



युनाइटेड इंडिया इंश्यूरेन्स कंपनी लिमिटेड,  
प्रधान कार्यालय, चेन्नई

UNITED INDIA INSURANCE COMPANY LIMITED,  
HEAD OFFICE, CHENNAI



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**REQUEST FOR PROPOSAL (RFP)**  
**“Appointment of Auditor for Comprehensive Forensic Services and Incident Investigation”**

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**TENDER NO: 000100/HO IT/RFP/92/2025-2026**



**IT DEPARTMENT**  
**UIIC Head Office: No. 24, Whites Road, Chennai 600 014.**  
**CIN: U93090TN1938GOI000108**  
**Date: 16/12/2025**



## **IMPORTANT NOTICE**

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Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The Bidder must quote for all the items asked for, in this tender.

The Bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by UIIC. UIIC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## **Definition and Acronyms**

Terms	Definitions
UIIC	United India Insurance Company Limited
Contract	The agreement entered into between UIIC and the Bidder as recorded in the contract form signed by UIIC and the Bidder, including all attachments and annexure thereto and all documents incorporated by reference therein
Bidder	The bidder should be a Company / firm / LLP having its registered offices in India. It should also be registered with the GST Authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties, and should have been in operation for the last five years.
Service	The services specified in the RFP which the bidder is required to supply to UIIC under the contract.



Acceptance of Tender	The letter/ fax or any memorandum communicating to the bidder, the acceptance of his tender and includes an advance acceptance of his tender
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***Disclaimer: This Request for Proposal (RFP) is not an offer by UIIC, but an invitation to receive response from eligible interested bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a contract is signed and executed by UIIC with the Bidders. This document should be read in its entirety.***

**Interpretation:**

1. The terms RFP, Tender, bid have been used interchangeably and it shall be treated as one and the same for the purpose of this RFP document. All clarifications, amendments, modifications that may be issued in relation to this RFP shall be treated as part and parcel of the RFP and shall together constitute the RFP document.



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UNIC



## 1 INTRODUCTION

### 1.1 About the Company

United India Insurance Company Limited (UIIC) is one of the four leading Public-Sector General Insurance Companies transacting Non-Life Insurance business in India with Head Office at Chennai (Tamil Nadu), 30 Regional Offices, 6 Large Corporate and Brokers Cells, specialized HUBs for claim processing and overall 1400+ Operating offices geographically spread across India. UIIC has been in the forefront of designing and implementing complex policy covers to large customers. UIIC is also the pioneer in taking Insurance to rural masses. UIIC adopted vision to be the most preferred insurer in India with global footprint & recognition and trusted brand admired by all stakeholders one of its missions is to provide Insurance protection to all.

United India Insurance Company Limited, hereinafter called “UIIC” or “The Company”, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed/ to include its successors and permitted assigns, issues this bid document, hereinafter called Request for Proposal or RFP inviting response from Bidders.

### 1.2 Notice Inviting Bids

UIIC invites bids from eligible and experienced firms/ Companies for performing Pre Incident Assessment/ Response readiness Assessment, Comprehensive Forensic Audit and Incident Investigation as per the scope defined in the RFP document.

### 1.3 RFP Objective

Objective of this RFP is to appoint an independent CERT-In Empaneled Auditor to conduct Pre Incident Assessment/ Response Readiness Assessment, Comprehensive Forensic Audit and Incident Investigation for UIIC in line with scope of the RFP, guidelines issued by IRDAI dated 24th April, 2023 and all amendments thereto.

### 1.4 Period of Contract

Appointment of the Forensic Auditor through this RFP shall be for a period of **Three years**.

### 1.5 Schedule of Events

#### 1.5.1 Table of Schedules

Event	Details/ Target Date
Reference Number of RFP	<b>Tender No. 000100/HO IT/RFP/92/2025-2026 Date: 16<sup>th</sup> December, 2025</b>
Last date for submission of pre-bid queries	<b>26<sup>th</sup> December, 2025</b>
Tender Fee	<b>No tender fee applicable.</b>
Date of Pre-Bid Meeting	<b>08<sup>th</sup> January, 2026</b>
Mode of submission	<b>Online through Government e-Marketplace (GeM) Portal</b>
Last date for submission of bid	<b>22<sup>nd</sup> January, 2026 till 09:00 p.m.</b>
Opening of Technical Bid	<b>23<sup>rd</sup> January, 2026 @ 12:00 p.m.</b>
Bid Validity Period	<b>180 days from the last date of submission of the Bid.</b>





Opening of Commercial Bid	<b>Will be communicated later</b>
Declaration of Appointed Bidder	<b>Will be communicated later</b>
Email ID for communication	<a href="mailto:rfpitsec@uiic.co.in">rfpitsec@uiic.co.in</a>

### 1.5.2 Note

- UIIC reserves the exclusive right to make any amendments / changes to or cancel any of the above actions or any other action related to this RFP.
- UIIC reserves the right to change the dates mentioned in the RFP.
- If any of the above date is declared as a holiday for UIIC, the next working date will be considered for further proceedings.
- This is a non-transferable RFP document.
- A copy of the Tender document is available on UIIC web portal <https://www.uiic.co.in/web/tenders-rfp>.
- Please note that the Company shall not accept any liability for non-receipt/ non-delivery of bid document(s) in time.
- Companies blacklisted or terminated by UIIC are not allowed to participate in this Tender.
- As per IRDAI guidelines, the successful bidder after signing the agreement cannot participate for any other Cyber Security related Tender of UIIC (Security Operation Centre (SOC), attack surface monitoring, Red Teaming, Cyber Security Assurance Audit etc.) during the Contract Period of their engagement.

