



UNITED INDIA INSURANCE COMPANY LIMITED

Registered Office: 24, Whites Road, Chennai 600014

Head Office: IV Lane, 19 Nungambakkam High Road, Chennai 600034

INFORMATION TECHNOLOGY DEPARTMENT

CORRIGENDUM – 3 Dated: 12-08-2022

000100/HO IT/RFP/187/2022-23 - REQUEST FOR PROPOSAL (RFP) FOR PROCURING TWO FACTOR BIOMETRIC AUTHENTICATION SOLUTION.

S. No.	RFP Clause No.	EXISTING CLAUSE	REVISED CLAUSE
1	ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS Point No. 3	The Bidder should have a minimum turnover of INR 50 crores per annum in any of last three financial years (2021-22, 2020-21 and 2019-20).	The Bidder should have a minimum turnover of INR 50 crores per annum in any one of the last three audited financials not prior to FY 2018-2019 .
2	ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS Point No. 4	The bidder has registered net profit (after tax) in any of the last three financial years (2020-21, 2019-20 and 2018-19).	The bidder has registered net profit (after tax) in any one of the last three audited financials not prior to FY 2018-19 .
3	ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS Point No.5	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this RFP ISO 9001:2008 ISO 27001 CMMI Level 3.	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this RFP ISO 9001:2008 ISO 27001 CMMI Level 3 (Optional) .
4	ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS Point No. 16	OEM of Biometric Solution should have service centers in India.	Bidder/OEM of Biometric Solution should have service centers in India. Bidder has to provide replacement of device, if it is not repairable by the bidder during entire project period.
5	Part A - Implementation of end to end Two Factor Biometric Authentication Solution Point No. 3.1.3	The vendor should ensure capturing the all 10 live finger print for enrolment of UIIC employees and store the encrypted data in different centralized server after splitting (Distributed Storage).	The vendor should ensure capturing the all 10 live finger print for enrolment of all UIIC employees and store the encrypted data into DB servers .
6	Part A - Implementation of end to end Two Factor Biometric Authentication Solution Point No. 3.1.10	Bidder will provide a web-based user interface for inventory management of the fingerprint devices with the details of user allotment, endpoints connected, etc. and provide all requisite MIS reports and provide SLA monitoring tools.	Bidder will provide a web-based user interface for inventory management of the fingerprint devices with the details of device deployment , endpoints connected, etc. and provide all requisite MIS reports and provide SLA monitoring tools.
7	Project Timelines Point No. 3.6	Delivery of devices and complete solution components 3 weeks after successful POC	Delivery of devices and complete solution components 5 weeks after successful POC .



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8	Documents comprising the bid Point No. 4.2.2	Commercial Bid Format as per ANNEXURE X. Masked bill of material as per ANNEXURE X. Copy of this RFP duly signed and stamped as token of acceptance of all the terms and conditions of this tender.	Commercial Bid as per ANNEXURE X. Masked Commercial bid as per ANNEXURE X. Copy of this RFP along with all the corrigendum duly signed and stamped as token of acceptance of all the terms and conditions of this tender.
9	Earnest Money Deposit (EMD) Point No. 4.2.5	The intending bidders shall submit Bank Guarantee (REF. Annexure V: Bank Guarantee Format for EMD)/Insurance Surety Bonds/ Account Payee Demand Draft/Electronic Credit for EMD of ₹ 75,00,000/- (Rupees Seventy Five Lakh Only). Bid will be treated as non-responsive and will be rejected in the absence of the above mentioned document.	The intending bidders shall submit Bank Guarantee (REF. Annexure V: Bank Guarantee Format for EMD)/Insurance Surety Bonds/ Account Payee Demand Draft/Electronic Credit for EMD of ₹ 25,00,000/- (Rupees Twenty Five Lakh Only) . Bid will be treated as non-responsive and will be rejected in the absence of the above mentioned document.
10	Termination Point No. 5.9	Termination UIIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 30 day's prior written notice to the Bidder if the Bidder breaches its obligations under the tender document or the subsequent agreement/purchase order and if the breach is not cured within 15 days from the date of notice.	Termination UIIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 90 day's prior written notice to the Bidder if the Bidder breaches its obligations under the tender document or the subsequent agreement/purchase order and if the breach is not cured within 15 days from the date of notice.
11	Force Majeure Point No. 5.11	For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.	For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake, fire, pandemic and lockdown restrictions imposed by Government , events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.
12	ANNEXURE IX Point no 1.6	Operating and Storage Temperature range: 0 to 55 degree Centigrade	1.6 Operating Temperature range: 0 to 45 degree centigrade 1.7 Storage Temperature range: 0 to 50 degree centigrade
13	ANNEXURE IX FUNCTIONAL AND TECHNICAL SPECIFICATION Point No. 1.13	EMC compliance FCC class A or equivalent	Point No. 1.13 stands deleted



