controls are not in scope.

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17	6::6. Build capabilities to aggregate various KRIs and automation of KRIs from data sources available.	is automation of KRI's include integration with external Data sources? If Yes, Please specify the data sources for integration?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
18	6::7. To integrate the Key Risk Indicator Module of the proposed solution with GIC's Backend Systems, i.e. SAP ECC and SAP BW to capture financial data on the pre-defined schedule.	Please share approximate number of - Automated KRI's to be built	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
19	6::9. Upload and carry out mappings of Organization Structure, Operational Structure and Risk structures.	Will this be a one time activity for the project or recurring?	It's a One time activity.
20	6::12. User Management and Application Security	User management and application security is limited to the eGRC solution, in the understanding correct?	Yes. The understanding is correct.
21	6::13. Rules engine.	Kindly elaborate on the requirement and expected usage.	Detailed requirement for each module is elaborated in scope of work. The bidder may explain the approach for utilising the rules engine being offered as ERM Solution for meeting this requirements in the technical bid.
22	7::15. Historical data migration and capturing of dimensional and other required data for past data.	From Historical data, are we looking to transfer the master data or transactional/evaluations data or both?	Current Year's data is to be migrated and the successful bidder shall need to provide a template and format consisting of all fields that are available in existing systems, in which GIC Team can provide or generate the necessary data in Excel/CSV format to migrate, which can be fed into the new ERMS.
23	7::20. A comprehensive training methodology document and the training should be arranged to cover all the functionalities of the solution implemented.	Any specific tool/solution to be used for training material creation or dissemination	Bidder may propose the training methodology

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24	7::21. Business Intelligence - A multi-dimensional reporting layer that provides combinational analysis of the above elements to construct various dashboards that can be drilled down to the required level of analysis.	Any specific reports / dashboard are identified. Could you share approximate number of Customized reports/ Dashboards to be created?	Analytics and Reports to be offered in the proposed Solution. Bidder may propose analytical reports to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities. Any regulatory reports templates will be given to the successful bidder for development
25	7::21. Business Intelligence - A multi-dimensional reporting layer that provides combinational analysis of the above elements to construct various dashboards that can be drilled down to the required level of analysis.	Please specify the Tool/solution to be used for creating and deploying Dashboards/reports? Eg. SAP BI/BW or PowerBI. And are the licenses for the tool already procured by GIC)	Analytics and Reports to be offered in the proposed Solution. Bidder may propose analytical reports to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities.
26	7::25. Security – Involves Authentication, Authorization, Data access control, encryption, and other security parameters for ERMS data security.	Scope is limited to ERM application in Scope, Please confirm.	Yes. The understanding is correct.
27	8::2.2 Historical Loss data migration and capturing of dimensional and other required elements for past data.	Currently this data resides in which system? And how many years worth of historic data needs to be migrated?	Current Year's data is to be migrated and the successful bidder shall need to provide a template and format consisting of all fields that are available in existing systems, in which GIC Team can provide or generate the necessary data in Excel/CSV format to migrate, which can be fed into the new ERMS.
28	10::2.7 User Acceptance Test (UAT)	Any specific tool/solution to be used for testing or test result documentation?	Bidder is expected to provide all the required third party tools as part of the proposed solution.
29	10::Successful bidder to provide rich visualization capabilities (e.g., risk heat maps, dashboards and interactive graphs for different target audiences) to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities.	Does GIC currently hold licenses to any visualization tool? Eg. Power BI, Lumira etc.?	Bidder is expected to provide all the required third party tools as part of the proposed solution.
30	11::3 User Licenses	While the Concurrent user licenses are required as a one time cost, is GIC agreeable to OEMs annual maintenance charges?	No change in tender condition
31	11::3 User Licenses	AMC for the solution will be directly invoiced by the OEM to GIC and GIC will make direct payments to OEM. Please confirm.	GIC Re will enter into a contract with only the successful bidder.
32	13::8 Compulsory Trainings:	Training will be provided in Train the trainer approach, please confirm if its ok?	Bidder may propose the training methodology
33	13::8 Compulsory Trainings:	Please specify approximate number of Users for training sessions?	Total no of users are 60 approx including overseas branches. Bidder may propose the training methodology

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34	13::8 Compulsory Trainings:	Please specify estimated number of training sessions per year.	As per RFP - The successful bidder mandatorily will have to provide training (separate modules for core users and end users) at least once a year as per GIC Re's requirement as part of the scope of work, at no extra cost, during the entire contract period.
35	13::8 Compulsory Trainings:	Please specify if trainings need to be provided to Foreign branches in a different time	Yes, GIC has 3 overseas branches in London, Malaysia & Dubai with different time zones
36	11::4 Integration with Backend systems	Please confirm all the systems to be integrated?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
37	14::c. Service Availability	Based on historical data, how many hours should we consider for scheduled activities (beyond normal working hours)	Bidder expected to provide support beyond normal working hours whenever the need arises for system critical activities. As a routine the support during DR drill etc. will be needed around 4 times a year.
38	14::Incident Management	Does GIC have a incident management tool to capture incident processing and SLA time?	GIC Re does not use any standalone incident management tool
39	15::Incident Management	Please share details on the Incident management tool to be used.	No specific tool is mandated and Bidder may offer the tool that is proposed if any.
40	15::Incident Management	The incident management tool will be configured for ERMS and maintained by GIC, please confirm.	No specific tool is mandated and Bidder may offer the tool that is proposed if any.
41	16::Incident Management	Please confirm that 'Day' as mentioned in SLA will be equal to 24 hours.	Yes
42	18::Incident Management	Penalty calculation on SLA's to be made applicable after 3 months post go-live once the system stabilizes. Please confirm if acceptable.	No change in tender condition
43	19::Incident Management	Setting up of a helpdesk with hotline and personnel is not in scope, please confirm.	Required Support is already mentioned in the RFP document
44	General::	SAP ECC information- please specify - Modules implemented? - No. of Company Codes? - No. of Instances?	Not Relevant for this Scope of work
45	::	Is there a Road map to upgrade to S4HANA, please provide tentative dates?	Not Relevant for this Scope of work

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46	::	Please confirm that the Risk and Controls are ready and available and the Bidder will be responsible only for uploading it into the ERMS solution.	The risks controls and KRIs are ready to be uploaded.
47	::	All project documentation, communication and training will be in English and using Microsoft office	Yes all documentation, communication and training will be in English using Microsoft office.
48	::	Do we have to consider engagement with users in separate time zone for foreign branches?	Yes, GIC has 3 overseas branches in london, Malaysia & Dubai with different time zones
49	::	Change management to be conducted by GIC, Bidder will only support by providing technical expertise, please confirm.	Yes. The understanding is correct.
50	::	As per leading practice the System architecture should be 3 TIER, i.e. Development, Quality (test) and Production. Please confirm if the same is applicable at GIC.	No change in tender condition
51	::	Should we consider BASIS support during the project and post go-live support	SAP BASIS support is not mandated.
52	::	Can you share the typical number of holidays at GIC in a Year?	Not Relevant for this Scope of work
53	::	Travel outside mumbai is not to be considered for the project, please confirm.	Yes
54	Pg 7:Scope of work - 1.28:	Hardware will be provided by GIC. How will provide the system software like Database licenses, OS licenses, App - Web server licenses etc. Will GIC provide it or does the bidder need to include it in their commercial bid. The cost of these is significant.	Based on the hardware specifications given by the bidder, GIC Re will provide the infrastructure in its Data Center with pre-installed Operating System. However, the database license used by the application has to be procured by the bidder and bidder shall include its cost in the commercial bid. Cost of Any other software /utility used by the bidder shall be included in the commercial bid. The initial hardware set up at Data Centre is scalable and can be enhanced / upgraded if need arises during the project.
55	11::4 Integration with Backend systems - The successful bidder will be responsible for integration between existing storage infrastructure and ERMS.	Please confirm type of information stored in existing storage infrastructure system ? Also confirm the OEM name for existing storage infrastructure. This is required to understand integration scope.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.

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56	6::4. SCOPE OF WORK - 7. To integrate the Key Risk Indicator Module of the proposed solution with GIC's Backend Systems, i.e. SAP ECC and SAP BW to capture financial data on the pre-defined schedule.	Please confirm type of data that needs to be pulled from SAP ECC and SAP BW software into the ERMS system. Also, confirm the number of records to be fetched from SAP system on daily basis. This will have implication on implementation time and cost as per clause 27 (Page 27). Also, it will have impact on hardware sizing.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
57	35::ANNEXURE I Sheet 2 - 2.1.1.1 Reference Data: The system should capture and utilize static data associated with counterparties, products, accounts etc. from the existing application such as Core SAP Software used in the Company.	Please elaborate the nature and type of data that needs to be pulled from core SAP software into ERMS system.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
58	Pg 11 - Section 4 - Integration with backend sys::The bidder must integrate the Key Risk Indicator Module of the proposed solution with GIC Re Backend Systems, i.e. SAP ECC and SAP BW to capture financial data on the pre-defined schedule.	What is the type of integration expected with SAP - file upload or API; what is the frequency of the data transfer? Is the bidder expected to create views/reports within SAP as well?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.

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59	Pg 6::4. SCOPE OF WORK - 6. Build capabilities to aggregate various KRIs and automation of KRIs from data sources available.	Please confirm name and number of all the applications that needs to integrated with ERMS system. This will have implication on implementation time and cost as per clause 27 (Page 27).	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
60	8::2 Business Structure Module - System should have reasonable number of dimensions of structures or hierarchies to support basic organization of the information onto any one-off at least a selection of 10 hierarchy structures. (For example: - business units' hierarchy, process structure, geographical hierarchy, product structure, risk library structures). The software should support risk management capabilities across all GIC's locations and should support foreign currency and its conversion.	Please confirm modules (such as KPI, Loss etc.) which require foreign currency support. Further, please confirm if currency conversion based on fixed rate will work for GIC RE. If GIC RE wants to use daily feed of exchange rates, please confirm source system/ service from where the exchange rates need to be picked up.	Foreign Currency support will be required in the loss module in ERMS. Exchange rate shall be provided by GIC Re in excel and the bidder shall propose the system accordingly.
61	6::4. SCOPE OF WORK - 8. Automate loss data capture - Workflow based system for loss capture, reporting, analysis, classification collection and analysis of "Near-miss" data.	Please confirm the name of application which generates loss data. Or losses will be directly reported within ERMS system. This is required to propose the solution architecture.	Loss data will be captured directly in the ERMS System and Workflow based system for loss capture, reporting, analysis, classification collection and analysis of "Near-miss" data is required within the ERMS system.
62	7::4. SCOPE OF WORK - 19. The Solution should capture history and record of all configurations, programmatic changes and system modifications done in the software and the user who made them.	System changes (including configurations, programmatic changes and system modifications etc.) are governed by change management process. Hence, we suggest to remove this clause.	No change in tender condition
63	Pg 17 - section 5 - Important dates::Last date and time for submission of eTender bids	Request for an extension of the last date and time for submission of eTender - by 2 weeks with revised date as 31st May.	No change in tender condition
64	Pg 45 - Pre qualification criteria::Pre Qualification criteria	Please suggest if the bidder firm does not meet certain criteria but is met by the implementation partner or OEM - will that be ok?	No change in tender condition
65	Pg 11 - section 3 - user licenses::The cost of licenses that are required in the Implementation and installation phase must be borne by the successful bidder.	Request for amendment - while the bidder shall propose the solution and implement the proposed solution along with the OEM partner, can the procurement of licenses be done directly with the OEM partner	No change in tender condition

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66	Pg 13 - Section 9 - Support::On-site support to be provided by the successful bidder directly deputing one full time skilled resource on – site for a period of One Year post go live date	Due to the Covid situation, please consider offsite/remote for post implementation support; Also, will remote access provided during the implementation.	On-site support to be provided by the successful bidder directly deputing one full time skilled resource on – site for a period of One Year post go live date. Allowing Offsite/remote support maybe considered by GIC Re depending upon the pandemic situation post implementation.
67	Pg 52:Annexure VIII - point 6:	We are self sufficient on ERM implementation skills and donot need OEM support. On the contrary many OEM's take resources from us for their implementations, so we request you to remove the condition	No change in tender condition
68	Pg 11 - section 3 - user licenses::Sixty Concurrent User Licenses are to be procured by GIC Re.	Will the 60 users be based in various countries or restricted to India users? Please confirm total number of users licenses who will interact with the ERMS system via user name and password. This is required to decide BOQ for the ERMS system. Please confirm if GIC RE will provide pre-requisite software such as windows server 2019, MS SQL 2017 software etc. along with pre-requisite hardware? This is required for cost estimation purpose.	60 Users including Overseas Branches. Based on the hardware specifications given by the bidder, GIC Re will provide the infrastructure in its Data Center with pre-installed Operating System. However, the database license used by the application has to be procured by the bidder and bidder shall include its cost in the commercial bid.Cost of Any other softwtare /utility used by the bidder shall be included in the commercial bid. The initial hardware set up at Data Centre is scalable and can be enhanced / upgraded if need arises during the project.
69	Pg 47:Annexure III - PQC no 9:	We request you to accept experience in implementation of any ERM solution and not only the proposed solution	No change in tender condition
70	Pg 27:Clause 26 - subcontracting:	as we are not in the business of reselling software, can we have a teaming arrangement with a prime bidder SI company such that we can be part of the implementation team of the SI.	All qualifying documentations should be in the name of the bidding company and the contract will also be awarded to the only the successful bidding company for implementation.
71	39::ANNEXURE I Sheet 2 - 2.1.15.2 The system should maintain the audit trail with details like user, Date and Time details, IP Address, Hostname etc.	Please confirm if the requirement of capturing IP Address and Hostname is mandatory. This is usually covered by SIEM tools.	Not mandatory.
72	37::ANNEXURE I Sheet 2 - 2.1.9.1 In-built Data warehousing capabilities or standard interface with Data warehousing solutions.	Please confirm if GIC RE data warehousing solution can integrated with application via RDBMS database.	The bidder may propose the integration solution and explain the same in technical bid.