## 1.6 Proposal Structure

The Bidders should include below mentioned documents as part of their response to this Tender:

Bid Round	Sub-Sections	Submission Required
<b>1. Technical Bid</b>	Eligibility Criteria	Annexures 1 to 14
	Technical Evaluation Criteria	Annexure-15
<b>2. Commercial Bid</b>	Commercial Bid Response document	Annexure-16

### 1.7 Technical Bid Proposal

- The Bidder needs to submit all the annexures from Annexure 1 to Annexure 14 for Technical Eligibility Bid.
- Non-compliance/ Non-Submission to any of these criteria would result in outright rejection of the Bidder's proposal.
- The Bidder is expected to provide proof for the points wherever applicable for eligibility evaluation criteria.
- Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation.
- All credential letters should be appropriately bound, labeled and segregated in the respective areas.
- There is no restriction on the number of credentials a Bidder can provide.
- Only Annexure-15, will be considered for Evaluating for Technical round for eligible Bidders.
- The decision of UIIC would be final and binding on all the Bidders in response of this document.
- UIIC may accept or reject an offer without assigning any reason what so ever.

### 1.8 Commercial Bid Proposal

- Bidders to submit commercial proposal along with technical proposal.
- The Commercial bid must be in the Bill of Materials format as provided in [Annexure-16](#).



## 2 SCOPE OF WORK

Keeping in view the guidelines issued by IRDAI, UIIC proposes to appoint a firm for providing Cyber forensic services to ensure compliance, protect sensitive data, and mitigate financial losses in the face of increasing cyber threats. The scope of engagement includes:

- a) Pre-Incident Gap Assessment / Incident Response Readiness Assessment
- b) Forensics for Incident (As and when required/ on incident basis)

### 2.1 Pre-Incident Gap Assessment / Incident Response Readiness Assessment

One of the objectives of the RFP is to engage with an experienced Vendor to provide Incident Response Readiness Gap Assessment to UIIC. Vendor shall conduct a Pre Incident Gap Assessment / Incident Response Readiness Assessment for UIIC and provide Incident Response Readiness Guide within 90 days of issuance of PO.

#### 2.1.1 Description of Incident Response Readiness Assessment

This assessment is to review UIIC existing Incident response plans, technologies deployed, log sources in place to detect/analyses and readiness in order to respond to attacks/ breaches within stipulated timelines. In this Assessment the Vendor shall recommend UIIC to establish incident response capabilities so that UIIC is ready to respond to any potential cyber incident. It involves preparing for handling of potential cyber incidents by:

- a) Identifying the procedural and technical gaps in existing Policy, Information Technology Setup w.r.t. incident response readiness(IRR), incident response teams, representatives from UIIC.
- b) Recommending incident response plans,
- c) Recommendation for roles and responsibilities for UIIC to handle an incident,
- d) Workshops/Discussion to be conducted with various stakeholders in UIIC in order to understand UIIC environment that will enable Vendor's Incident response team to respond, mitigate, recover from Cyber-attacks asap.
- e) Vendor should clearly define below modalities in detail.
  - i. Vendor's Incident Response (IR) team structure and responsibilities
  - ii. Communication between different teams and stakeholders needs to be done in case of a Cyber Incident.
  - iii. Procedure for sharing evidence / access to the required logs.

#### 2.1.2 Detailed Scope of Incident Response Readiness Assessment

The Pre Incident Assessment should not only be limited to meetings/workshops, but also Infrastructure manipulation capabilities to be assessed based on various real time use cases, including but not limited to:

- 1) Assessment of log management,
- 2) Forensic evidence handling procedures,
- 3) Chain-of-custody readiness,
- 4) Monitoring/ SIEM preparedness,
- 5) Incident Response plan reviews,
- 6) Compliance with CERT-In, IRDAI guidelines and UIIC Policies.
- 7) Breach Readiness Review- Evaluate UIIC's ability to detect, respond, recover from a cyber-breach.
- 8) Compromise Assessment- Check for hidden breaches or indicators of compromise in the current environment.
- 9) Cyber Risk Assessment- Evaluate overall cyber risk posture, threat exposure, control maturity.
- 10) Ransomware Readiness Assessment- Evaluate ability to detect, isolate, recover from ransomware attacks.
- 11) Credentials management (e.g. password change policies).
- 12) System backup architecture and backup recovery.