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14	ANNEXURE IX FUNCTIONAL AND TECHNICAL SPECIFICATION Point No. 1.18	The proposed finger print device should have firmware-level encryption and Live Finger Detection capability.	The proposed finger print device should have the Live Finger detection capability and finger print should be encrypted at host level using PKI/Asymmetric encryption.
15	ANNEXURE IX Point No. 1.26	The finger print data of all users stored in different servers after splitting must be stored in encrypted form only.	The finger print data of all users stored into servers must be stored in encrypted form only.
16	ANNEXURE IX Point no 2.3	Bidder should deploy and integrate proposed solution on a high availability mode at the Datacenter and Disaster Recovery Site of UIIC, with 2 or more Active servers in DC and passive server in DR which has to be in high availability mode which may be invoked immediately when DC is down.	Bidder should deploy and integrate proposed solution on a high availability mode at the Datacenter and Disaster Recovery Site of UIIC. Both DC and DR should be in Active-Active mode.
17	ANNEXURE IX Point no 3.11	The proposed solution is suitably sized for UIIC to ensure smooth 2FA login and authentication with 1000 concurrent authentications. Provision should be kept at the time of sizing for at least 5% growth in number of users every year over the next 5 years. In case, the software ability to handle the said load is found to be insufficient, the bidder will have to bear the cost of upgrade of the software.	The proposed solution is suitably sized for UIIC to ensure smooth 2FA login and authentication with 200 concurrent authentications. Provision should be kept at the time of sizing for at least 5% growth in number of users every year over the next 5 years. In case, the software ability to handle the said load is found to be insufficient, the bidder will have to bear the cost of upgrade of the software.
18	ANNEXURE XIII PRE-CONTRACT INTEGRITY PACT	New Clause	5 Earnest Money (Security Deposit)
19	9. CHECKLIST FOR SUBMISSION Eligibility Bid Documents	13 Copy of RFP duly Signed and Stamped	13 Copy of this RFP along with all the corrigendum duly signed and stamped
20	9. CHECKLIST FOR SUBMISSION Technical Bid Documents	1 Functional & Technical Requirements 2 Masked Bill of Material	1 Functional & Technical Specification 2 Masked Commercial bid



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Project Timelines

S. No.	Existing Clause 3.6		Revised Clause 3.6	
	Activities	Indicative Timelines	Activities	Indicative Timelines
1	Finalization of L1 bidder and issue of LOA	T	Finalization of L1 bidder and issue of LOA	T
2	Collection of Performance Bank Guarantee and agreement	T+2 Week	Collection of Performance Bank Guarantee and agreement	T+2 Week
3	Proof of concept	T+5 Week	Proof of concept	T+5 Week
4	Purchase Order from UIIC to successful bidder after successful POC	T+6 Week	Purchase Order from UIIC to successful bidder after successful POC	PO
5	Delivery of devices and complete solution components	T+9 Week	Delivery of devices and complete solution components	PO+5 Week
6	Deployment of solution	T+11 Week	Deployment of solution	PO+7 Week
7	Pilot implementation	T+12 Week	Pilot implementation	PO+9 Week
8	PAN India Roll out	T+15 Week	PAN India Roll out	PO+12 Week
9	Project Sign off by UIIC	T+16 Week	Project Sign off by UIIC	PO+13 Week



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ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS

- Following is the eligibility criteria for evaluation of qualification for tender:
- Bidder should explicitly state whether he complies with the requirement by stating "Yes" or "No".