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73	40::ANNEXURE I Sheet 2 - 2.1.16.10 The system should facilitate defining authorization levels for information	Please provide few examples related to authorization levels. This will help us understand the context of requirement.	The requirement for authorization levels are specified in detail at various points under ANNEXURE I Sheet 2. For example:- The system should have the ability to provide or restrict access privileges based upon hierarchy and multiple criteria . There should be a maker-checker facility for key functions in the system
74	35::ANNEXURE I Sheet 2 - 2.1.2.5 The system should interface with mail clients (exchange server) and corporate instant messenger service to generate notifications and auto-mailers	System will be able to generate notifications and auto-mailers via SMTP integration. There is no requirement to integrated with corporate instant messenger. Please confirm.	The understanding is correct. There is no requirement to integrate with corporate instant messenger.
75	60::TERM OF THE CONTRACT: This Agreement shall be in effect for the period of 3 years from the Effective Date hereof and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of 3 years, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.	Please confirm the duration of the contract	This is a typo error and may be read as follows: 8. TERM OF THE CONTRACT: This Agreement shall be in effect for the period commencing from the effective date hereof for the inception of the project for implementation and Go-Live of ERMS software by the selected bidder followed by a period 5 years of maintenance and support immediately after Go-Live and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of the contract, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.
76	36::ANNEXURE I Sheet 2 - 2.1.8.3 Help facility should explain probable causes of errors and possible solutions	Please confirm if by errors GIC RE mean system validation messages or system errors ?	Yes for both System Validation messages and system erros.
77	Pg 13 - Section 8 - Trainings::The successful bidder mandatorily will have to provide training (separate modules for core users and end users) at least once a year as per GIC Re's requirement as part of the scope of work, at no extra cost, during the entire contract period.	Are all users expected to be trained once a year post implementation? What type of training is expected - online or classroom? How many sessions are expected per year?	Yes, all Core users and end users are expected to be trained. Bidder may propose the training methodology.
78	Pg 11 - section 6- System Specification Requirement Study::The successful bidder will conduct a detailed system requirements study and conduct workshops, if needed, with the users of the Corporation for deeper requirement analysis based on scope of work prepared by GIC Re.	Is there an existing ERM framework in place?	Yes. GIC Re does have ERM framework in place.

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79	38::ANNEXURE I Sheet 2 - 2.1.14.2 The system should permit access only through password verification and all user IDs should be unique. Authentication through active directory is preferred and multi factor authentication if adopted by GIC Re, then ERMS should be able to able to authenticate via that.	For multi-factor authentication, GIC RE will provide single-sign on system with multi-factor authentication support. The ERMS system will integrate with the organization's single sign on system to provide multi-factor authentication. Please confirm this statement.	GIC Re will provide access to Active directory for authentication purposes to the succesful bidder. It is the responsibility of the succesful bidder to be able to provide authentication via that to the proposed solution.
80	7::4. SCOPE OF WORK - 28. Technical specifications of the hardware required. Hardware will be provided by GIC Re.	Please confirm on below. This is required to provide hardware requirements to GIC RE i. Approximate Number of historical records that needs to be imported in the system ii. Approximate Number of records to be added in next 5 years	i) Around 2000 number of historical records needs to be imported ii) it cannot be predicted now
81	Page 18:Pre-Qualification Criteria, point no 2:The bidder should have a minimum annual turnover of Rs. 50 Crore for each of the last three financial years as per their audited balance sheet.	Since this is an engagement of strategic nature, hence there is a need for General Insurance Company of India to assess the quality of the bidder. Keeping this in mind we suggest that the given criteria be modified to as below : The bidder should have a minimum annual turnover of Rs. 200 Crore for each of the last three financial years as per their audited balance sheet.	No change in tender condition
82	Page 18:Pre-Qualification Criteria, point no 8:Proposed ERM Solution(s) should be listed in reports of Gartner / Forrester or equivalent leading information technology research and advisory company in any of the last three years.	We wanted to understand what are the documents required for the compliance of the given criteria?	Any report from Gartner / Forrester or equivalent leading information technology research and advisory company which lists the proposed ERM solution, in any of the last 3 years.
83	Page 22:Mode of Evaluation:The documents submitted by the Bidders would be evaluated by the Technical Committee of GIC Re. Bidders with score 70 marks and above on the parameter defined in Annexure IX will be shortlisted. e) Commercial bids would be opened of only those Bidders who have been qualified in technical bid. The	While the RFP specifies a Pre-Qualification Criteria and Technical Evaluation Criteria where 70 marks are to be obtained by the bidder in order to qualify for commercial bid, we would request GIC to kindly modify the evaluation of the overall bid to QCBS (Quality Cost Based Selection) : 70:30 in order to have a fair evaluation.	No change in tender condition
84	Page 51:Annexure IX -Scorecard- Maintenance & Support Plan:There is a requirement as per point no 5 and 6 to provide a maintenance and support plan by the bidder and a work plan.	Request GIC to elaborate what is the expectation from the bidder with respect to Maintenance & Support Plan? How is it different from the Work Plan. Request to elaborate.	Work Plan is for the implementation of the software. Maintenance & Support Plan is post implementation of the software. Support should be provided for any obstacles/ hindrances arising in the software post implementation.

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85	Page 53:Annexure IX - Scorecard:Technical Presentation	We understand that the Technical presentation is to be provided during the course of technical evaluation. It is not to be submitted at the time of tender response.Please let us know if our understanding is not correct.	The understanding is correct. It is not to be submitted at the time of tender response.
86	Page 53:Annexure IX - Scorecard:Suitability of the Key Personnel for the Assignment	Requesting client to provide any specific details which they would be checking for compliance with respect to the CVs submitted by the bidder.	Name, skills and experience of the Key personnel to handle the assignment to be provided
87	Page 70:Clause 39, Sub-Contracting:In case sub-contracting is required, the Vendor shall seek prior written permission and submit the list of subcontractors to GIC Re for its approval in writing in sufficient time so as not to impede the progress of work	Is there an option to form a consortium to jointly participate in the bid along with the OEM? If yes, in meeting the compliance to the eligibility criteria requirements and technical evaluation criteria requirements, can we leverage OEM experience as well?	The Original Equipment Manufacturer (OEM) can bid directly or their authorized partner can submit a bid based on the Authorization letter from the OEM. There is no option to form a consortium to jointly participate in the bid.
88	NA:Request for Extension in Submission of Bids Response:NA	Considering the current Covid 19 situation, we as KPMG are badly hit. The firm has come up with a 4 day week for this week and next week on account of the situation at KPMG and for people to recover. Also considering the other external dependencies like getting EMD issued from the Bank, procurement of stamp paper etc and other requirements stated in the RFP, we would request you to kindly provide an extension of at least 2 weeks from the current date of response.	No change in tender condition
89	Page 6:4. SCOPE OF WORK - 6. :Build capabilities to aggregate various KRIs and automation of KRIs from data sources available.	Please share the source OEM, related application's name, confirm if it's bi-directional integration and the approximate record count. No of applications to integrate & record count has an impact on: Implementation time and cost as per clause 27 (Page 27). Hardware sizing (Page 7) Required to propose solution architecture.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.

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90	Page 6:4. SCOPE OF WORK - 7. :To integrate the Key Risk Indicator Module of the proposed solution with GIC's Backend Systems, i.e. SAP ECC and SAP BW to capture financial data on the pre-defined schedule.	Please share 1). SAP ECC -- all business applications, 2). SAP BW -- all business data to be populated in proposed solution, 3). confirm if it's bi-directional integration? and approximate record count. No of applications to integrate & record count has an impact on: Implementation time and cost as per clause 27 (Page 27). Hardware sizing (Page 7) Required to propose solution architecture.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
91	Page 6:4. SCOPE OF WORK - 8. :Automate loss data capture - Workflow based system for loss capture, reporting, analysis, classification collection and analysis of "Near-miss" data.	Please share the source OEM, related application's name, confirm if it's bi-directional integration and the approximate record count. No of applications to integrate & record count has an impact on: Implementation time and cost as per clause 27 (Page 27). Hardware sizing (Page 7) Required to propose solution architecture.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
92	Page 7:4. SCOPE OF WORK - 17. :Audit trail - involves details of addition, deletion or modification of records or record information along with history of changes	Accidental deletion of any record impact business and disrupt data mapping & relationship. Based on the previous implementation experience, the suggestion is not to extend record delete access to end-users. Has soft-delete functionality enabled where we retire unused records in the system, helps with record management, and understand dependency at any point in time?	No change in tender condition
93	Page 7:4. SCOPE OF WORK - 19. The Solution should capture history and record of all configurations, programmatic changes and system modifications done in the software and the user who made them.	System changes (including configurations, programmatic changes and system modifications etc.) are governed by change management process. Hence, we suggest to remove this clause.	No change in tender condition

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94	Page 7:4. SCOPE OF WORK - 28. Technical specifications of the hardware required. Hardware will be provided by GIC Re.	Please confirm on below. This is required to provide hardware requirements to GIC RE i. Approximate Number of historical records that needs to be imported in the system ii. Approximate Number of records to be added in next 5 years iii. Concurrent number of users using the platform v. Details of required integrations with external systems	i) Around 2000 number of historical records needs to be imported (ii) it cannot be predicted now (iii) 60 Users including Overseas Branches. (iv) Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
95	Page 8:2 Business Structure Module: System should have reasonable number of dimensions of structures or hierarchies to support basic organization of the information onto any one-off at least a selection of 10 hierarchy structures. (For example: - business units' hierarchy, process structure, geographical hierarchy, product structure, risk library structures). The software should support risk management capabilities across all GIC's locations and should support foreign currency and its conversion.	Please confirm modules (such as KPI, Loss etc.) which require foreign currency support. Further, please confirm if currency conversion based on fixed rate will work for GIC RE.	Foreign Currency support will be required in the loss module in ERMS. Exchange rate shall be provided by GIC Re in excel and the bidder shall propose the system accordingly.
96	Page 10:2 Business Structure Module: 2.9 Dashboards: Successful bidder to provide rich visualization capabilities (e.g., risk heat maps, dashboards and interactive graphs for different target audiences) to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities.	proposed solution supports reports for analysis on existing data. Please elaborate if any other features expected part of analytics solution.	Analytics and Reports to be offered in the proposed Solution. Bidder may propose analytical reports to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities. Any regulatory reports templates will be given to the successful bidder for development
97	Page 11:3 User Licenses: Sixty Concurrent User Licenses are to be procured by GIC Re. This should include users with different authorization levels i.e. admin user, core user, end user, designer etc	Please confirm total number of users licenses who will interact with the ERMS system via user name and password. This is required to decide BOQ for the ERMS system.	Sixty Concurrent User Licenses are to be procured by GIC Re. This should include users with different authorization levels i.e. admin user, core user, end user, designer etc. Yes. the Proposed solution will be used and interacted by enterprise wide employee based users

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98	Page 11:4 Integration with Backend systems - :The successful bidder will be responsible for integration between existing storage infrastructure and ERMS.	Please share the source OEM, related application's name, confirm if it's bi-directional integration and the approximate record count. No of applications to integrate & record count has an impact on: Implementation time and cost as per clause 27 (Page 27). Hardware sizing (Page 7) Required to propose solution architecture.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
99	Page 11:4 Integration with Backend systems - :The bidder must ensure that the proposed system is able to capture and utilize static data associated with counterparties, products, accounts etc. from the existing application such as Core SAP Software used in the Company.	Please share the SAP application's name, confirm if it's bi-directional integration and the approximate record count. No of applications to integrate & record count has an impact on: Implementation time and cost as per clause 27 (Page 27). Hardware sizing (Page 7) Required to propose solution architecture.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
100	Page 13:8 Compulsory Trainings - :The successful bidder mandatorily will have to provide training (separate modules for core users and end users) at least once a year as per GIC Re's requirement as part of the scope of work, at no extra cost, during the entire contract period	Please confirm core and end-user training are post-Go-Live. Does the training include a walkthrough of the implemented solution/process only. Is any proposed solution technical training also required?	The core and end user training is to imparted Post Go-live. Bidder may propose the training plan which may include coverage of technical training.
101	Page 35:ANNEXURE I Sheet 2 - 2.1.1.1 :Reference Data: The system should capture and utilize static data associated with counterparties, products, accounts etc. from the existing application such as Core SAP Software used in the Company.	Please share the SAP application's name, confirm if it's bi-directional integration and the approximate record count. No of applications to integrate & record count has an impact on: Implementation time and cost as per clause 27 (Page 27). Hardware sizing (Page 7) Required to propose solution architecture.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.