- 13) Assessment of readiness to respond, mitigate, recover from various attack scenarios, but not limited to;
- Espionage by threat actors (including state-sponsored groups)
  - Watering hole attacks, trusted relationship attacks, supply chain attacks
  - Ransomware attacks
  - Unauthorized access to servers, databases, web applications or Security bypass attacks, and to network equipment.
  - Financial Transaction fraud
  - Insider attacks- Leaks, disruption, sabotage, unauthorized access, unauthorized cryptocurrency mining -Example: Crypto-jacking, Exploiting Vulnerabilities, Drive-by Mining etc.
  - Infection using botnets.
  - Phishing campaigns by Links and attachments
  - Cryptocurrency mining and related cyber attacks
- 14) The log sources / security controls should include, but not limited to
- DHCP logs
  - DNS logs
  - Network traffic logs
  - Event logs from endpoints and servers (at the OS level)
  - EDR
  - SIEM
  - Wi-Fi connection logs
  - VPN connection logs
  - Web access logs
  - DLP system logs
  - Antivirus software logs
  - Authentication logs
  - Logs of user authorization and activities on business systems
  - Audit logs of user actions on servers, Virtual machine servers, network, cloud systems as used in UIIC
  - Checking sources and performance of SIEM systems
  - Email etc.
- 15) The Vendor will have sufficient dedicated forensic-related tools and associated software required for UIIC readily available, so that these can be accessed and utilized in case of a cyber-attack incident. These tools and software will be used specifically for log analysis, correlation, and other forensic activities on an emergency or war footing basis. No logs, metadata, or any related data should be transferred or stored outside India. The instance and all relevant data should be preserved for at least three (3) years after the end of the contract or as per the retention period agreed in writing by UIIC.
- 16) The Vendor shall assess the cybersecurity posture of UIIC by identifying existing threats and security gaps, and mapping them to the most relevant MITRE ATT&CK tactics and techniques, thus enabling UIIC to enhance its security controls and processes.
- 17) Extensive library of Indicators of Compromise (IOC) and Threat Intelligence should be utilized during assessment to analyze network traffic, servers, PCs, cloud (if applicable), network devices, and critical log data during assessment.
- 18) Recommendations on how to reconfigure or upgrade existing security event monitoring systems, backup solutions, security devices, etc.
- 19) In the event that any data or information related to UIIC is discovered or suspected to be present on the Dark Web, the Vendor shall immediately notify UIIC. Such notification must include all relevant details such as the nature of the data, source (if identifiable), potential impact, and recommended mitigation steps. The Vendor must also take all necessary



measures to assist UIIC in containing and investigating the exposure.

- 20) Vendor should monitor commercial feeds such as Unit 42, IBM-Force with regard to Indian IT Eco system related to financial sector and provide IPs, Domains, URLs, Hash values etc. which will be threats time to time so that UIICs SIEM will updated.

### 2.1.3 Deliverables for Incident Response Readiness Assessment

- 1) The Vendor shall create Incident response action Plan which shall consists of UIIC-incident response team's specific technical methods, step-wise strategies to handle the incident, checklists upon handling incident, and any incident reporting Forms/ Letters based on the assessment within 90 days of issuance of PO60. Plan created should be standard and meet with international standards such as CISA/NIST and in compliance with regulatory standards like IRDAI, CERT-In etc.
- 2) The Vendor shall create Incident Response Playbooks which shall detail in simple, precise and pictorial manner that if any incident takes place then how to handle it based on the assessment within 90 days of issuance of PO.
- 3) The Vendor shall provide reports for Breach Readiness Review, Compromise Assessment, Cyber Risk Assessment, Ransomware Readiness Assessment based on the assessment within 90 days of issuance of PO.

## 2.2 Incident Forensics

One of the objectives of the RFP is to engage with an experienced Vendor to provide Forensic Services in case of a Cyber-Incident. The Vendor shall work in cooperation with UIIC-Incident handling team for remediation and recovery from the Cyber-Incident.

### 2.2.1 Description of Incident Forensics

Once any incident or threat is identified, UIIC shall intimate the Vendor. The Vendor after receiving the intimation from UIIC shall immediately respond and start the forensic activity for the remediation and recovery from incident. General phases involved in the Incident Forensics are as following:

1. Incident Occurrence
2. Containment
3. Forensic Analysis
4. Eradication
5. Recovery
6. Reporting
7. Monitoring and Review

The Vendor based on his experience, may suggest for additions or exclusions towards the above phases to enhance the security posture of UIIC environment.

### 2.2.2 Detailed Scope of Incident Forensics

The detailed scope for Incident forensics outlines general phases involved into incident handling and steps involved into, this includes following but not limited to:

#### 2.2.2.1 Incident Occurrence

- a) This phase involves identifying a potential cyber incident or threat by collecting and analyzing data from various sources such as CERT-In, intrusion detection system (IDS), log files, applications, devices and network traffic etc. as intimated by UIIC.
- b) The Vendor must acknowledge and start the Incident Response within 2 Hours of receiving intimation from UIIC and confirm the same.
- c) Vendor should confirm for the incident occurrence and upon confirmed incident/ breach, in



concurrence to UIIC the Vendor should immediately start working based on preliminary information submitted by UIIC.