SNO	PARTICULAR	SUPPORTING DOCUMENTS REQUIRED	COMPLIANCE (YES/NO)
1	The bidder should be registered as a company in India as per Company Act 1956.	The attested copies of Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies as applicable.	
2	The Bidder should have been in existence in the biometric based two factor authentication business for a minimum period of FIVE years in India.	Certificate of Incorporation and Certificate of Commencement of Business as applicable. Purchase Order with contact details of client.	
3	The Bidder should have a minimum turnover of INR 50 crores per annum in any one of the last three audited financials not prior to FY 2018-2019.	The Audited Balance Sheet and Profit & Loss Statement and CA Certificate for the period	
4	The bidder has registered net profit (after tax) in any one of the last three audited financials not prior to FY 2018-19.	The Audited Balance Sheet and Profit & Loss Statement and CA Certificate for the period	
5	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this RFP ISO 9001:2008 ISO 27001 CMMI Level 3 (Optional).	The certified copy of the certifications awarded.	
6	Bidder should have not been black listed at any time by the Government / Government agency / Banks / Financial Institutions in India.	Declaration to be provided. As per Annexure III .	
7	Details of PAN and GST Registration.	Certified copy of GST Certificate. Certified copy of PAN Card.	
8	The Bidder should have supplied, installed and commissioned biometric authentication solution with minimum 10000 biometric live finger print Devices to at least three customers with in BFSI/ PSU/ Government sector in India in last 5 years.	1. Copy of original PO highlighting the following details: a) Date of PO b) Name of Parties c) Scope of Work 2. Successful completion/ satisfactory certificate of project from client.	



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9	The bidder should have a support / representative office in Chennai to provide onsite support immediately.	The contact person (2 Names, contact numbers and email Id's to be provided). Three level support escalation matrix to be provided, for technical and non-technical issues.	
10	The bidder should be owner of the Biometric Application Software / Biometric Device. The Bidder must be in a position to provide support / maintenance / up-gradation during the period of contract. In case, the Bidder is not the OEM for Biometric Application Software / Biometric Device, the bidder should have a back-to-back agreement with the respective OEM to provide support / replacements / maintenance / up-grades during the period of contract with UIIC. In such a condition the bidder shall be the sole agency responsible for the project and a single point of contact for UIIC for all purposes relating to the scope of work contained in this RFP	OEM to submit self-declaration in OEM's letter head. Bidders to submit OEM/Developer's authorization form from the OEM of the Finger Print Device as per Annexure VI .	
11	The bidder should submit a certificate from OEM for availability of spares for at least 5 years for the biometric equipment's quoted.	Undertaking from the OEM in their company's letter head	
12	Bidders should propose the latest models and should not include models, which are marked to be withdrawn from the market (End of Life) during the next 5 Years, or reaching End of Support (EOS) in the next 5 Years.	Self-Declaration letter by Bidder's authorized signatory	
Eligibility Criteria for OEM			
13	OEM of Biometric Solution should have a registered office in India.	Details of the registered office duly certified by OEM Authorized Signatory.	
14	OEM should have supplied USB finger print device (STQC Certified Products) to at least three customers with minimum 10000 count in BFSI / PSU / Government sector in India in last 5 years.	1. Copy of original PO highlighting the following details: a) Date of PO b) Name of Parties c) Scope of Work 2. Successful completion/ satisfactory certificate of project from client.	



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15	OEM should have supplied biometric authentication solution to at least three customers in BFSI / PSU / Government sector in India in last 5 years.	1. Copy of original PO highlighting the following details: a) Date of PO b) Name of Parties c) Scope of Work 2. Successful completion/ satisfactory certificate of project from client.	
16	Bidder/OEM of Biometric Solution should have service centers in India. Bidder has to provide replacement of device, if it is not repairable by the bidder during entire project period.	Self-Declaration by Bidder/OEM's authorized signatory with the following details about the center: a) Team Details: Number of industry experts, their experience. b) Activity Details: Area of focus, the disciplines it covers (businesses, technology) functions it supports. c) Location details and number of years it has been in existence. d) Contact details: Phone and Email of the person heading the service Center.	