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102	Page 35:ANNEXURE I Sheet 2 - 2.1.2.1 :The system should provide a consistent and user-friendly Microsoft Windows based interface	This is contradicting with point "2.1.2.6 - System should be available in complete browser-based environment for connected/networked locations as also in fat/thin client-server modes" Browser based systems are not dependent on client platform. Hence, we suggest to remove this clause.	The clauses 2.1.2.1 and 2.1.2.6 are not necessarily contradictory. The technical capabilities of the product which satisfy the requirement under 2.1.2.6 will be considered as meeting the requirements under 2.1.2.1 by running on a browser interface designed for MS Windows.
103	Page 35:ANNEXURE I Sheet 2 - 2.1.2.5 :The system should interface with mail clients (exchange server) and corporate instant messenger service to generate notifications and auto-mailers	System will be able to generate notifications and auto-mailers via SMTP integration. There is no requirement to integrated with corporate instant messenger. Please confirm.	The understanding is correct. There is no requirement to integrated with corporate instant messenger.
104	Page 36:ANNEXURE I Sheet 2 - 2.1.6.1 :Quick and easy navigation e.g., provision of function keys/hot keys	We suggest to remove this clause as browser based hot keys are usually very long and not easy to remember.	No change in tender condition
105	Page 36:ANNEXURE I Sheet 2 - 2.1.8.3 :Help facility should explain probable causes of errors and possible solutions	Please confirm if by errors GIC RE mean system validation messages or system errors?	Yes for both System Validation messages and system erros.
106	Page 37:ANNEXURE I Sheet 2 - 2.1.9.1 :In-built Data warehousing capabilities or standard interface with Data warehousing solutions.	Please confirm if GIC RE data warehousing solution can integrated with application via RDBMS database.	The bidder may propose the integration solution and explain the same in technical bid.
107	Page 37:ANNEXURE I Sheet 2 - 2.1.11.1 :The system has a flat file import and export functionality to import and export transaction data and static data in the following formats: 2.1.11.2 Microsoft Excel Format (.XLS, .XLSX) 2.1.11.3 Web Page (.HTML) 2.1.11.4 Comma separated values (.CSV) 2.1.11.5 Text file (.TXT) 2.1.11.6 Microsoft Word (.DOC, .DOCX) 2.1.11.7 Adobe Reader (.PDF) 2.1.11.8 ASCII (Flat File) 2.1.11.9 Extended Markup Language (XML)	Please confirm if mentioned file type can either support export or import.	Bidder is expected to indicate in Annexure I Sheet 2 under the point 2.1.11 if the proposed ERMS system has the capability to provide these requirements as a standard or as a customizable feature.
108	Page 38:ANNEXURE I Sheet 2 - 2.1.14.2 :The system should permit access only through password verification and all user IDs should be unique. Authentication through active directory is preferred and multi factor authentication if adopted by GIC Re, then ERMS should be able to able to authenticate via that.	For multi-factor authentication, GIC RE will provide single-sign on system with multi-factor authentication support. The ERMS platform will integrate with the organization's single sign on system to provide multi-factor authentication. Please confirm this statement.	GIC Re will provide access to Active directory for authentication purposes to the succesful bidder. It is the responsibility of the succesful bidder to be able to provide authentication via that to the proposed solution.
109	Page 39:ANNEXURE I Sheet 2 - 2.1.15.1.1 :Attempted unauthorized logins	Please clarify the complete requirement here.	The system should be able to provide list of unauthorized login attempts
110	Page 39:ANNEXURE I Sheet 2 - 2.1.15.2 :The system should maintain the audit trail with details like user, Date and Time details, IP Address, Hostname etc.	Please confirm if the requirement of capturing IP Address and Hostname is mandatory. This is usually covered by SIEM tools.	Not mandatory.

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111	Page 40:ANNEXURE I Sheet 2 - 2.1.16.10 :The system should facilitate defining authorization levels for information	Please provide few examples related to authorization levels. This will help us understand the context of requirement.	The requirement for authorization levels are specified in detail at various points under ANNEXURE I Sheet 2. For example:- The system should have the ability to provide or restrict access privileges based upon hierarchy and multiple criteria . There should be a maker-checker facility for key functions in the system
112	Page 40:ANNEXURE I Sheet 2 - 2.1.16.11 :The system should restrict users from front office privileges based on user profile	Please clarify what does GIC Re mean by front office privileges	System Should be able to restrict access to screens, reports and data based on the user profile.
113	Page 40:ANNEXURE I Sheet 2 - 2.2.1.1:The system should generate all Regulatory reports pertaining to Corporation as required by IRDAI and other regulatory bodies in the desired format.	Please provide all mandatory report templates which should be supported by ERMS system.	The report templates for regulatory requirement will be shared with the successful bidder.
114	Page 40:ANNEXURE I Sheet 2 - 2.2.2.4 :The system should allow reports to be exported into Microsoft Excel, Adobe PDF format. MS Word and other commonly used file formats like .csv, .txt and files which can be fed into other databases like .sql etc.	Please confirm if .CSV, .xls, .html, .doc export out methods will work or GIC RE needs any mandatory specific format for export out.	Yes, .CSV, .xls, .html, .doc export out methods will work. The system should also allow reports to be exported into PDF format.
115	Page 41:ANNEXURE I Sheet 2 - 2.2.2.6 :The system should allow users to save reports to a disc in a non-editable as well as an editable format	OEM supports the personal reports & dashboards feature, where an end-user can create reports & dashboards for discussion, only accessed & updated by the creator and can't update by others. Please elaborate if any additional features are required.	The system should allow users to save reports to a disc in a non-editable as well as an editable format, as per requirement
116	Page 41:ANNEXURE I Sheet 2 - 2.2.2.11 :The system should have the ability to isolate and report errors and exceptions	Please confirm if errors or exceptions can be reported by email outside of the ERMS system ? Also, please clarify what does isolate mean in this context.	Yes, errors or exceptions can be reported by email outside of the ERMS system. Isolate means that errors and exceptions are to be provided separately.
117	Page 41:ANNEXURE I Sheet 2 - 2.2.2.12 :The system should generate reports in various types of files like: -View Mode -Excel Mode -Text Mode -HTML Table -CSV format -Word File	Please confirm if all mentioned type of reports are mandatory or proposed ERMS system can provide support for any of mentioned report types.	Yes. The system should generate reports in given type of the files
118	Page 42:ANNEXURE I Sheet 2 - 2.2.5 :Archiving of external reports	We suggest to remove this requirement as this activity is perform outside of ERMS system.	Accepted to remove.

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119	Page 47:ANNEXURE IV - 1. :We (the name of company) are offering the product (name of the product) to meet the Global Catastrophe Modelling requirements of reinsurance operations of a reinsurer.	As per Pre-Bid discussion this is not required. Please confirm	Accepted. The bidder is required to submit annexure V as a proof for PQC 6. Annexure IV is not required.
120	Page 60:TERM OF THE CONTRACT:This Agreement shall be in effect for the period of 3 years from the Effective Date hereof and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of 3 years, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.	What is effect date ? Also, please confirm the contract period of RFP is 3 years or 5 years.	This is a typo error and may be read as follows: 8. TERM OF THE CONTRACT: This Agreement shall be in effect for the period commencing from the effective date hereof for the inception of the project for implementation and Go-Live of ERMS software by the selected bidder followed by a period 5 years of maintenance and support immediately after Go-Live and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of the contract, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.
121	5:2:GIC Re has implemented an Enterprise Risk Management Framework. The risks applicable at the enterprise-wide level as well as for each department including three foreign branches located at UK, Dubai and Malaysia have been identified, the control gaps applicable to each risk has been documented in the Risk Universe. GIC Re also has an ERM Policy and procedure manual in place.	Have you deployed any tool/application based on your ERM framework or is it on paper? Is implementation supposed to happen purely based on the current framework which is already defined?	Yes Implementaion is purely based on the current framework already defined
122	5:2:Gearing up to meet international risk management standards.	Is there any specific standard that you have to follow?	No. But software should meet general international risk management standards
123	6:4:15. Historical data migration and capturing of dimensional and other required data for past data.	In what form the historical data is present? It is for how many years?	Current Year's data is to be migrated and the successful bidder shall need to provide a template and format consisting of all fields that are available in existing systems, in which GIC Team can provide or generate the necessary data in Excel/CSV format to migrate, which can be fed into the new ERMS.
124	7:4:29. Install and implement the software on the private cloud environment Hardware provided by GIC Re at its Data Centre.	Do you need software application only for ERM solution or you are looking for other softwares - for example software to ensure data replication and availability for DR site, database etc.	The selected bidder need to install ERM solution and necessary tools for the development and implementation of the solution. The Data Backup and DR Site will be taken care by GIC Re. However, the selected bidder shall help during the DR Drills and in case of any technical issues.

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125	10:2.4: The successful bidder will assist the Corporation in conducting all the tests and analyzing / comparing the results. successful bidder shall provide 2 full time resources conversant in all business areas, for troubleshooting during the entire UAT process.	The 2 full time resources will be required for how long and what is meant by 'business area' here?	Two full time resources are required for UAT process during entire implementation period. Business area means the area relevant for the implementation of the software
126	6:4:6. Build capabilities to aggregate various KRIs and automation of KRIs from data sources available	1) What is the number of KRIs and controls to be implemented? Which data sources need to be connected ? Who will procure the licenses for data sources to be connected ? 2) Is there any requirement of connecting the ERMS system with data source other than ERP and BW? Kindly let us know the number and the name and type of the system to be connected	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
127	7:4:21. Business Intelligence - A multi-dimensional reporting layer that provides combinational analysis of the above elements to construct various dashboards that can be drilled down to the required level of analysis	Do you expect to build custom reports / dashboards in SAP BW system or the custom reports can be developed within ERM system only?	Custom Reports are to be developed and capability is expected within ERM System itself
128	11:3: User Licenses Sixty Concurrent User Licenses are to be procured by GIC Re. This should include users with different authorisation levels i.e. admin user, core user, end user, designer etc. The licenses are required to be provided on perpetual basis and one-time cost is to be quoted by the bidders. During implementation phase, the successful bidder is required to develop/customise on GIC Re hardware. The cost of licenses that are required in the Implementation and installation phase must be borne by the successful bidder.	i) When we start the engagement, will you have hardware ready with you or you will take time to procure it based on the license and PAM? Procurement time must not be included in the engagement delays from the vendors end. Please confirm. ii) Are you OK with SaaS model?	i) Hardware will be made available by GIC Re at the start of the engagement. ii) No change in tender condition.
129	12::6 Gap Identification and Resolution - The successful bidder will ensure that gaps identified at the time of testing will be immediately resolved within the timelines agreed.	What is the way in which the engagement timeline and delays from GIC's side will be agreed? In case we don't receive reply from GIC on any formal email within 2 working days, such delays should not be treated from the vendor's side	Accepted.