- d) Domestic support facility for incident response shall be made available by the Vendor.
- e) The Vendor should take remediation steps from remote location or from onsite location of breach as required by UIIC, as per below timelines:

<b>Timelines for Remediation Response to an Incident</b>		
<b>S.no.</b>	<b>SLA 24*7*365 days dedicated global and domestic support facility for cyber incident response</b>	<b>Upper Time limit</b>
1	Initial Response/Scoping of incident response once alerted from UIIC through Call/Email/Hotline/Other communication media for any location.	2 hours
2	Upon confirmed Incident, the Vendor should immediately start working on preliminary information submitted by UIIC Team	4 hours
3	<b>Onsite Location-Vendor should be at location of incident as needed by UIIC</b>	
3.1	Within India-Tier1 Cities, metropolitan city, State capitals (including DC/DR/NDR sites and UIIC offices)	10 hours
3.2	Within India-Cities apart from above in 3.1	20 hours

#### 2.2.2.2 Containment

- a) Vendor is required to work in coordination with UIIC towards containment of the incident to prevent any further damage to UIIC assets.
- b) This may involve but not limited to, isolating affected systems, disconnecting them from the network, or shutting them down.
- c) The Vendor should inspect and contain any other affected digital asset.
- d) The Vendor should help UIIC to contain the cyber incident and to eliminate components (Malware, Threat actor) of the Cyber Incident and assist UIIC in identifying and mitigating all vulnerabilities that were exploited by the threat actor.

#### 2.2.2.3 Forensic Analysis

- a) It involves analyzing the incident to determine the scope, cause, and extent of the damage.
- b) The Vendor shall provide the details of Incident handling team i.e. Incident Response team and start the analysis with UIIC permission.
- c) The Vendor shall further gather and examine evidences, interview witnesses, and use forensic tools to identify the attacker and their methods.
- d) Log retention and the logs collected/processed should be available for export in supported formats and not associated without any proprietary formats for audit/compliance purposes.
- e) The Vendor should be able to perform investigation on different technologies, assets inclusive of all technologies, applications, devices residing in UIIC IT-Ecosystem and the various resources required during the investigation should be scalable.
- f) Vendor shall have the ability to perform malware analysis and reverse engineer the malware samples using both automated and manual techniques and provide host-based and network-based indicators that are used to find the malware variants in the wild.
- g) The Vendor shall help restore the attacked system/ operations to normal state and should ensure that the systems are functioning normally and remediate vulnerabilities to prevent similar incidents.
- h) Vendor shall do Root cause analysis of the incident for corrective actions (Recommended by the Vendor) to be submitted to UIIC for improvements in robustness and resilience in Cyber Security posture of UIIC IT infrastructure.



#### 2.2.2.4 Eradication

- a) It involves removing the threat and restoring affected systems to their original state.
- b) For example, this may involve deleting malware, recommendation of closing vulnerability and exploit used by the threat actor to gain access to the network or restoring from backups.
- c) It should be made sure that eradication of threat is to be carried in cooperation with UIIC team without disruption to UIIC business operations and normal functioning.
- d) The Vendor shall confirm that the threat has been eradicated successfully and UIIC security posture is safe from the threat occurred.

#### 2.2.2.5 Recovery

- a) The Vendor shall work in co-ordination with UIIC team to restore the affected system.
- b) The Vendor shall extract the affected data and take a backup of important data as required.
- c) The Vendor shall ensure that all systems are functioning properly and are able to carry out normal business operations.

#### 2.2.2.6 Reporting

- a) Vendor shall assist UIIC to prepare reporting response and should assist till the incident is closed.
- b) Vendor shall assist in reporting and notification to Regulatory and statutory authorities, Law Enforcement Agencies, UIIC's Public Relations & Social Media Department, Human Resource Department, News publication etc.

#### 2.2.2.7 Monitoring and Review (Post-incident Review)

- a) Fix should be recommended confirming that a same level attack may not happen again.
- b) For improvement in Incident Response capabilities of UIIC, the Vendor should conduct a post-incident review to identify what worked well and what could be improved for handling of future incidents.
- c) The Vendor must give inputs to update UIIC incident response plan and suggest action plan for implementing necessary changes in the plan.

#### 2.2.2.8 Recommendations and Lessons learnt

- a) The Vendor shall recommend for corrective measures in order to avoid any such threat in future.
- b) The Vendor shall provide a general guide or playbook as lessons learnt in response to incident.
- c) The Vendor shall provide a forensic Report for the incident.

#### 2.2.3 Deliverables for Incident Forensics

- 1) The Vendor shall share the forensic reports,
  - a. Materials wherever necessary in hard copy, .pdf, .docx, .xlsx, .pptx or any other format as required by UIIC.
  - b. The report shall include but not limited to – Timelines of incident, Evidence of incident, Containment and Eradication evidences, detailed Forensic analysis, severity and impact by the incident, Recovery and backup, Regulatory & Legal aspects and Lessons learnt.
  - c. The report of investigation and evidence provided as a result of Forensic Audit shall be suitable/ qualified to be presented in any court of law in India. Any material findings should not be concealed in any case and is to be mentioned in the Report. Reports should be delivered in compliance with Legal (IT Act, Evidence Act, ISO 27037) & Regulatory Standards (IRDAI, CERT-In).