Note: The bidders must comply with all the above mentioned criteria. Noncompliance of any of the criteria will liable for rejection of the bid. Photocopies of relevant documents/certificates should be submitted as detailed in the "supporting documents required" column as proof in support of their eligibility in terms of the above minimum eligibility criteria. The company reserves the right to verify/evaluate the claim made by the bidder independently and seek clarifications, if required.



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ANNEXURE IX - FUNCTIONAL AND TECHNICAL SPECIFICATION

1	FINGER PRINT BIOMETRIC DEVICE	COMPLIANCE (YES/NO)	REMARKS
1.1	Proposed Finger Print Device should be STQC Certified Product.		
1.2	The proposed fingerprint Device should be in conformity with ISO 19794-2 (Fingerprint template Compliance for minutiae data) and ISO 19794-4 (Fingerprint template Compliance for image resolution).		
1.3	Device Scan Resolution (DPI)	500	
1.4	Grey Scale/Image type	8 bit, 256 levels	
1.5	Maximum Acquisition Time (Placement to Template)	<2 sec.	
1.6	Operating Temperature range	0 to 45 degree centigrade	
1.7	Storage Temperature range	0 to 50 degree centigrade	
1.8	Device Interface & power supply.	USB 2.0 and above	
1.9	Capture Mode	Live Finger print capture for Enrollment, Authentication and Verification.	
1.10	Light Source Dependability	No	
1.11	Platen-High Resistance	To shock, abrasion and water. Minimum IP 54 rating.	
1.12	Humidity	10% to 90% (Non-Condensing)	
1.13	Visual indication	Visual indication either at device level or at application level for indicating various events like: (a) Indication for placing finger. (b) Start of capturing. (c) End of capturing.	
1.14	The proposed finger print device should be in compliance with UL or IEC60950.		
1.15	The proposed finger print device uses USB cable with at least 1.5 meters length.		
1.16	The proposed finger print device should support Auto capture with built-in quality check (must incorporate NIST quality considerations).		
1.17	The proposed finger print device should be certified for environment, Health and Safety as per ROHS certification.		
1.18	The proposed finger print device should have the Live Finger detection capability and finger print should be encrypted at host level using PKI/Asymmetric encryption.		
1.19	The proposed finger print device should be capable to identify and reject Fake and Gummy fingerprints.		
1.20	The proposed finger print device should have capability to reject Latent finger print (finger prints left behind on sensor surface).		
1.21	The individual finger print device should have unique identification codes / serial numbers.		
1.22	The bidder should provide suitable documentation on installation of client side component.		
1.23	The bidder should ensure that except the finger print device driver software, there should not be any requirement of loading any software at User end.		



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1.24	The bidder should propose to deliver fingerprint devices to all UIIC office locations across India viz. Micro Office /Branch Office /Divisional Office /Regional Office /Head Office for installation and provide necessary training to UIIC officials after successful installation of these devices.		
1.25	The bidder should appoint team / person, for capturing the finger Prints of Employees initially during installation across the offices of UIIC.		
1.26	The finger print data of all users stored into servers must be stored in encrypted form only.		
2	INTEGRATION AND CONNECTIVITY		
2.1	Bidder should integrate proposed solution with Java, .net, PHP and HTML5 based applications. Provide details of other compatible platforms also.		
2.2	Bidder should integrate proposed solution with various applications used by UIIC which includes GC CORE, SAP, DMS and any other UIIC applications. Bidder should integrate with AD or any LDAP directories for Windows authentication.		
2.3	Bidder should deploy and integrate proposed solution on a high availability mode at the Datacenter and Disaster Recovery Site of UIIC. Both DC and DR should be in Active-Active mode.		
2.4	The license provided for proposed solution should be perpetual.		
2.5	The bidder should propose to provide latest version of enterprise wide perpetual license for the 2FA application, with unlimited user license within UIIC.		
2.6	Bidder should provide onsite support for integration till the Systems go into production. Cost if any should be factored in the commercial bid.		
3	Biometric Authentication Solution		
3.1	The biometric authentication solution should have dedicated authentication server to manage all authentication.		
3.2	The Proposed solution should be browser and OS independent.		
3.3	The solution should have the capability to bye-pass authentication for any of the following for given period of time: i. A particular user ii. A particular department iii. A particular office iv. A particular region v. Entire organization vi. For any particular application.		
3.4	Application Server loaded with the Biometric application software should be provided Super Admin console for enrolment and verification fingerprints.		
3.5	After implementation of the Biometric login solution, the employee should be able to login through any System (PC) or any branch.		
3.6	The proposed system must work on ISO 19794-2 fingerprint templates the matching algorithm should also use ISO 19794-2, the client app should generate ISO templates and store the templates at the central database as ISO 19794-2 only.		
3.7	The biometric authentication solution must return the success/failure response to any login attempt within 3 seconds.		
3.8	The client machines could be thin clients/desktops/laptops currently working on RHEL 5.4 or above, Windows 8, 8.1 or above, which should be supported by the proposed two factor authentication SDK/APIs.		