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130	6:4-I:Control monitoring and test effectiveness of controls, (Manual/Automatic)	<p>1) Please elaborate on the approximate number of controls to be built and the business processes to be covered. Is it okay for GIC management to implement a supplementary control monitoring solution if the same is not available in proposed ERM solution?</p> <p>2) Are you looking for automatic control evaluation or you are looking only manual controls to be configured within GIC</p>	<p>1) Number of Controls are based on the numbers of Risks. Control Monitoring solution should necessarily be a part of the software.</p> <p>2) The control evaluation can be manual/automatic. "</p>
131	<p>26::Contract price shall be equal to the amount quoted by the bidder in the Commercial Bid. Payment will be made as follows:</p> <ul style="list-style-type: none"> • For proposed Solution implementation Cost: On completion of successful implementation and GO-live. • For Server/client Licenses relating to proposed Solution: • The quoted perpetual license cost will be proportionately paid annually across five years starting after implementation & Go-live Sign off. Payment for the first year would be released after implementation & Go-live sign off. Further Payments for the license will be made annually at the beginning of the subsequent 4 years or termination of the contract whichever is earlier. • For support: Payments will be made on quarterly basis after end of the quarter. GIC Re will not be liable to pay any extra cost, charges or out of pocket expenses. All the payments shall be made in Indian Rupees (INR) only 	Kindly consider further bifurcation of shorter milestones for payment. Currently the first payment is proposed to be released post go-live only	No change in tender condition
132	<p>13:9:On-site support to be provided by the successful bidder directly deputing one full time skilled resource on – site for a period of One Year post go live date and Offsite Support for 4 years.</p> <p>The Go-live date must be provided by the successful bidder to the Corporation on a certificate/ letter head of the company which will mark the start date for license period and initiate the support phase post implementation of the complete Scope of Work.</p>	In current scenario, the onsite support may not be feasible. Please let us know if management has considered the off-shore / on-site hybrid model	<p>On-site support to be provided by the successful bidder directly deputing one full time skilled resource on – site for a period of One Year post go live date.</p> <p>Allowing Offsite/remote support maybe considered by GIC Re depending upon the pandemic situation post implementation.</p>

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133	<p>61:12:12. RIGHT OF MONITORING, INSPECTION AND PERIODIC AUDIT</p> <p>a. GIC Re reserves the right to inspect, monitor and assess the progress/performance of the "PROCUREMENT, IMPLEMENTATION AND SUPPORT OF ENTERPRISE RISK MANAGEMENT (EGRC) SOFTWARE" at any time during the validity of the Agreement. GIC Re may demand and upon such demand being made, it shall be provided with any document, data, material, or any other information which it may require, to enable it to do the same.</p> <p>b. GIC Re shall also have the right to conduct, either itself or through another person as it may deem fit, an audit to monitor the performance by the Vendor of its obligations/functions in accordance with the standards committed to or required by GIC Re and the Vendor undertakes to cooperate with and provide to GIC Re / another person appointed by GIC Re all documents and other details as may be required by them for this purpose after giving Vendor at least two weeks written notice in advance. Any</p>	<p>Kindly elaborate on point number (b) what aspects of Vendor shall be subject to audit</p>	<p>The original clause is self explanatory</p>
134	<p>63:20: The Vendor agrees that the requirements given in the RFP and Agreement are broad requirements and are in no way exhaustive and guaranteed by GIC Re. GIC Re at any time by written Change Order may change the scope of work of this RFP and Agreement, including the specifications, statement of work, number, and design criteria of any of the components thereof, delivery dates/timing of submission of reports, personnel inputs, timing of an activity or a particular output. If any such change has cost or time implications for the Vendor, GIC shall adjust price and delivery schedules equitably through a further written Change Order, on the written request of the Vendor. The Vendor further understands and agrees that if any such change entails any reduction in the scope of work, then the cost and/or time benefits shall be passed on to GIC Re through a mutual Change Order in writing. The Vendor shall not make any change in the scope of work of</p>	<p>The scope of work will required to be fixed at one point in time to start the implementation exercise. Please let us know management's view on the same, considering the current timelines and payment milestones</p>	<p>Accepted.</p>

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135	13:7:Enhancements provided by the Vendor would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry practices in India and/or abroad or any other requirements of GIC Re, which will need to be provided at no extra cost to GIC Re for the entire period of the contract. It shall also include all the functionalities mentioned in the Functional Requirements.	Will GIC Re provide a preliminary set of regulatory requirements that need to be incorporated in the solution	The report templates for regulatory requirement will be shared with the successful bidder.
136	26::Contract price shall be equal to the amount quoted by the bidder in the Commercial Bid. Payment will be made as follows: <ul style="list-style-type: none"> • For proposed Solution implementation Cost: On completion of successful implementation and GO-live. • For Server/client Licenses relating to proposed Solution: • The quoted perpetual license cost will be proportionately paid annually across five years starting after implementation & Go-live Sign off. Payment for the first year would be released after implementation & Go-live sign off. Further Payments for the license will be made annually at the beginning of the subsequent 4 years or termination of the contract whichever is earlier. • For support: Payments will be made on quarterly basis after end of the quarter. GIC Re will not be liable to pay any extra cost, charges or out of pocket expenses. All the payments shall be made in Indian Rupees (INR) only 	<p>We would like to request for a staggered approach of go live. If all the KRIs or Controls are not going live at once, then there will be a large time gap between 1st go live and last go live which will inturn have impact on the payment terms (as payment will happen after full go live).</p> <p>If staggered payment is not possible, then please confirm that go live will happen all at once.</p>	No change in tender condition

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137	<p>63:20: The Vendor agrees that the requirements given in the RFP and Agreement are broad requirements and are in no way exhaustive and guaranteed by GIC Re.</p> <p>GIC Re at any time by written Change Order may change the scope of work of this RFP and Agreement, including the specifications, statement of work, number, and design criteria of any of the components thereof, delivery dates/timing of submission of reports, personnel inputs, timing of an activity or a particular output.</p> <p>If any such change has cost or time implications for the Vendor, GIC shall adjust price and delivery schedules equitably through a further written Change Order, on the written request of the Vendor. The Vendor further understands and agrees that if any such change entails any reduction in the scope of work, then the cost and/or time benefits shall be passed on to GIC Re through a mutual Change Order in writing.</p> <p>The Vendor shall not make any change in the scope of work of</p>	<p>If scope is not exhaustive, change order is subject to understanding detailed scope which is not mentioned. How do we know the actual scope in terms of number of KRIs, Controls etc.</p>	<p>As Selected Bidder would be designing/customising the various modules and once modules are designed as per the requirements, number of Risks , Controls, KRI shall not matter to the bidder as number can increase or decrease anytime but bidder is not expected to change the design with each increase or decrease.</p>
138	<p>64:22: Change/New Requests</p> <p>The onsite support engineer will be required to take up Change/New Requests raised during the onsite support period. In addition, to ensure quality, bugs reported on a change request within one year of release to production would have to be fixed at no extra cost. During the offsite support period if the change request is termed as major modification in the solution mutually, Then the selected bidder can provide additional commercial for the same. In addition, to ensure quality, bugs reported would have to be fixed at no extra cost.</p> <p>For all purposes the LD rates mentioned for the implementation phase will be applicable to all new change requests agreed upon for the duration of the contract.</p>	<p>What is the criteria to define Major and Minor changes?</p>	<p>Major changes would mean complete change or near to complete change in existing design and functionality.</p>

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139	6:4:To integrate the Key Risk Indicator Module of the proposed solution with GIC's Backend Systems, i.e. SAP ECC and SAP BW to capture financial data on the pre-defined schedule.	Do we need to build SAP datawarehouse(like SAP BW4HANA) seperately or reusing existing SAP BW for this implementation? What is the current version of SAP BW? Is it on SAP HANA Database?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
140	7:4:15. Historical data migration and capturing of dimensional and other required data for past data.	Is this part of Reporting / SAP BW scope?	Current Year's data is to be migrated and the successful bidder shall need to provide a template and format consisting of all fields that are available in existing systems, in which GIC Team can provide or generate the necessary data in Excel/CSV format to migrate, which can be fed into the new ERMS. Bidder is not required to <u>make any changes in SAP BW.</u>
141	7:4:22. Dash Boards, and reporting – (Multiple scheduling techniques / Reporting of results including highlighting issues)	What is the current reporting tool used for dashboards & reports creation?	Bidder is expected to provide all the required third party tools as part of the proposed solution.
142	7:4:29. Install and implement the software on the private cloud environment Hardware provided by GIC Re at its Data Centre.	Is client considering SAP Data warehouse cloud for this implementation as a option?	No
143	7:4:30. Setting up of test and Production environments.	How many tier landscape is expected for Reporting? 2 Tier / 3 Tier / 4 Tier?	2 Tier architecture as mentioned in RFP (Test and Production)
144	10:2.8/2.9:Reports & Dashboards	Do we need to integrate the existing SAP BW Data Models with the one which will be created for this new implementation?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
145	10:2.8/2.9:Reports & Dashboards	Is there any requirement of real time reporting?	No
146	10:2.8/2.9:Reports & Dashboards	From Scope perspective - are there any models like FI/CO etc to be considered for reporting purpose?	Custom Reports are to be developed and capability is expected within ERM System itself

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147	10:2.8/2.9:Reports & Dashboards	What is the reporting tool client is considering for this implementation?	Bidder is expected to provide all the required third party tools as part of the proposed solution.
148	10:2.8/2.9:Reports & Dashboards	What is the Dashboard creation tool client is considering for this implementation?	Bidder is expected to provide all the required third party tools as part of the proposed solution.
149	10:2.8/2.9:Reports & Dashboards	Tentative - No of Reports/Dashboard to be developed?	Analytics and Reports to be offered in the proposed Solution. Bidder may propose analytical reports to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities. Any regulatory reports templates will be given to the successful bidder for development
150	10:2.8/2.9:Reports & Dashboards	Are there any requirement for planning?	Analytics and Reports to be offered in the proposed Solution. Bidder may propose analytical reports to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities. Any regulatory reports templates will be given to the successful bidder for development
151	11:3:User Licenses	What is the current licenses available for Analytics & Reporting purpose?	Bidder is expected to provide all the required third party tools as part of the proposed solution.
152	11:4:Integration with Backend systems	What are the SAP & Non SAP Systems to be integrated with SAP BW for reporting purpose?Please provide names	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
153	13:9:a) Support Post Go-Live	Post completion of 1 year of dedicated support.	Offsite support for 4 years after 1 year of dedicated support

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154	13:9:b) Maintenance and Support Services	If existing SAP BW system is not technically compatible with SAP GRC and other systems then do we need to consider upgradation in our effort estimates?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
155	37:2.1.9.3:In-built report writing facility would be a desired feature in the system	Requesting you to elaborate on this point	Custom Reports are to be developed and capability is expected within ERM System itself
156	37:2.1.10:Interfacing with information feeds	Do we need send data to existing/new other downstream application?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
157	40:2.2.2 / 2.2.3 / 2.2.4 / 2.2.5:Report customization	The functionalities mentioned in these sections are dependant on tool/product feature	Yes
158	NA:NA:General Queries	What is the current analytics architecture used for Analytics in GIC?	Analytics and Reports to be offered in the proposed Solution. Bidder may propose analytical reports to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities. Any regulatory reports templates will be given to the successful bidder for development
159	NA:NA:General Queries	What are the nature of reports/dashboards built Currently(Static/Dynamic)?Expectation in near future?	Bidder is expected to provide all the required third party tools as part of the proposed solution.
160	NA:NA:General Queries	What is the current analytics user base?Expected No of users to use analytics considering future Growth?	Total no of users are 60 approx including overseas branches will be required to access analytics and reports

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161	18::2. PRE-QUALIFICATION CRITERIA (PQC) 5. The participating bidder should not have been blacklisted by Government of India/ Banks/ PSU/ BFSI/Govt. Organizations in India during last three years.	We propose the below amendment: "The participating bidder should not have been blacklisted by Government of India/ Banks/ PSU/ BFSI/Govt. Organizations in India as on date."	No change in tender condition
162	18::2. PRE-QUALIFICATION CRITERIA (PQC) 6. The bidder should have experience of implementing Proposed solution of the quoted OEM anywhere globally (minimum 5 companies)	We are a network of firms operating in different countries. Please allow submission of global project experience of bidder's network of firms. Please allow self certification for confirming the project experience as per Annexure V	No change in tender condition
163	18::2. PRE-QUALIFICATION CRITERIA (PQC) Note: The supporting document for the above pre-qualification criteria should be of the bidder or its parent company.	We propose the below amendment: "Note: The supporting document for the above pre-qualification criteria should be of the bidder, its parent company or other network firms."	No change in tender condition
164	18&19::2. PRE-QUALIFICATION CRITERIA (PQC) 6. The bidder should have experience of implementing Proposed solution of the quoted OEM anywhere globally (minimum 5 companies) PQ 6. The Bidder must submit at least five customer reference certificates /self-declaration in the format as per Annexure IV.	As per our understanding verbiage of the declaration in Annexure IV is not pertaining to a self-certification regarding projects executed by the bidder. Instead the verbiage for Annexure V is apt for self-certification for PQ 6. Please confirm.	Accepted. The bidder is required to submit annexure V as a proof for PQC 6. Annexure IV is not required.
165	18&19::2. PRE-QUALIFICATION CRITERIA (PQC) 9. The bidder should have technical support centre in India to be able to provide onsite support in India and offsite technical support, round the clock. PQ 9. The Bidder should submit the List/Details of technical support centers in India with complete addresses and contact numbers.	We do not have office locations designated as Technical Support Centers. Please confirm if we can provide list/details of our office locations across India	Accepted.