## 2.3 Ad-hoc Activity

- 1) Any other requirement similar to 2.1 Pre-Incident Gap Assessment/ Incident Response Readiness Assessment and/ or 2.2 Incident Forensics shall be considered as an ad-hoc activity.
- 2) Separate Purchase order will be issued by UIIC if required for the execution of the ad-hoc activity.
- 3) All other terms and conditions will be same as per 2.1 Pre-Incident Gap Assessment / Incident Response Readiness Assessment and/ or 2.2 Incident Forensics or as specified by UIIC.

## 2.4 Probable dimensions of Digital forensics the Vendor needs to act upon

### 2.4.1 Computer Forensics

- a. Includes laptops, desktops, servers, digital storage devices and all other electronic computing and network devices.
- b. The Vendor should be capable of performing imaging (bit by bit copy), back up of device and identifying indicators of compromise using digital forensic tools such as FTK Imager, Autopsy or similar tools.
- c. Vendor Should take necessary steps to detect and remediate lateral movement and to confirm to UIIC.
- d. Vendor should perform data extraction, data remediation, and detail the procedure to handle infected systems and/or laptop post incident
- e. Immediately take steps to preserve the integrity of potential evidences.
- f. Recover deleted or lost files using appropriate Data Recovery tools.
- g. Ensure that the investigation complies with relevant legal and regulatory requirements. Obtain necessary legal permissions and adhere to chain of custody protocols to maintain the integrity of evidence.
- h. Maintain proper documentation of activities and observations throughout the investigation process.
- i. Perform timeline analysis by creating chronological sequence of events based on digital evidence to reconstruct activities leading to and following an incident, facilitating contextual understanding and identifying potential compromise points.
- j. Perform correlation and link analysis and connect evidence to establish relationship between different elements
- k. Prepare detailed forensic reports documenting the findings, analysis, and interpretations of the evidence. Reports should be clear, concise, and suitable for both technical and non-technical audiences.
- l. If required, provide expert testimony in legal proceedings. The computer forensic expert of Vendor may need to explain the methodology used, the reliability of findings, and the significance of the evidence in court.
- m. Based on the findings, provide recommendations for remediation and preventive measures to enhance the organization's cybersecurity posture and prevent similar incidents in the future.
- n. In total, the service provider shall be equipped with tools and processes to ensure chain of custody is maintained throughout the engagement, secure handling (during incident response) and secure disposal of information, thus irreversibly destroying data (digital or physical) to ensure that it cannot be accessed, recovered, or misused after the incident response is complete.
- o. Document findings and interpretations in a comprehensive forensic report.



#### 2.4.2 Network Forensics

- a. Capture and preserve network traffic data, such as packet captures and log files, related to the incident, ensuring the integrity of the original data for analysis.
- b. Isolate affected systems or network segments to prevent contamination, analyze captured data for abnormal patterns, aiming to identify potential security breaches.
- c. Reconstruct a timeline of events by analyzing the sequence of network activities leading up to and following the incident, offering a chronological perspective on the attack or incident.
- d. Utilize network analysis tools to detect anomalies, unusual patterns, or suspicious behavior within network traffic, signaling potential security threats.
- e. Reconstruct complete network sessions linked to the incident to comprehend the entire flow of data between systems and pinpoint potential points of compromise.
- f. Perform packet-level analysis to scrutinize individual data packets for indications of malicious activity, evaluating payload content, headers, and any anomalies that might suggest an attack.
- g. Inspect network logs, encompassing firewall logs, intrusion detection/prevention system logs, and other pertinent logs, to gather supplementary information about the incident.
- h. Correlate different sources of network data to identify patterns and relationships, helping to understand the tactics and techniques used by attackers.
- i. Should identify, collect and examine crucial artifacts like temporary files, registry entries, logs and other remnants left by network-based attacks to gain additional insights into the incident through detailed analysis, for the purpose of Incident Investigation, Root cause Analysis, Containment & Recovery, Evidence Preservation for regulatory and legal action.
- j. Document findings, including the identified attack vectors, compromised systems, and any other relevant information that may be useful for further analysis or legal proceedings.
- k. Prepare a comprehensive network forensic report detailing the methodology, findings, and recommendations for remediation and prevention
- l. Collaborate with other UIIC teams, such as incident response and IT security, to ensure that the appropriate actions are taken based on the network forensic findings.
- m. Recommend measures for continuous monitoring of the network and use the lessons learned from the investigation to improve future incident response and network security.