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3.9	The solution should be modular and scalable to cater to increasing user base and / or addition of new corporate systems which need Two Factor Biometric Authentication.		
3.10	The solution should perform local de-duplication at sensor level at the time of enrolment to ensure that all captured fingerprints of an enrollee are different.		
3.11	The proposed solution is suitably sized for UIIC to ensure smooth 2FA login and authentication with 200 concurrent authentications. Provision should be kept at the time of sizing for at least 5% growth in number of users every year over the next 5 years. In case, the software ability to handle the said load is found to be insufficient, the bidder will have to bear the cost of upgrade of the software.		
3.12	The solution should have provision of automatic archiving of old data (i.e., data past its life time) to save on storage box and to optimize the solution.		
3.13	The solution should be customizable and configurable to support an architecture whereby multiple users share a common finger print device in the branch for authentication, as well as have provision for use of one device per user. This should be configurable at the server level whenever UIIC desires so.		
3.14	The bidder ensures that the 2FA solution offered, accepted and implemented does not in any way disturb or degrade the performance of either the back-end or front-end functioning of the GC CORE, SAP and DMS or any other application of UIIC.		
3.15	The solution should be capable of providing various MIS and audit trail reports of login by users and transactions made using 2FA, as and when required by UIIC/UIIC's Internal/External auditor, Regulatory authorities.		
3.16	The proposed solution should be able to provide protection from client side vulnerabilities such as Confused Authorization attacks, Fingerprint Data Storage Vulnerability, Fingerprint Sensor Exposure Vulnerability, and Pre-embedded Fingerprint Backdoor etc. to secure the biometric framework at client and server side.		
3.17	The proposed solution should work in a virtual environment.		
3.18	The bidder should propose to provide a web-based service manager for tracking, escalating & resolving user complaints.		
3.19	The bidder should propose to maintain a sufficient inventory stock of working finger print devices at any given point of time, so that the replacements for malfunctioning devices can be done without any delay.		
3.20	The proposed solution should ensure a web-based user interface for inventory management of the finger print devices along with the details of user allotment and provide all requisite MIS reports. This should be integrated with UIIC's hardware inventory system.		
3.21	The bidder should propose the guarantee for continued support and service during the warranty period & AMC for the finger print devices, which would be installed at different branches/offices.		
3.22	The bidder should ensure that the finger print devices remain compatible with any hardware, software, firmware and patches /upgrades done periodically on the office desktops/Laptops, as per UIIC's Policy.		



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ANNEXURE X - COMMERCIAL BID

COMMERCIAL BID- ITEMWISE BREAK UP

*All prices are in INR and exclusive of applicable taxes

Total Cost of Ownership (TCO)			
S.N.	Table Reference	Items	Cost (Excluding all taxes) (INR)
1.	Table I	Hardware Cost	
2.	Table II	Software Cost	
3.	Table III (A&B)	Integration and commissioning Cost	
4.	Table IV	Training Cost	
5.	Table V	Helpdesk and FMS	
6.	Table VI	Additional Requirement	
Grand Total - TCO for 5 years			

Grand Total in words INR _____

Note:

1. All the prices of this document should flow correctly from the respective sheets.
2. The total cost should flow from the individual sheets within this Annexure.
3. Bidder should strictly follow the format given in Table.
4. UIIC reserves the right to change the quantity of items quoted above at the time of placing order. In such case the value of the order will be the cost of items finally opted by UIIC.
5. The warranty will start from the date of signing the ATR.
6. The Bidder is responsible for all the arithmetic computation & price flows. UIIC is not responsible for any errors.
7. Quotes as per Annexure X in envida will be considered final for arriving at L1 bidder.