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166	48::ANNEXURE V - CUSTOMER REFERENCE CERTIFICATE/ SELF DECLARATION FOR PRODUCT IMPLEMENTATION Column titled "Experience with the product (Excellent/ Good/Average/ Unsatisfactory)"	By "SELF DECLARATION FOR PRODUCT IMPLEMENTATION", we assume self declaration by the Authorised Signatory of the Bidder is expected to be submitted. If yes, please confirm if the column "Experience with the product (Excellent/ Good/Average/ Unsatisfactory)" is applicable in case of self-declaration by the Bidder, as per our understanding this column is meant for the customer reference.	Accepted.
167	52::ANNEXURE VIII - TECHNICAL BID 7. Technical presentation demonstrating in depth understanding of GIC's project requirements and covering detailed broken-down activities to be performed, effort estimation, manpower to be deployed, planning, design and time frame. Bidder would also need to provide Product demo and highlight the features of the solution	Please confirm if the Technical Presentation has to be submitted along with Technical Bid during proposal submission.	Technical Presentation is not to be submitted along with Technical Bid during proposal submission.
168	52::ANNEXURE VIII - TECHNICAL BID 8. The bidder should share the official and authentic license definition of the proposed product.	Please confirm what kind of documentation has to be submitted against this point.	Bidder may provide the official and authentic license definition of the proposed product by way of bill of material or part number.
169	43::ANNEXURE II - E-TENDER PROCESS vii. Only one valid DSC should be registered by a Bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.	Please confirm if the bid has to be submitted using Authorised Signatory's DSC only. We request you to allow DSC Signatory and Authorised Signatory to be different.	The DSC Signatory and Authorized Signatory may be different but necessary authorization letter for the DSC Signatory is to be submitted on the company letter head along with documents for PQC.
170	17::5. IMPORTANT DATES Last Date and Time for Submission of e-Tender Bids	We request 2 weeks extension from date of publication of pre-bid responses by GIC, to allow us ample time for incorporating changes to our proposal.	No change in tender condition
171	24::15 (ii) Conflict of Interest obligations	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.	No change in tender condition

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172	25::16 Compliance with Information Security Policy of GIC Re	Please provide a copy of the policy for our review and comments	Information Security policy will be shared with the selected bidder.
173	26::17 Non-Disclosure Agreement (NDA) as per Annexure XIII Exceptions to confidential information are not provided	Client is requested to allow standard exceptions to confidential information, which is industry standard and reasonable. Not all information can be regarded as confidential. For eg., if the information is in public domain, we cannot be expected to keep it confidential at our end. Similarly, if any information is liable to be disclosed under the RTI, giving it a confidential status and obliging us to keep such information confidential is not correct. We request inclusion of following clause: "Confidential information does not include any information which (i) is rightfully known to the recipient prior to its disclosure; (ii) is independently developed by the recipient without use of or reliance on confidential information; or (iii) is or later becomes publicly available without violation of this agreement or may be lawfully obtained from a third party; or (iv) which would be required to be disclosed under the (Indian)	No Change in Tender Conditions. Vendor's request to incorporate standard exceptions to Confidential Information has been sufficiently covered under Para C of Annexure XIII of the RFP which categorically states as "Information not categorised as Confidential Information"
174	26::Parties to whom information can be disclosed is not documented	Client is requested to consider that we may have to disclose information for successful accomplishment of work and for regulatory and internal compliance purposes. However, to the extent legally permissible, we will ensure that even if the information is disclosed to any third party, such parties maintain confidentiality of such information. Client is therefore requested to kindly include the following clause: Consultant may disclose confidential information: (a) to its employees, directors, officers and subcontractors, on a need to know basis, as required for performance of services, provided such employees, directors, officers and subcontractors are bound by confidentiality obligations; (b) where required by applicable law or regulation or for regulatory and compliance (both internal and external) purposes.	Please refer Annexure XIII of the RFP. It is sufficiently covered under Para E (Permitted Disclosures).

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175	26::No right to disclose client name or project for citation / reference purposes	Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request client to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	No change in tender condition
176	27::22 liquidated damages as per SLA (Annexure XI).	<p>We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.</p> <p>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.</p> <p>We understand that we would be liable to pay liquidated damages to the extent corresponding breach is solely attributable to us. Kindly confirm.</p>	No change in tender condition
177	27::23. Unilateral right to terminate the contract	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.	No change in tender condition

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178	27::25. No protection to our pre-existing IPRs	<p>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.</p> <p>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</p>	<p>We are ok with the suggested clause with minor modifications. 'Notwithstanding anything to the contrary in this agreement, successful bidder 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 successful bidder shall grant a non-exclusive, perpetual and fully paid up license to GIC Re to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant as per the Agreement</p>
179	59::5.12: That time is the essence of this Agreement	<p>By making time of essence of the contract, you retain the right to void the contract ab initio in case timelines are not met. There are various dependencies on the client and other third parties for completing the project. There may be delays on part of client and other parties also. Thus, contract can be voided by you even if the fault is not entirely ours. We understand that it is not the intention to make the agreement void ab initio in case of any delay in achieving the timelines. You may exercise your right to terminate the contract in case of material breaches. Thus, request you to kindly delete this clause.</p>	<p>No change in tender condition</p>

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180	69::31. LIMITATION OF THE VENDOR'S LIABILITY TOWARDS GIC RE The Vendor, with respect to damage caused by the Vendor to GIC Re's property, shall not be liable to GIC Re for any indirect or consequential loss or damage; and shall not be liable to GIC Re for any direct loss or damage that exceeds the total of: (A) payments payable under this Agreement to the Vendor, i.e., 100% of the Contract Price, and (B) the proceeds the Vendor may be entitled to receive from the insurance maintained by the Vendor to cover such a liability, This limitation of liability shall not affect the Vendor's liability, if any, for damage to Third Parties caused by the Vendor or any person acting on behalf of the Vendor in carrying out the Services. Nothing in these terms shall exclude or limit the liability of the Vendor in the case of: (a) death or personal injury resulting from the Vendor's or Vendor's Team's negligence; (b) Negligence and Willful Misconduct; (c) fraud; (d) breach of Confidentiality provisions and the NDA (e) indemnification provisions in this	Client is requested to limit consultant's liability to 1X of the total contract value. This is as per GFR and the guidelines issued by Meity. It is also the normal industry practice. Client may consider including the following language: Purchaser/Client agrees that Consultants total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. Purchaser/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss.	No change in tender condition
181	6::4. SCOPE OF WORK - 6. Build capabilities to aggregate various KRIs and automation of KRIs from data sources available.	Please confirm name and number of all the applications that needs to be integrated with ERMS system. This will have implication on implementation time and cost as per clause 27 (Page 27).	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
182	6::4. SCOPE OF WORK - 7. To integrate the Key Risk Indicator Module of the proposed solution with GIC's Backend Systems, i.e. SAP ECC and SAP BW to capture financial data on the pre-defined schedule.	Please confirm type of data that needs to be pulled from SAP ECC and SAP BW software into the ERMS system. Also, confirm the number of records to be fetched from SAP system on daily basis. This will have implication on implementation time and cost as per clause 27 (Page 27). Also, it will have impact on hardware sizing.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.

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183	6::4. SCOPE OF WORK - 8. Automate loss data capture - Workflow based system for loss capture, reporting, analysis, classification collection and analysis of "Near-miss" data.	Please confirm the name of application which generates loss data. Or losses will be directly reported within ERMS system. This is required to propose the solution architecture.	Loss data will be captured directly in the ERMS System and Workflow based system for loss capture, reporting, analysis, classification collection and analysis of "Near-miss" data is required within the ERMS system.
184	7::4. SCOPE OF WORK - 17. Audit trail - involves details of addition, deletion or modification of records or record information along with history of changes	Users should not be provided access to delete the production system data. Hence, we suggest to modify clause as per below: "Audit trail - involves details of addition, soft delete or modification of records or record information along with history of changes"	No change in tender condition
185	7::4. SCOPE OF WORK - 19. The Solution should capture history and record of all configurations, programmatic changes and system modifications done in the software and the user who made them.	System changes (including configurations, programmatic changes and system modifications etc.) are governed by change management process. Hence, we suggest to remove this clause.	No change in tender condition
186	7::4. SCOPE OF WORK - 28. Technical specifications of the hardware required. Hardware will be provided by GIC Re.	Please confirm on below. This is required to provide hardware requirements to GIC RE i. Approximate Number of historical records that needs to be imported in the system ii. Approximate Number of records to be added in next 5 years	i) Around 2000 number of historical records needs to be imported ii) it cannot be predicted now
187	7::4. SCOPE OF WORK - After point 32	Proposed to be added as additional points 33. Solution Implementation validation and Periodic Health-checkup by OSD 1. All Solution's Architecture deployment & configurations done at the Bank should be vetted by OSD 2. Periodic health check should be carried out by OSD every year to ensure the quality of implementation and operations	No change in tender condition
188	8::2 Business Structure Module - System should have reasonable number of dimensions of structures or hierarchies to support basic organization of the information onto any one-off at least a selection of 10 hierarchy structures. (For example: - business units' hierarchy, process structure, geographical hierarchy, product structure, risk library structures). The software should support risk management capabilities across all GIC's locations and should support foreign currency and its conversion.	Please confirm modules (such as KPI, Loss etc.) which require foreign currency support. Further, please confirm if currency conversion based on fixed rate will work for GIC RE. If GIC RE wants to use daily feed of exchange rates, please confirm source system/ service from where the exchange rates need to be picked up.	Foreign Currency support will be required in the loss module in ERMS. Exchange rate shall be provided by GIC Re in excel and the bidder shall propose the system accordingly.

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189	11::3 User Licenses - Sixty Concurrent User Licenses are to be procured by GIC Re. This should include users with different authorization levels i.e. admin user, core user, end user, designer etc	Please confirm total number of users licenses who will interact with the ERMS system via user name and password. Will the Proposed solution to be used and interacted by enterprise wide employee based users? This is required to decide BOQ for the ERMS system.	Sixty Concurrent User Licenses are to be procured by GIC Re. This should include users with different authorization levels i.e. admin user, core user, end user, designer etc. Yes. the Proposed solution will be used and interacted by <u>enterprise wide employee based users</u>
190	11::3 User Licenses - The licenses are required to be provided on perpetual basis and one-time cost is to be quoted by the bidders. During implementation phase, the successful bidder is required to develop/customize on GIC Re hardware. The cost of licenses that are required in the Implementation and installation phase must be borne by the successful bidder.	Please confirm if GIC RE will provide pre-requisite software such as windows server 2019, MS SQL 2017 software etc. along with pre-requisite hardware? This is required for cost estimation purpose.	Based on the hardware specifications given by the bidder, GIC Re will provide the infrastructure in its Data Center with pre-installed Operating System. However, the database license used by the application has to be procured by the bidder and bidder shall include its cost in the commercial bid. Cost of Any other software /utility used by the bidder shall be included in the commercial bid. The initial hardware set up at Data Centre is scalable and can be enhanced / upgraded if need arises during the project.
191	11::4 Integration with Backend systems - The successful bidder will be responsible for integration between existing storage infrastructure and ERMS.	Please confirm type of information stored in existing storage infrastructure system ? Also confirm the OEM name for existing storage infrastructure. This is required to understand integration scope.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
192	11::4 Integration with Backend systems - The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase.	In order to integrate with various system and Proposed solution, there would be need and necessity to undertake necessary introduction / changes / improvement in these backend systems. Will the same will be part of the this RFP and the scope of the bidder?	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.

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193	13::8 Compulsory Trainings - The successful bidder mandatorily will have to provide training (separate modules for core users and end users) at least once a year as per GIC Re's requirement as part of the scope of work, at no extra cost, during the entire contract period	Please confirm if trainings needs to be provided post go-live only ? Kindly confirm approximate number of core and end users to whom training needs to be imparted.	The successful bidder mandatorily will have to provide training to users Post Go-live. Approximate number of users will be 60.
194	18::2 Pre-Qualification criteria(PQC)	Proposed to be added as additional points 12. The Proposed bidder who is a registered company in India (an Indian Agent of the Original Equipment Manufacturer - OEM) can either bid for the RFP or the OEM can bid by itself; but both cannot bid simultaneously for the same solution/software in the same tender 13. If an India Agent bids on behalf of the OEM, the same agent shall not submit a bid on behalf of another OEM in the same tender for the same item/ product.	No change in tender condition
195	35::ANNEXURE I Sheet 2 - 2.1.1.1 Reference Data: The system should capture and utilize static data associated with counterparties, products, accounts etc. from the existing application such as Core SAP Software used in the Company.	Please elaborate the nature and type of data that needs to be pulled from core SAP software into ERMS system.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
196	35::ANNEXURE I Sheet 2 - 2.1.2.1 The system should provide a consistent and user-friendly Microsoft Windows based interface	This is contradicting with point "2.1.2.6 - System should be available in complete browser-based environment for connected/networked locations as also in fat/thin client-server modes" Browser based systems are not dependent on client operating system. Hence, we suggest to remove this clause.	The clauses 2.1.2.1 and 2.1.2.6 are not necessarily contradictory. The technical capabilities of the product which satisfy the requirement under 2.1.2.6 will be considered as meeting the requirements under 2.1.2.1 by running on a browser interface designed for MS Windows.
197	35::ANNEXURE I Sheet 2 - 2.1.2.5 The system should interface with mail clients (exchange server) and corporate instant messenger service to generate notifications and auto-mailers	System will be able to generate notifications and auto-mailers via SMTP integration. There is no requirement to integrated with corporate instant messenger. Please confirm.	The understanding is correct. There is no requirement to integrate with corporate instant messenger.
198	36::ANNEXURE I Sheet 2 - 2.1.6.1 Quick and easy navigation e.g., provision of function keys/hot keys	We suggest to remove this clause as browser based hot keys are usually very long and not easy to remember.	No change in tender condition
199	36::ANNEXURE I Sheet 2 - 2.1.8.3 Help facility should explain probable causes of errors and possible solutions	Please confirm if by errors GIC RE mean system validation messages or system errors ?	Yes for both System Validation messages and system erros.