#### 2.4.3 Mobile Device Forensics

- a. Record device details, hardware conditions, operating system version, and any visible damage or tampering.
- b. Use forensic methods to create a bit-by-bit copy of the device's storage, preserving original data, potentially employing related tools.
- c. Analyze SIM card data for call logs, text messages, and other communication-related information if applicable.
- d. Examine the device's file system to recover and analyze stored data, including documents, media files, and application data.
- e. Recover deleted or hidden data using forensic tools, offering insights into user activities and relevant information.
- f. Construct a timeline of events based on recovered mobile device data to understand the sequence of activities.
- g. Analyze data stored by device applications, including messaging apps, social media, and third-party applications.
- h. Mobile devices (used by employees, agents, or third parties) may sync with cloud services like Google Drive, iCloud, OneDrive, etc. these cloud accounts can store sensitive UIIC data, including customer details, claim documents, internal emails, or pricing models, thus examination is required if there is any unauthorized data sharing or exposure, track data deletion or modification trails (with timestamps & user identities).
- i. Investigate call logs, text messages, emails, and other forms of communication to identify





patterns and connections.

- j. Document findings and interpretations in a comprehensive forensic report.

#### 2.4.4 Database Forensics

- a. Collect relevant data from the database while preserving its integrity. (as applicable but not limited to)
- b. Analyze database structures, tables, and records for evidence of tampering or unauthorized access/ usage.
- c. Examine SQL queries and logs to identify suspicious activities or anomalies.
- d. Use forensics tools to recover deleted or modified data within the database.
- e. Construct a timeline of database activities related to incident to understand the sequence of events.
- f. Investigate user accounts and privileges to identify potential insider threats or compromised credentials.
- g. Analyze database logs for additional insights into user activities and potential security incidents.
- h. Ensure compliance with legal requirements throughout the investigation.
- i. Document findings and interpretations in a comprehensive forensic report.
- j. Prepare a detailed report suitable for submission in legal proceedings if necessary.

#### 2.4.5 Memory Forensics

- a. Capture a snapshot of the computer's volatile memory (RAM).
- b. Examine the memory dump to identify running processes, open network connections, and potential signs of malicious activity.
- c. Look for indicators of malware presence, such as injected code or suspicious patterns in memory.
- d. Extract artifacts from memory, including passwords, volatile data, and evidence of system manipulation.
- e. Reconstruct a timeline of events based on activities identified in the memory dump where ever available.
- f. Cross-verify memory findings with other digital forensic evidence for a comprehensive understanding.
- g. Document findings and interpretations in a comprehensive forensic report.
- h. Prepare a detailed report suitable for presentation and submission in legal proceedings if necessary.

#### 2.4.6 Malware Forensics

- a. Identify and assist to isolate the suspected malware on the affected system, analyze the malware's code, structure, and characteristics without executing it.
- b. Capture a sample of the malware for further analysis and investigation.
- c. Execute the malware in a controlled environment to observe its behavior and interactions.
- d. Analyze the malware's code, structure, and characteristics without executing it.
- e. Reverse engineer the malware's code to understand its functionality and potential vulnerabilities.
- f. Investigate the malware's behavior, including system interactions, file modifications, and network communication.
- g. Analyze network traffic generated by the malware to identify communication patterns and potential command-and-control servers.
- h. Extract relevant artifacts such as registry entries, file modifications, and persistence mechanisms used by the malware.
- i. Reconstruct a timeline of events related to the malware's activities on the system.



- j. Attempt to attribute the malware to specific threat actors or groups.
- k. Document findings and interpretations in a comprehensive forensic report.
- l. Prepare a detailed report suitable for presentation and submission in legal proceedings if necessary.

#### 2.4.7 Cloud Forensics

- a. Obtain access to relevant cloud services with proper credentials and permissions.
- b. Collect and preserve digital evidence from the cloud environment.
- c. Analyze logs and audit trails from the cloud service provider for insights into user activities.
- d. Investigate user accounts, permissions, and actions to identify potential security incidents.
- e. Examine network traffic between the cloud service and user devices for anomalies.
- f. Recover relevant data, including files, configurations, and communication records.
- g. Construct a timeline of cloud activities to understand the sequence of events.
- h. Document findings and interpretations in a comprehensive forensic report.
- i. Prepare a detailed report suitable for presentation and submission in legal proceedings if necessary.

#### 2.4.8 Forensic Data Analysis

- a. Locate relevant data sources such as File systems, memory, mobile device, emails, chat logs, app logs, databases, related Cloud services
- b. Create bit-by-bit forensic images, preserve metadata and timestamps, ensure chain of custody documentation, protect evidence from being altered or overwritten.
- c. Use trusted forensic tools to collect logs, emails, browser histories, network captures, access record, ensure relevant data is collected securely and forensically soundly
- d. Filter and extract relevant data, recover deleted files and hidden artifacts, normalize and structure unstructured data, perform timeline analysis of activities.
- e. Analyze by looking for patterns, anomalies, or indicators of compromise (IOCs), correlate events across systems (e.g., login activity vs file access logs), map user behaviors and data flow, perform keyword searches, hash matching, log correlation, email linking.
- f. Present the evidences to UIIC for internal/external reviews, legal proceedings, or disciplinary hearings
- j. Provide recommendations (e.g., patching, access control tightening), document improvements in data governance and incident response.
- k. Document findings and interpretations in a comprehensive forensic report.
- l. Prepare a detailed report suitable for presentation and submission in legal proceedings if necessary.