Table I: Hardware Cost

Solution	Quantity (A)	Make & Model	Unit Rate (B)	Amount with 3 years warranty (Excluding all taxes) (C=A*B)	AMC (Excluding all taxes)		Total Amount for 5 Years (T=C+D+E)
					4 th Year (D)	5 th Year (E)	
Finger Print Device	11000						
Server at DC and DR	VM will be provided by UIIC in Hypervisor Environment. Number of VM and their specification to be mentioned in ANNEXURE XI .						
Any Other (DC and DR)							
Total (I)							



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Table II: Software Cost

Solution	Quantity (A)	Make & Model	Unit Rate (B)	Amount with 3 year warranty (Excluding of all taxes) (C=A*B)	ATS (Excluding all taxes)		Total Amount for 5 Years (T=C+D+E)
					4 th Year (D)	5 th Year (E)	
Biometric Server Application at DC and DR (Active-Active)							
Biometric Client Application	11000						
Server OS at DC and DR							
Database License at DC and DR							
Any Other (DC and DR)							
Total (II)							

Bidder has to quote the OS license cost for both App and DB servers. However, if Windows OS is proposed by the bidder, UIIC will provide the licenses for Windows OS. For arriving at L1 bidder cost proposed by bidder will be considered. Quantity of server (VM) mentioned in table II should match with the quantity of VM mentioned in Annexure XI Hardware Sizing.

Table III: Integration and commissioning Cost

A) Integration Cost

Solution	No. of Application (A)	Unit Rate (B)	Total Cost (Excluding all taxes) (C=A*B)
Windows AD Login	1		
GC CORE Login	1		
GC CORE NEFT/Financial Transaction Approval	1		
GC CORE Underwriting Approval	1		
GC CORE Claim Approval	1		
SAP Login	1		
SAP Transaction Approval	1		
SAP Attendance	1		
DMS Login	1		
SIEM Tool Integration	1		
Total (III) (A)	10		

B) Commissioning Cost

Solution	Total Cost (excluding all taxes)
Support for Enrollment of all UIIC employees at all RO's	
Total (III) (B)	

Table IV- Training Cost

Training Type	Minimum No. of Days	Batches	No. of Trainees per batch	Rate per batch (Excluding all taxes)	Total Amount (Excluding all taxes)
Train the trainers at HO	1 day	4	25		
Total (IV)					



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Table V- Helpdesk and FMS Resources

Solution	Quantity	1st Year	2nd Year	3rd Year	4th Year	5th year	Total Amount(Excluding all taxes)
Biometric Helpdesk Support at HO	L1 (1)						
	L2 (1)						
Total (V)							

Table VI- Additional Requirement

For additional requirement if any at a later date (cost per person)	Per Man-day Rate	Number of Unit in Man-days	Total Amount (Excluding all taxes)
New Integration		100	
Total (VI)			

For arriving at L1 bidder, 100 Man-days as per the above table will be taken into account. However, the payment for the same would be on actual usage basis. The price validity should hold good for the entire project period. UIIC has the right to utilise more than 100 Man-days at the same cost during the project period.