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200	37::ANNEXURE I Sheet 2 - 2.1.9.1 In-built Data warehousing capabilities or standard interface with Data warehousing solutions.	Please confirm if GIC RE data warehousing solution can be integrated with application via RDBMS database.	The bidder may propose the integration solution and explain the same in technical bid.
201	37::ANNEXURE I Sheet 2 - 2.1.11.1 The system has a flat file import and export functionality to import and export transaction data and static data in the following formats: 2.1.11.2 Microsoft Excel Format (.XLS, .XLSX) 2.1.11.3 Web Page (.HTML) 2.1.11.4 Comma separated values (.CSV) 2.1.11.5 Text file (.TXT) 2.1.11.6 Microsoft Word (.DOC, .DOCX) 2.1.11.7 Adobe Reader (.PDF) 2.1.11.8 ASCII (Flat File) 2.1.11.9 Extended Markup Language (XML)	Please confirm if mentioned file type can either support export or import.	Bidder is expected to indicate in Annexure I Sheet 2 under the point 2.1.11 if the proposed ERMS system has the capability to provide these requirements as a standard or as a customizable feature.
202	38::ANNEXURE I Sheet 2 - 2.1.14.2 The system should permit access only through password verification and all user IDs should be unique. Authentication through active directory is preferred and multi factor authentication if adopted by GIC Re, then ERMS should be able to authenticate via that.	For multi-factor authentication, GIC RE will provide single-sign on system with multi-factor authentication support. The ERMS system will integrate with the organization's single sign on system to provide multi-factor authentication. Please confirm this statement.	GIC Re will provide access to Active directory for authentication purposes to the successful bidder. It is the responsibility of the successful bidder to be able to provide authentication via that to the proposed solution.
203	39::ANNEXURE I Sheet 2 - 2.1.15.1.1 Attempted unauthorized logins	Please clarify the complete requirement here.	The system should be able to provide list of unauthorized login attempts
204	39::ANNEXURE I Sheet 2 - 2.1.15.2 The system should maintain the audit trail with details like user, Date and Time details, IP Address, Hostname etc.	Please confirm if the requirement of capturing IP Address and Hostname is mandatory. This is usually covered by SIEM tools.	Not mandatory.
205	40::ANNEXURE I Sheet 2 - 2.1.16.10 The system should facilitate defining authorization levels for information	Please provide few examples related to authorization levels. This will help us understand the context of requirement.	The requirement for authorization levels are specified in detail at various points under ANNEXURE I Sheet 2. For example:- The system should have the ability to provide or restrict access privileges based upon hierarchy and multiple criteria. There should be a maker-checker facility for key functions in the system
206	40::ANNEXURE I Sheet 2 - 2.1.16.11 The system should restrict users from front office privileges based on user profile	Please clarify what does GIC Re mean by front office privileges	No change in tender condition
207	40::ANNEXURE I Sheet 2 - 2.2.1.1 The system should generate all Regulatory reports pertaining to Corporation as required by IRDAI and other regulatory bodies in the desired format.	Please provide all mandatory report templates which should be supported by ERMS system.	The report templates for regulatory requirement will be shared with the successful bidder.

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208	40::ANNEXURE I Sheet 2 - 2.2.2.4 The system should allow reports to be exported into Microsoft Excel, Adobe PDF format. MS Word and other commonly used file formats like .csv, .txt and files which can be fed into other databases like .sql etc.	Please confirm if .CSV, .xls, .html, .doc export out methods will work or GIC RE needs any mandatory specific format for export out.	Yes, .CSV, .xls, .html, .doc export out methods will work. The system should also allow reports to be exported into PDF format.
209	41::ANNEXURE I Sheet 2 - 2.2.2.6 The system should allow users to save reports to a disc in a non-editable as well as an editable format	Please suggest if PDF would be considered a non-editable format	PDF would be considered as a non -editable as well as an editable format.
210	41::ANNEXURE I Sheet 2 - 2.2.2.11 The system should have the ability to isolate and report errors and exceptions	Please confirm if errors or exceptions can be reported by email outside of the ERMS system ? Also, please clarify what does isolate mean in this context.	Yes, errors or exceptions can be reported by email outside of the ERMS system. Isolate means that errors and exceptions are to be provided separately.
211	41::ANNEXURE I Sheet 2 - 2.2.2.12 The system should generate reports in various types of files like: -View Mode -Excel Mode -Text Mode -HTML Table -CSV format -Word File	Please confirm if all mentioned type of reports are mandatory or proposed ERMS system can provide support for any of mentioned report types.	Yes. The system should generate reports in given type of the files
212	41::ANNEXURE I Sheet 2 - 2.2.2.15 All reports are generated as per classification selected by the user	Please confirm if system admin can set data classification for the report generation.	Yes
213	42::ANNEXURE I Sheet 2 - 2.2.5 Archiving of external reports	We suggest to remove this requirement as this activity is perform outside of ERMS system.	Accepted to remove.
214	60::TERM OF THE CONTRACT: This Agreement shall be in effect for the period of 3 years from the Effective Date hereof and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of 3 years, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.	What is effect date ? Also, please confirm the contract period of RFP is 3 years or 5 years.	This is a typo error and may be read as follows: 8. TERM OF THE CONTRACT: This Agreement shall be in effect for the period commencing from the effective date hereof for the inception of the project for implementation and Go-Live of ERMS software by the selected bidder followed by a period 5 years of maintenance and support immediately after Go-Live and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of the contract, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.

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215	--:New Proposed Clause - Workflow Flexibility	The GIC RE should have flexibility to design their own workflow without any need of coding knowledge or OEM. This ensures minimum dependency on OEM and enablement of the business users. Hence, we suggest to add below clause: "ERMS system should provide capability to create workflows to match business needs without OEM intervention. The GIC RE should be able to build out workflows and create alerts in a very similar fashion to building out a Visio diagram. Further, GIC RE should be able to update workflow as required. Workflow version and their history should be maintained to ensure no impact on old records."	No change in tender condition
216	--:New Proposed Clause - Configuration Flexibility	ERMS system should provide configuration flexibility to reduce dependency on OEM. Hence, we suggest to add below clause: "The ERMS system should provide feature to add new unlimited number of fields without OEM support and without the need for a single line of code. Further, system should provide ability to add field types such as Text, Numeric, Date, Attachment, Values List (dropdown, radio buttons, etc.) for building dynamic web forms. Further, ERMS should allow ability to define different layout for different set of users"	No change in tender condition
217	--:New Proposed Clause - Data Import	GIC RE should have flexibility to upload information in all fields (including new added fields) without any intervention from OEM. Hence, we suggest to add below clause: "The GIC RE should be able to upload data in any field (old or new) without any intervention from OEM. Users should be able to create upload templates with any admin or OEM intervention."	No change in tender condition
218	--:New Proposed Clause - Reporting	GIC RE should have complete flexibility around the reporting. Hence, we suggest to add below clause: "GIC RE should be able to add new reports without any involvement of OEM and without the need for a single line of code. The ERMS system should provide option to create new report and set filters from UI. Also, users should be able to create Statistical chart styles as well from UI only. All these operations should be performed without any knowledge of database or coding."	No change in tender condition

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219	--:New Proposed Clause - eSignatures	ERMS system should have a built-in eSignature capability. Electronic signatures add another layer of security by allowing users to authenticate before interacting with content. Hence, we suggest to add below clause: "The ERMS system should support following authentication methods with Signatures: username/password, pin via email, and SAML"	No change in tender condition
220	--:New Proposed Clause - Notifications	GIC RE should be able to define new notifications without any OEM intervention. Hence, we suggest to add below clause: "Administrator should be to add new notifications or modify existing notification from UI without any OEM intervention. Also, GIC RE should be able to define notification properties such as appearance, letterhead, body layout and contents, delivery schedule and recipients."	No change in tender condition
221	--:New Proposed Clause - Integration	Integration is critical for GIC RE. Hence, we suggest to add below clause: "ERMS system should have built in API's for all applications/ modules: Web Services SOAP API, RESTful API, and Content API"	No change in tender condition
222	--:New Proposed Clause - India Specific Implementations.	We suggest to add below clause: "Proposed ERMS solution should be implemented at 5+ Government organization/ PSU/ schedule commercial banks in India"	No change in tender condition
223	7:22.Dash Board..Reporting:	Do you expect the suggested solution should have these capabilities or existing BI solutions can be leveraged	Analytics and Reports to be offered in the proposed Solution. Bidder may propose analytical reports to help identify and monitor risks or the successful bidder may propose their own dashboarding or analytics solution and integrate to provide the required capabilities. Any regulatory reports templates will be given to the successful bidder for development

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224	18: Overview	<p>We would like to recommend that GIC consider cloud based software as a service (SaaS) offerings as well for this requirement. The key benefits of going with cloud based offering are;</p> <ol style="list-style-type: none"> 1. Reduced upfront costs – additionally, the subscription cost will include software, support, infrastructure and technical services 2. Ownership - GIC will not have to buy and manage hardware separately, hence single point of ownership. 3. Resilience and Guaranteed uptime of 99.95% with hyperscalers infrastructure, in a private cloud environment (dedicated tenant for GIC). Cloud capabilities with Live Migration ensure that a customer's applications remain up and running during infrastructure updates, enabling OEM and Cloud provider to perform maintenance without interruption 4. Quicker rollout – significant time savings as no separate hardware purchase and set-up, no software set-up, 	No change in tender condition
225	7:25. Security- :	Do you foresee any Single Sign On requirements here	No
226	11:3. User License:	Can the solution be provisioned as Software as a service instead of perpetual license?	No change in tender condition
227	13:8. Compulsary Training:	Do we need to provision any training tools	Bidder may propose the training methodology
228	18::The bidder should have experience of implementing Proposed solution of the quoted OEM anywhere globally (minimum 5 companies)	We are working with RSA for this opportunity but typically work with multiple OEMs depending on the customer's requirement. Request for bidder experience here to be relaxed with bidder/OEM experience so that we, along with RSA, can chalk-out the best solution for your requirement	No change in tender condition
229	18::Proposed ERM (enterprise risk management) Solution(s) should have at least one live installation in insurance / reinsurance companies World-wide.	Request you to please relax this clause and modify as, "Proposed ERM (enterprise risk management) Solution(s) of bidder/OEM should have at least one live installation in insurance / reinsurance companies World-wide."	No change in tender condition

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230	70::Section 39: Sub-Contracting In case sub-contracting is required, the Vendor shall seek prior written permission and submit the list of subcontractors to GIC Re for its approval in writing in sufficient time so as not to impede the progress of work.	We request GIC to allow sub-contracting as rejection of any contractors may affect the project execution timelines and efforts. We will share the list of subcontractors within the solution document submission. If any subcontractors will be changed during the project contract period, we will notify GIC well in advance and ensure that the subcontractors also comply with all applicable requirements	No change in tender condition
231	NA::Generic Query	Please confirm that hardware needed to deploy the solution will be provided by GIC	Based on the hardware specifications given by the bidder, GIC Re will provide the infrastructure in its Data Center with pre-installed Operating System. However, the database license used by the application has to be procured by the bidder and bidder shall include its cost in the commercial bid. Cost of Any other software /utility used by the bidder shall be included in the commercial bid. The initial hardware set up at Data Centre is scalable and can be enhanced / upgraded if need arises during the project.
232	19::The Bidder must deposit Earnest Money Deposit in the form of the RTGS /NEFT into the account of "General Insurance Corporation of India" as per details given below	Request GIC to kindly accept EMD in the form of Bank Guarantee of equal amount	Accepted for submitting EMD as Bank Guarantee from any of the commercial banks or payment online in an acceptable form
233	23::14 (Section(4) of downloaded file) Compensation for Damages. # Bidder defaults under section 3, then the EMD will be forfeited as recovery of damages. # If GIC terminates the contract, then Bidder will be liable for liquidated damages of TCv value or the amount of PBG	We propose modification to this clause. Any claim for damages under this section to be limited to the 12 month charges collected by Bidder from GIC under any PO.	No change in tender condition
234	25::16. COMPLIANCE WITH INFORMATION SECURITY POLICY	This being a penalised convent, we request GIC to share the information security policy for review and compliance understanding of Bidder	Information Security policy will be shared with the selected bidder.
235	26::21. SCHEDULE, PAYMENT TERMS: For proposed Solution implementation Cost: On completion of successful implementation and GO-live	Request GIC to kindly modify the clause to : For proposed Solution implementation Cost: On completion of successful implementation	No change in tender condition
236	26::• For support: Payments will be made on quarterly basis after end of the quarter. GIC Re will not be liable to pay any extra cost, charges or out of pocket expenses. All the payments shall be made in Indian Rupees (INR) only	Request GIC to kindly pay successful bidder Quaterly in advance	No change in tender condition