#### 2.4.9 Social Media Forensics

- a. Examine and analyze content from social media platforms to gather evidence related to cyberbullying, online harassment, fraud, or other criminal activities.
- b. Document findings and interpretations in a comprehensive forensic report.
- c. Prepare a detailed report suitable for presentation and submission in legal proceedings if necessary.

#### 2.4.10 Data Breach Investigation

- a. Assist in assembling a response team with expertise in IT, legal, and communication.
- b. Establish a clear incident response plan.
- c. Detect and confirm the existence of a potential data breach.
- d. Define the scope and nature of the breach.
- e. Assist in Isolating affected systems to prevent further compromise.
- f. Recommend temporary fixes or patches to minimize ongoing risk.



- g. Assist to remove malware, unauthorized access points, or vulnerabilities.
- h. Recommend solution for the root causes to prevent future occurrences.
- i. Restore systems and data from clean backups.
- j. Verify the integrity of restored systems.
- k. Determine the extent of the damage and data loss.
- l. Identify compromised data and affected individuals.
- m. Document all actions taken during the investigation.
- n. Prepare a detailed record for legal and regulatory purposes.
- o. Conduct digital forensics to trace the origin and methods of the breach.
- p. Preserve evidence for potential legal actions.
- q. Analyze the incident to understand vulnerabilities and weaknesses.
- r. Conduct a thorough review of the incident response process.
- s. Identify areas for improvement and to update the incident response plan.
- t. Volume of data, and extent of breach in terms of volume and spread must be captured in Report.
- u. Document findings and interpretations in a comprehensive forensic report.
- v. Prepare a detailed report suitable for presentation and submission in legal proceedings if necessary.

#### 2.4.11 Investigate Intellectual Property Theft

- a. Recognize signs of potential IP theft, like unauthorized access or suspicious activities.
- b. Assist UIIC to immediately secure compromised intellectual property to prevent further unauthorized access.
- c. Notifying and helping UIIC in reporting of the theft to law enforcement if necessary.
- d. Preserve evidence related to the theft through forensic analysis and documentation.
- e. Also Vendor should collaborate with law enforcement agencies and provide evidence for investigation.
- f. Forensic Vendor should be specialized in assistance, tracing and recovering stolen IP.
- g. Implement measures to mitigate the impact, update stakeholders, and protect sensitive information.
- h. Pursue legal action against perpetrators, seeking damages and restraining orders.
- i. Raise awareness, and enhance employee training.
- j. Document findings and interpretations in a comprehensive forensic report.
- k. Prepare a detailed report suitable for presentation and submission in legal proceedings if necessary.

#### 2.5 Note

- a. The Vendor should be reachable 24/7 via telephone and email.
- b. The Vendor should acknowledge within 30 min of receiving information from UIIC.
- c. Both UIIC and the Vendor to mutually accept that Cyber Forensic services are required.
- d. In case of disagreement or escalation (e.g., if the Vendor disputes the need for forensics), UIIC's decision shall prevail, ensuring there are no delays in commencing investigation.
- e. The Vendor should assign and deploy resources for forensic activity within 24 hours from the time of notice by UIIC.
- f. The Vendor should be capable to perform any other digital investigation/ forensic activity other than those mentioned above as per the requirement of UIIC.
- g. The above mentioned list is indicative and not exhaustive.
- h. The Vendor shall only use authorized and licensed tools for forensic purpose.
- i. The Vendor has to ensure that the investigation complies with relevant legal and regulatory requirements. Obtain necessary legal permissions and adhere to chain of custody protocols to maintain the integrity of evidence in all the activities for which he is on boarded.



- j. Employees of the Vendor deployed for the forensic activity should be qualified with relevant certifications and an experience of at least (3) years in digital forensics.
- k. The above scope is only indicative and not exhaustive, the Vendor should perform all the required activities wherever necessary.
- l. Tools used should be in Compliance with Legal & Regulatory Standards like- ISO 27037 is related to Digital Evidence collection.
- m. Reports as part of deliverables in specific with Incident response related should be in adherence to Indian legal standards (IT Act, Evidence Act, ISO 27037) and regulatory guidelines (IRDAI, CERT-In) and qualified to be submitted at the court of law in India.

### 3 INSTRUCTION TO BIDDERS

#### 3.1 General

- a) All costs and expenses incurred by the Bidders in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at sites, meetings, discussions, demonstrations, etc. and providing any additional information required by UIIC, will be borne entirely and exclusively by the Bidder.
- b) No binding legal relationship will exist between any of the Bidders and UIIC until execution of a contractual agreement, except the pre-contract Integrity Pact to be submitted along with the Bid. Post evaluation and finalization of the Bids and identification of the successful Bidder, the Integrity Pact will form part of the definitive agreement to be signed by the successful Bidder.
- c) For the other Bidders, the pre-contract Integrity Pact will be binding on them for any acts/omissions committed by the Bidder in violation/breach of the said pre-contract Integrity Pact in relation to the Bid submitted. Each Bidder has to acknowledge and accept that UIIC may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible Bidder(s).
- d) Every Bidder will, by submitting his Bid in response to this RFP, be deemed to have accepted the terms of this RFP and the Disclaimer.
- e) UIIC may, in its absolute discretion, seek additional information or material from any Bidder/s even after the tender/RFP closes and all such information and material provided must be taken to form part of that Bidder's response.