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ANNEXURE XI - HARDWARE SIZING

Sizing for Application Server:

NODE	No Of VM on Each Node	Number of Core/Processor (Intel(R) Xeon(R) Gold 6258 R)	RAM	HDD
DC Site				
NODE 1				
NODE 2				
DR Site				
NODE 1				
NODE 2				

Sizing for Database Server:

NODE	No Of VM on Each Node	Number of Core/Processor (Intel(R) Xeon(R) Gold 6258 R)	RAM	HDD
DC Site				
NODE 1				
NODE 2				
DR Site				
NODE 1				
NODE 2				

Any Other

NODE	No Of VM on Each Node	Number of Core/Processor (Intel(R) Xeon(R) Gold 6258 R)	RAM	HDD
DC Site				
NODE 1				
NODE 2				
DR Site				
NODE 1				
NODE 2				



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ANNEXURE XIII - PRE-CONTRACT INTEGRITY PACT

(Bidders to submit integrity pact in Rs. 100/- stamp paper in 2 (two) copies)

(To be submitted in original before tender closing date)

Ref: 000100/HO IT/RFP/187/2022-2023 – “REQUEST FOR PROPOSAL (RFP) FOR PROCURING TWO FACTOR BIOMETRIC AUTHENTICATION SOLUTION”

Date:

1 General

This pre-contract Agreement (hereinafter called the “Integrity Pact” or “Pact”) is made at _____ (Place) on _____ day of the month of _____, 2022 between, on one hand, United India Insurance Company Limited, having its Head Office at No 19, 4th Lane, Nungambakkam High Road, Chennai – 600 034 (hereinafter called the “BUYER/UIIC”, which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and M/s. _____ represented by Shri./Smt. _____, Chief Executive Officer (hereinafter called the “BIDDER/SELLER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to issue RFP for supply, installation and maintenance of Two Factor Biometric Authentication Solution and the BIDDER/SELLER is willing to offer/has offered the services and WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the BUYER to obtain the desired equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

2 Commitments of the BUYER

- 2.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 2.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 2.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an



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enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3 Commitments of BIDDER

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contact stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or dis-favour to any person in relation to the contract or any other contract with the Government.
- 3.3 BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDER shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/integrator/authorized government sponsored entity and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4 Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder



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or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5 Earnest Money (Security Deposit)

- 5.1 While submitting commercial bid, the BIDDER shall deposit an amount of ₹ _____ (Rupees _____ only) as specified in the RFP as Earnest Money/Security Deposit, with the BUYER through any of the following instrument:
- in the form of electronic credit only to UIIC Bank Account.
 - A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
 - Any other mode or through any other instrument, as stated in RFP.
- 5.2 The Earnest Money/Security Deposit shall be valid for a period of 180+45 Days or the complete conclusion of the contractual obligation to the complete satisfaction of both the BUYER and THE BIDDER, including the warranty period, whichever is later.
- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provision of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6 Sanctions for Violations

- 6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue.
 - The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit/Performance Bond) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.
 - To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
 - To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - To debar the BIDDER from participating in future bidding processes of the BUYER or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.
 - To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
 - Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1 (I) to (X) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the



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knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

- 6.3 The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

7 Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub system was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8 Independent Monitors

- 8.1 The BUYER has appointed **Shri A Vijay Anand, IRS (Retd.)** and **Dr. Joginder Paul Sharma IAS (Retd.)** as Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Their contact details are as under:

Shri A. Vijay Anand, IRS(Retd.)	Dr. Joginder Paul Sharma, IAS(Retd.)
303, Salarpuria Paradise, Agga Abbas Ali Road, Ulsoor Bangalore-560011 Mobile No: 9686575664 Email ID: Vijay_anand45@hotmail.com	D-266, Sector-47 Noida, UP - 201301 Mobile: 9650999444 Email ID: sharmajp1@gmail.com

- 8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 8.3 The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.
- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 8.8 The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

9 Facilitation of Investigation

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10 Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.