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237	27::25. Intellectual Property Rights.	This will be subject to GIC payment obligation under the contract.	Payment obligations for this purpose are explained in the RFP under clause 25 and clause 29 of SLA.
238	5.11::The Vendor shall keep GIC Re indemnified in relation to all warranties in this clause. Further, it is hereby clarified that no licenses or rights (including licenses or rights under patents) are granted either directly, by implication or otherwise by GIC Re. GIC Re shall retain ownership of its respective pre - existing intellectual property rights including any customizations, enhancements, or modifications thereto.	<p>WITH RESPECT TO THE INTELLECTUAL PROPERTY CLAIMS INCLUDING ALL CLAIMS UNDER THIS SECTION 5, VENDOR IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY SUPPLIER PURSUANT TO THE APPLICABLE PO GIVING RISE TO THE LIABILITY.</p> <p>Any transfer of right of IPR created under the contract with be transferred at cost to customer and will be subject to compliance of Payment Conditions under this RFP</p>	No change in tender condition
239	60, 27::8. TERM OF THE CONTRACT: & 21. SCHEDULE, PAYMENT TERMS	Kindly confirm contract period Clause in MSA mentions 3 years where as in clause 21 Payment terms its mentioned 5 years	<p>This is a typo error and may be read as follows:</p> <p>8. TERM OF THE CONTRACT: This Agreement shall be in effect for the period commencing from the effective date hereof for the inception of the project for implementation and Go-Live of ERMS software by the selected bidder followed by a period 5 years of maintenance and support immediately after Go-Live and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of the contract, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.</p>
240	64::22. LIQUIDATED DAMAGES Implementation Phase In the event of delay in Go-Live of the solution as proposed by the successful bidder and agreed by both the parties, the bidder shall be liable to pay Liquidated Damages at a percentage of the total value of the Project Cost (PC) subject to a maximum of 10% (ten percent) as detailed below:	<p>Request GIC to kindly charge Liquidated Damages on the unexecuted portion of the scope of work. Request you to kindly modify clause as</p> <p>"In the event of delay in Go-Live of the solution as proposed by the successful bidder and agreed by both the parties, the bidder shall be liable to pay Liquidated Damages at a percentage of unexecuted part of the project subject to a maximum of 5% (five percent) as detailed below"</p>	No change in tender condition

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241	62::16 Indemnity	WITH RESPECT TO THE INDEMNITY CLAIMS INCLUDING ALL CLAIMS UNDER THIS SECTION 16, VENDOR IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY SUPPLIER PURSUANT TO THE APPLICABLE PO GIVING RISE TO THE LIABILITY. INDEMNITY PROVISION TO SURVIVE 3 YEAR POST TERMINATION AT THE MOST	No Change in tender Conditions. Claims against GIC can arise anytime in future. As such indemnity protection may be required down the line in future, hence there can be no time limit for indemnifying third party claims.
242	64::22. LIQUIDATED DAMAGES' @ 1% for delay up to two weeks; @ 2.5% for delay up to three weeks; @ 5% for delay up to four weeks; @ 10% for delay for four weeks and above	Request you to kindly change the clause as '22. LIQUIDATED DAMAGES' @ 1% for delay up to two weeks; @ 2.5% for delay up to four weeks; @ 5% for delay up to six weeks; <u>@ 10% for delay for eight weeks and above</u>	No change in tender condition
243	66::Termination of Contract	Request GIC to kindly include Termination payment in case of termination as below: In case of termination of contract, Early Termination Charges (ETC) equal to remainder of the total contract value (TCV). We suggest for 90 days notice to be given and termination charges to be paid incise of GIC terminating it.	No change in tender condition
244	66::27.1 Where there has been an Event of Default, GIC Re shall issue a Notice of Default to the Vendor, setting out specific defaults / deviances / omissions and providing a notice of 30 days to enable the Vendor to remedy the default committed.	Request GIC to kindly provide notice of minimum 90 days	No change in tender condition
245	68::29.5 Without prejudice to any other rights, GIC Re may retain such amounts from the payment due and payable by GIC Re to the Vendor as may be required to offset any losses caused to GIC Re as a result of any act/omissions of the Vendor. In case of any loss or damage due to default on the part of the Vendor in performing any of its obligations with regard to executing the scope of work under this Agreement, the Vendor shall compensate GIC Re for any such loss, damages or other costs, incurred by GIC Re.	We suggest to delete this clause as unreasonable, as in the entire RFP there various provision including indemnity demanded.	No change in tender condition

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246	68::29.6 Additionally, the Vendor and the Vendor's Team shall perform all their obligations and responsibilities under this Agreement in an identical manner as were being performed before the termination of this Agreement with the Vendor as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by GIC Re and as may be proper and necessary to execute the Scope of work under this Agreement in terms of the Vendor's Bid, the RFP and this Agreement.	Any additional support will be inline to GIC complying the payment obligation for to be continued services	Ensuring smooth transition will be the bidder's obligation. It is reasonable that payment may be made by GIC Re in case services are rendered post termination.
247	67::28.5 Termination for Convenience: The notice of termination shall specify that termination is for GIC Re convenience, the extent to which performance of work under this Agreement is terminated, and the date upon which such termination becomes effective	Request GIC to kindly include Termination payment in case of termination as below: In case of termination of contract, Early Termination Charges (ETC) equal to remainder of the total contract value (TCV). GIC needs to give written notice at least 90 days before termination	No change in tender condition
248	53::ANNEXURE IX - SCORE CARD	How the evaluation of commercial bid will happen?	As mentioned in the RFP
249	69::Limitation of Liability.	Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services arising out of the performance or failure to perform under this Agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. Vendor shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by supplier pursuant to the applicable PO giving rise to the liability.	No change in tender condition
250	72::SURVIVAL	We propose 3 years limitation for survival inline to Limitation Act applicable for any Cause	No change in tender condition

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251	84::1.The Vendor shall indemnify, defend, and hold GIC Re harmless from and against any monetary liability (including but not limited to loss, charge, claim, fines, penalties, damages, expense, fees etc. of any nature) or non-monetary action (including but not limited to civil, criminal, administrative, arbitrate or any other proceeding) arising out of or in any way connected with the Vendor's performance of this RFP/ Agreement/ NDA.	WITH RESPECT TO ALL CLAIMS INCLUDING ALL CLAIMS UNDER THIS SECTION, VENDOR IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY SUPPLIER PURSUANT TO THE APPLICABLE PO GIVING RISE TO THE LIABILITY.	No change in tender condition
252	84::22.The Vendor warrants that it owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all its intellectual property rights, which are required or desirable for performance of its Services under the RFP/ Agreement and regarding the same the Vendor does not, as far as the Vendor is aware, in carrying on its business and operations, infringe any Intellectual Property Rights of any person.	WITH RESPECT TO ALL CLAIMS FOR INTELLECTUAL PROPERTY INCLUDING ALL CLAIMS UNDER THIS SECTION, VENDOR IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY SUPPLIER PURSUANT TO THE APPLICABLE PO GIVING RISE TO THE LIABILITY.	No change in tender condition
253	85::24. The Vendor shall adhere to the Information Security Policy of GIC Re as amended from time to time. In case the Vendor is found to be in violation of the said policy, GIC Re reserves the right to terminate this Agreement in addition to any other remedies for breach, injunctive relief and indemnity as per this Agreement and the applicable laws	With respect to all claims for violations of Information Security Policy, Vendor shall not be responsible for any proved claims beyond the 12 months charges collected by vendor under any PO issued by GIC.	No change in tender condition
254	85::3 Indemnity for willful misconduct by vendor or third party and breach of terms of RFP and for non performance and claims by employees or subcontractors	With respect to all claims under this clause no. 3, Vendor shall not be responsible or liable for any proved claims beyond the 12 months charges collected by vendor under any PO issued by GIC.	No change in tender condition
255	86::6. The Vendor hereby undertakes that it shall forthwith on demand and without demur pay to GIC Re such sum or sums that become payable under any of the clauses indemnifying GIC Re due to the default/defaults of the Vendor or any third party associated with the Vendor.	We suggest to delete this provision, vendor has a right to defend the claims when not responsible	No change in tender condition

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256	86::7 . Notwithstanding anything to the contrary in this Indemnity or in the Agreement, GIC Re's decision as to whether the Vendor or any third party associated with the Vendor has made any default/ defaults or the amounts to which GIC Re is entitled by reason thereof will be binding on the Vendor for the purpose of this Indemnity and the Vendor shall not be entitled to ask GIC Re to establish its claims under this Indemnity but will pay the same, on demand, without any objection, provided always, the mutual rights under the Agreement shall not in any way be prejudiced by reason of such demand by GIC Re and payment by Vendor under this Indemnity and the claims under the Agreement which shall be settled in accordance with the Agreement without prejudice to GIC Re's rights to demand immediately under this Indemnity and the Vendor's liability to pay the same.	We suggest to delete this as this is an one side clause and it actually waiver clause for not defending the claim	No change in tender condition
257	87::10. This Indemnity shall be valid for the entire duration of the Agreement and any renewal or extension thereof and further for a period of 6 months thereafter and renewable thereafter whenever a claim as per this Indemnity arises. The Indemnity provisions shall survive any termination or expiration of the Agreement.	We propose indemnity provision to be applicable on during the contract term or there has to be limited term post termination, infinite term not acceptable.	No Change in tender Conditions. Claims against GIC can arise anytime in future. As such indemnity protection may be required down the line in future, hence there can be no time limit for indemnifying third party claims.
258	6::4. SCOPE OF WORK - 6. Build capabilities to aggregate various KRIs and automation of KRIs from data sources available.	Please confirm name and number of all the applications that needs to integrated with ERMS system. This will have implication on implementation time and cost as per clause 27 (Page 27).	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.

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259	6::4. SCOPE OF WORK - 7. To integrate the Key Risk Indicator Module of the proposed solution with GIC's Backend Systems, i.e. SAP ECC and SAP BW to capture financial data on the pre-defined schedule.	Please confirm type of data that needs to be pulled from SAP ECC and SAP BW software into the ERMS system. Also, confirm the number of records to be fetched from SAP system on daily basis. This will have implication on implementation time and cost as per clause 27 (Page 27). Also, it will have impact on hardware sizing.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
260	6::4. SCOPE OF WORK - 8. Automate loss data capture - Workflow based system for loss capture, reporting, analysis, classification collection and analysis of "Near-miss" data.	Please confirm the name of application which generates loss data. Or losses will be directly reported within ERMS system. This is required to propose the solution architecture.	Loss data will be captured directly in the ERMS System and Workflow based system for loss capture, reporting, analysis, classification collection and analysis of "Near-miss" data is required within the ERMS system.
261	7::4. SCOPE OF WORK - 17. Audit trail - involves details of addition, deletion or modification of records or record information along with history of changes	Users should not be provided access to delete the production system data. Hence, we suggest to modify clause as per below: "Audit trail - involves details of addition, soft delete or modification of records or record information along with history of changes"	No change in tender condition
262	7::4. SCOPE OF WORK - 19. The Solution should capture history and record of all configurations, programmatic changes and system modifications done in the software and the user who made them.	System changes (including configurations, programmatic changes and system modifications etc.) are governed by change management process. Hence, we suggest to remove this clause.	No change in tender condition
263	7::4. SCOPE OF WORK - 28. Technical specifications of the hardware required. Hardware will be provided by GIC Re.	Please confirm on below. This is required to provide hardware requirements to GIC RE i. Approximate Number of historical records that needs to be imported in the system ii. Approximate Number of records to be added in next 5 years	i) Around 2000 number of historical records needs to be imported ii) it cannot be predicted now
264	8::2 Business Structure Module - System should have reasonable number of dimensions of structures or hierarchies to support basic organization of the information onto any one-off at least a selection of 10 hierarchy structures. (For example: - business units' hierarchy, process structure, geographical hierarchy, product structure, risk library structures). The software should support risk management capabilities across all GIC's locations and should support foreign currency and its conversion.	Please confirm modules (such as KPI, Loss etc.) which require foreign currency support. Further, please confirm if currency conversion based on fixed rate will work for GIC RE. If GIC RE wants to use daily feed of exchange rates, please confirm source system/ service from where the exchange rates need to be picked up.	Foreign Currency support will be required in the loss module in ERMS. Exchange rate shall be provided by GIC Re in excel and the bidder shall propose the system accordingly.