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11 Other Legal Actions

The actions stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12 Validity

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13 The parties hereby sign this integrity Pact, at _____ on _____

(a) for & on behalf of United India Insurance Co. Ltd

DEPUTY GENERAL MANAGER

In the presence of:

Witnesses - 1:

Witnesses - 2:

(a) for & on behalf of (BIDDER'S NAME)

CHIEF EXECUTIVE OFFICER

In the presence of:

Witnesses - 1:

Witnesses - 2:



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ANNEXURE XV – ELIGIBILITY CUM TECHNICAL EVALUATION CRITERIA

Sl. No	Criteria Description	Rules for Awarding Points	Max Points
1	Number of years the Bidder/OEM has been in practice as on 31.03.2022 in India.	10 points for 5 years of presence and 1 point for each additional completed year of presence.	15
2	Average annual turnover for preceding three financial years.	If turnover is ≥ 50 crore ≤ 100 crore, 5 points If turnover is > 100 crore ≤ 150 crore, 10 points If turnover is > 150 crore ≤ 200 crore, 15 points	15
3	Average annual net profit for preceding three financial years.	If Net profit is less than INR 5 crore, 0 points If Net profit is ≥ 5 crore ≤ 10 crore, 5 points If Net profit is > 10 crore ≤ 15 crore, 10 points If Net profit is > 15 crore ≤ 20 crore, 15 points	15
4	Minimum Three BFSI /PSU /Govt. companies as client with minimum 10000 STQC certified device based solution implemented for each client.	15 points for 3 BFSI /PSU /Govt. companies and 1 point for each additional company.	20
5	Proposed biometric device is enabled with PKI/Asymmetric encryption technology for sending and receiving biometric data to and from server for enrollment and authentication.	<ul style="list-style-type: none"> If the proposed solution supports PKI/Asymmetric encryption technology. (5 points) If PKI/Asymmetric encryption based solution was implemented in 2 BFSI /PSU /Govt. companies. (10 points) If PKI/Asymmetric encryption based solution was implemented in 3 BFSI /PSU /Govt. companies. (15 points) 	15
6	CMMI Level 3 certification.	If the bidder is certified with CMMI Level 3 Certificate.	5
7	Technical employee for biometric solution in India.	Disqualified, if technical employee for biometric solution is less than 20. If number of technical employee for biometric solution ≥ 20 and ≤ 25 (10 points) If number of technical employee for biometric solution > 25 and ≤ 40 . (20 points) If number of technical employee for biometric solution > 40 and ≤ 50 . (25 points)	25



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8	Presentation on proposed solution to be made by the Bidder.	The bidder of this RFP have to give presentation/interaction before the panel of representative of UIIC on the methodology/approach, time frame for various activities, strengths of the bidder on such projects. The technical competence and capability of the bidder should be clearly reflected in the presentation. If any shortlisted bidder fails to make such presentation, they will be disqualified from the selection process. UIIC will confirm the veracity of the claims in the presentation during the site visit and if not satisfied, bidder will be disqualified from the selection process. <ul style="list-style-type: none">• Understanding of UIIC's business and operating environment.• Demonstration of organization capability for the proposed solution.• Demonstration of value proposition offered in bid which shall enable the success of the project.• Detailed Solution capability, approach and project time lines.	40
	Total		150



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9. CHECKLIST FOR SUBMISSION

Sr. No.	Eligibility Bid Documents	Format for Submission	Submitted (Yes/No)
1	Power of Attorney or Board Resolution Letter for Authorized Person for signing bid documents	Board Letter	
2	Format for Letter of Authorization	Annexure I	
3	Bidder Profile	Annexure II	
4	No Blacklist Declaration	Annexure III	
5	Eligibility Criteria for Qualification of Bidders	Annexure IV	
6	Bank guarantee for EMD (as per format)	Annexure V	
7	OEM / DEVELOPER'S Authorization Form	Annexure VI	
8	NDA (NON - Disclosure Agreement Format)	Annexure VII	
9	Undertaking for NIL Deviations	Annexure XII	
10	Pre-Contract Integrity Pact	Annexure XIII	
11	Offer Covering Letter	Annexure XVI	
12	Details of project undertaken in last 5 years.	Annexure XVII	
13	Copy of this RFP along with all the corrigendum duly signed and stamped	RFP and Corrigendum	
Sr. No.	Technical Bid Documents	Format for Submission	Submitted (Yes/No)
1	Functional & Technical Specification	Annexure IX	
2	Masked Commercial Bid	Annexure X	
3	Hardware Sizing	Annexure XI	
Sr. No.	Commercial Bid Documents	Format for Submission	Submitted (Yes/No)
1	Commercial Bid	Annexure X	