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265	11::3 User Licenses - Sixty Concurrent User Licenses are to be procured by GIC Re. This should include users with different authorization levels i.e. admin user, core user, end user, designer etc	Please confirm total number of users licenses who will interact with the ERMS system via user name and password. This is required to decide BOQ for the ERMS system.	Sixty Concurrent User Licenses are to be procured by GIC Re. This should include users with different authorization levels i.e. admin user, core user, end user, designer etc. Yes. the Proposed solution will be used and interacted by <u>enterprise wide employee based users</u>
266	11::3 User Licenses - The licenses are required to be provided on perpetual basis and one-time cost is to be quoted by the bidders. During implementation phase, the successful bidder is required to develop/customize on GIC Re hardware. The cost of licenses that are required in the Implementation and installation phase must be borne by the successful bidder.	Please confirm if GIC RE will provide pre-requisite software such as windows server 2019, MS SQL 2017 software etc. along with pre-requisite hardware? This is required for cost estimation purpose.	Based on the hardware specifications given by the bidder, GIC Re will provide the infrastructure in its Data Center with pre-installed Operating System. However, the database license used by the application has to be procured by the bidder and bidder shall include its cost in the commercial bid. Cost of Any other software /utility used by the bidder shall be included in the commercial bid. The initial hardware set up at Data Centre is scalable and can be enhanced / upgraded if need arises during the project.
267	11::4 Integration with Backend systems - The successful bidder will be responsible for integration between existing storage infrastructure and ERMS.	Please confirm type of information stored in existing storage infrastructure system ? Also confirm the OEM name for existing storage infrastructure. This is required to understand integration scope.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
268	13::8 Compulsory Trainings - The successful bidder mandatorily will have to provide training (separate modules for core users and end users) at least once a year as per GIC Re's requirement as part of the scope of work, at no extra cost, during the entire contract period	Please confirm if trainings needs to be provided post go-live only ? Kindly confirm approximate number of core and end users to whom training needs to be imparted.	The successful bidder mandatorily will have to provide training to users Post Go-live. Approximate number of users will be 60.

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269	35::ANNEXURE I Sheet 2 - 2.1.1.1 Reference Data: The system should capture and utilize static data associated with counterparties, products, accounts etc. from the existing application such as Core SAP Software used in the Company.	Please elaborate the nature and type of data that needs to be pulled from core SAP software into ERMS system.	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
270	35::ANNEXURE I Sheet 2 - 2.1.2.1 The system should provide a consistent and user-friendly Microsoft Windows based interface	This is contradicting with point "2.1.2.6 - System should be available in complete browser-based environment for connected/networked locations as also in fat/thin client-server modes" Browser based systems are not dependent on client operating system. Hence, we suggest to remove this clause.	The clauses 2.1.2.1 and 2.1.2.6 are not necessarily contradictory. The technical capabilities of the product which satisfy the requirement under 2.1.2.6 will be considered as meeting the requirements under 2.1.2.1 by running on a browser interface designed for MS Windows.
271	35::ANNEXURE I Sheet 2 - 2.1.2.5 The system should interface with mail clients (exchange server) and corporate instant messenger service to generate notifications and auto-mailers	System will be able to generate notifications and auto-mailers via SMTP integration. There is no requirement to integrated with corporate instant messenger. Please confirm.	The understanding is correct. There is no requirement to integrated with corporate instant messenger.
272	36::ANNEXURE I Sheet 2 - 2.1.6.1 Quick and easy navigation e.g., provision of function keys/hot keys	We suggest to remove this clause as browser based hot keys are usually very long and not easy to remember.	No change in tender condition
273	36::ANNEXURE I Sheet 2 - 2.1.8.3 Help facility should explain probable causes of errors and possible solutions	Please confirm if by errors GIC RE mean system validation messages or system errors ?	Yes for both System Validation messages and system erros.
274	37::ANNEXURE I Sheet 2 - 2.1.9.1 In-built Data warehousing capabilities or standard interface with Data warehousing solutions.	Please confirm if GIC RE data warehousing solution can integrated with application via RDBMS database.	The bidder may propose the integration solution and explain the same in technical bid.
275	37::ANNEXURE I Sheet 2 - 2.1.11.1 The system has a flat file import and export functionality to import and export transaction data and static data in the following formats: 2.1.11.2 Microsoft Excel Format (.XLS, .XLSX) 2.1.11.3 Web Page (.HTML) 2.1.11.4 Comma separated values (.CSV) 2.1.11.5 Text file (.TXT) 2.1.11.6 Microsoft Word (.DOC, .DOCX) 2.1.11.7 Adobe Reader (.PDF) 2.1.11.8 ASCII (Flat File) 2.1.11.9 Extended Markup Language (XML)	Please confirm if mentioned file type can either support export or import.	Bidder is expected to indicate in Annexure I Sheet 2 under the point 2.1.11 if the proposed ERMS system has the capability to provide these requirements as a standard or as a customizable feature.

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276	38::ANNEXURE I Sheet 2 - 2.1.14.2 The system should permit access only through password verification and all user IDs should be unique. Authentication through active directory is preferred and multi factor authentication if adopted by GIC Re, then ERMS should be able to able to authenticate via that.	For multi-factor authentication, GIC RE will provide single-sign on system with multi-factor authentication support. The ERMS system will integrate with the organization's single sign on system to provide multi-factor authentication. Please confirm this statement.	GIC Re will provide access to Active directory for authentication purposes to the succesful bidder. It is the responsibility of the succesful bidder to be able to provide authentication via that to the proposed solution.
277	39::ANNEXURE I Sheet 2 - 2.1.15.1.1 Attempted unauthorized logins	Please clarify the complete requirement here.	The system should be able to provide list of unauthorized login attempts
278	39::ANNEXURE I Sheet 2 - 2.1.15.2 The system should maintain the audit trail with details like user, Date and Time details, IP Address, Hostname etc.	Please confirm if the requirement of capturing IP Address and Hostname is mandatory. This is usually covered by SIEM tools.	Not mandatory.
279	40::ANNEXURE I Sheet 2 - 2.1.16.10 The system should facilitate defining authorization levels for information	Please provide few examples related to authorization levels. This will help us understand the context of requirement.	The requirement for authorization levels are specified in detail at various points under ANNEXURE I Sheet 2. For example:- The system should have the ability to provide or restrict access privileges based upon hierarchy and multiple criteria . There should be a maker-checker facility for key functions in the system
280	40::ANNEXURE I Sheet 2 - 2.1.16.11 The system should restrict users from front office privileges based on user profile	Please clarify what does GIC Re mean by front office privileges	System Should be able to restrcit access to screens, reports and data based on the user profile.
281	40::ANNEXURE I Sheet 2 - 2.2.1.1 The system should generate all Regulatory reports pertaining to Corporation as required by IRDAI and other regulatory bodies in the desired format.	Please provide all mandatory report templates which should be supported by ERMS system.	The report templates for regulatory requirement will be shared with the successful bidder.
282	40::ANNEXURE I Sheet 2 - 2.2.2.4 The system should allow reports to be exported into Microsoft Excel, Adobe PDF format. MS Word and other commonly used file formats like .csv, .txt and files which can be fed into other databases like .sql etc.	Please confirm if .CSV, .xls, .html, .doc export out methods will work or GIC RE needs any mandatory specific format for export out.	The format shall be conveyed to the successful bidder.
283	41::ANNEXURE I Sheet 2 - 2.2.2.6 The system should allow users to save reports to a disc in a non-editable as well as an editable format	Please suggest if PDF would be considered a non-editable format	PDF would be considered as a non -editable as well as an editable format.
284	41::ANNEXURE I Sheet 2 - 2.2.2.11 The system should have the ability to isolate and report errors and exceptions	Please confirm if errors or exceptions can be reported by email outside of the ERMS system ? Also, please clarify what does isolate mean in this context.	Yes, errors or exceptions can be reported by email outside of the ERMS system. Isolate means that errors and exceptions are to be provided separately.

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285	41::ANNEXURE I Sheet 2 - 2.2.2.12 The system should generate reports in various types of files like: -View Mode -Excel Mode -Text Mode -HTML Table -CSV format -Word File	Please confirm if all mentioned type of reports are mandatory or proposed ERMS system can provide support for any of mentioned report types.	Yes. The system should generate reports in given type of the files
286	41::ANNEXURE I Sheet 2 - 2.2.2.15 All reports are generated as per classification selected by the user	Please confirm if system admin can set data classification for the report generation.	Yes
287	42::ANNEXURE I Sheet 2 - 2.2.5 Archiving of external reports	We suggest to remove this requirement as this activity is perform outside of ERMS system.	Accepted to remove.
288	60::TERM OF THE CONTRACT: This Agreement shall be in effect for the period of 3 years from the Effective Date hereof and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of 3 years, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.	What is effect date ? Also, please confirm the contract period of RFP is 3 years or 5 years.	This is a typo error and may be read as follows: 8. TERM OF THE CONTRACT: This Agreement shall be in effect for the period commencing from the effective date hereof for the inception of the project for implementation and Go-Live of ERMS software by the selected bidder followed by a period 5 years of maintenance and support immediately after Go-Live and will remain valid for the said period unless it is otherwise terminated earlier as per the provisions of this Agreement/RFP. Upon completion of the term of the contract, this Agreement shall automatically expire, subject to due discharge of all obligations mentioned in Clause "consequences of termination" by the Vendor to the satisfaction of GIC Re.
289	--:New Proposed Clause - Workflow Flexibility	The GIC RE should have flexibility to design their own workflow without any need of coding knowledge or OEM. This ensures minimum dependency on OEM and enablement of the business users. Hence, we suggest to add below clause: "ERMS system should provide capability to create workflows to match business needs without OEM intervention. The GIC RE should be able to build out workflows and create alerts in a very similar fashion to building out a Visio diagram. Further, GIC RE should be able to update workflow as required. Workflow version and their history should be maintained to ensure no impact on old records."	No change in tender condition

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290	--:New Proposed Clause - Configuration Flexibility	ERMS system should provide configuration flexibility to reduce dependency on OEM. Hence, we suggest to add below clause: "The ERMS system should provide feature to add new unlimited number of fields without OEM support and without the need for a single line of code. Further, system should provide ability to add field types such as Text, Numeric, Date, Attachment, Values List (dropdown, radio buttons, etc.) for building dynamic web forms. Further, ERMS should allow ability to define different layout for different set of users"	No change in tender condition
291	--:New Proposed Clause - Data Import	GIC RE should have flexibility to upload information in all fields (including new added fields) without any intervention from OEM. Hence, we suggest to add below clause: "The GIC RE should be able to upload data in any field (old or new) without any intervention from OEM. Users should be able to create upload templates with any admin or OEM intervention."	No change in tender condition
292	--:New Proposed Clause - Reporting	GIC RE should have complete flexibility around the reporting. Hence, we suggest to add below clause: "GIC RE should be able to add new reports without any involvement of OEM and without the need for a single line of code. The ERMS system should provide option to create new report and set filters from UI. Also, users should be able to create Statistical chart styles as well from UI only. All these operations should be performed without any knowledge of <u>database or coding.</u> "	No change in tender condition
293	--:New Proposed Clause - eSignatures	ERMS system should have a built-in eSignature capability. Electronic signatures add another layer of security by allowing users to authenticate before interacting with content. Hence, we suggest to add below clause: "The ERMS system should support following authentication methods with Signatures: username/password, pin via email, and SAML"	No change in tender condition

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294	--:New Proposed Clause - Notifications	GIC RE should be able to define new notifications without any OEM intervention. Hence, we suggest to add below clause: "Administrator should be to add new notifications or modify existing notification from UI without any OEM intervention. Also, GIC RE should be able to define notification properties such as appearance, letterhead, body layout and contents, delivery schedule and recipients."	No change in tender condition
295	--:New Proposed Clause - Integration	Integration is critical for GIC RE. Hence, we suggest to add below clause: "ERMS system should have built in API's for all applications/ modules: Web Services SOAP API, RESTful API, and Content API"	Bidder is not expected to build SAP datawarehouse. Unidirectional Integration is expected from backend system to ERM solution. The successful bidder must design input/upload format required by the proposed solution for all integration purposes during the implementation as well as support phase. The bidder must integrate the Key Risk Indicator Module to ensure that the values from the input/upload format are captured in ERMS solution as per the pre-defined schedule.
296	--:New Proposed Clause - India Specific Implementations.	We suggest to add below clause: "Proposed ERMS solution should be implemented at 5+ Government organization/ PSU/ schedule commercial banks in India"	No change in tender condition

-/Sd
Mukesh Daramwala
(AGM - IT)