#### 3.2 Earnest Money Deposit (E.M.D)

- a) The intending bidders shall submit Bank Guarantee ([Annexure 7: Bank Guarantee Format for EMD/ Electronic Credit for EMD of Rs.4,00,000/- Rupees Four Lakhs only](#)). Bid will be treated as non-responsive and will be rejected in the absence of any one of the above mentioned.
- b) Bank Guarantee shall be drawn in favor of "United India Insurance Company Limited" payable at Chennai.
- c) The BG submitted as EMD should have a validity of 3 months.
- d) In case of Electronic Credit, the E.M.D shall be credited to our Bank Account as given below:

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No	200999095210000100ITAUDIT
Bank Details	IndusInd Bank
Remarks	EMD_ITAUDIT<Depositor Name>

- e) The EMD will not carry any interest.
- f) The electronic credit should be affected positively at least two days prior to the tender submission date.
- g) The first eighteen characters in the account number mentioned above are digits and remaining characters are alphabets.



### 3.2.1 Forfeiture of E.M.D

The EMD made by the bidder will be forfeited if:

- a) The bidder withdraws the tender after acceptance.
- b) The bidder withdraws the tender before the expiry of the validity period of the tender.
- c) The bidder violates any of the provisions of the terms and conditions of this tender specification.
- d) The successful bidder fails to furnish the required Performance Bank Guarantee (PBG) within 15 days from the date of receipt of LOA (Letter of Acceptance).

### 3.2.2 Refund of E.M.D

- a) EMD will be refunded to the successful bidder, only after submission of Performance Bank Guarantee (PBG) and signing of contract as per timelines defined in the RFP.
- b) In case of unsuccessful bidders, the EMD will be refunded to them after expiry of the final bid validity and upon completion of 30<sup>th</sup> day after the award of the contract.

## 3.3 Tender Document

### 3.3.1 Content of the Tender document

The bidder is expected to examine all instructions, terms, forms, and specifications in this document. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and shall result in the rejection of the bid.

### 3.3.2 Clarification of Tender document

- a) All queries/ requests for clarification from bidders must reach us by e-mail ([rfpitsec@uiic.co.in](mailto:rfpitsec@uiic.co.in)) only as per timeline given in [Section 1.5](#).
- b) UIIC will respond to any request for clarification of the tender document in the pre-bid meeting. The format for pre-bid queries shall be as per [Annexure-12: Format for Pre-Bid queries](#).
- c) It may be noted that no query of any Bidder shall be entertained after the Pre-Bid meeting.
- d) The Representatives of Bidders attending the pre-bid meeting must have proper authorization letter to attend the same.
- e) Authorized representatives of bidders attending pre-bid meeting should send Letter of Authorization along with contact details like phone number, email-id to the email-[rfpitsec@uiic.co.in](mailto:rfpitsec@uiic.co.in) at least two days prior to pre-bid meeting.
- f) It may be noted that UIIC may conduct pre-bid meeting virtually through video conference.
- g) Any modification to the Bidding Documents, which may become necessary as a result of the pre-bid meeting, shall be made by the Company exclusively through the issuance of an Addendum/Corrigendum and not through the minutes of the pre-bid meeting.

### 3.3.3 Amendment of Tender document

- a) At any time prior to the deadline for submission of Proposal, UIIC may, for any reason, either at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by an amendment. The amendment, if any, will be published on our Company Website.
- b) All Bidders must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the Bid. UIIC will not have any responsibility in case of any omission by Bidder/s.
- c) In order to afford prospective bidders reasonable time in which to take the amendment



into account in preparing their bids, UIIC may, at its discretion, extend the last date for the receipt of bids.

- d) UIIC shall not be liable for any communication gap. Further UIIC reserves the right to scrap the tender or drop the tendering process at any stage without assigning any reason.

### 3.4 Bid Preparation

#### 3.4.1 Language of Bids

- a) The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and UIIC, shall be written in English.
- b) Any printed literature furnished by the Bidder may be written in another language as long as the same is accompanied by an English translation in which case, for the purposes of interpretation of the bid, the English version shall prevail.

#### 3.4.2 Documents comprising the bid

The bids prepared by the Bidder shall be page numbered and comprise of the following:

##### 3.4.2.1 Eligibility cum Technical Bid Documents:

1. [Annexure 1](#): Offer Covering Letter
2. [Annexure 2](#): Bidder Profile
3. [Annexure 3](#): List of Bidder's Major Clients
4. [Annexure 4](#): Reference Form Format
5. [Annexure-5](#): Office locations and service infrastructure facilities
6. [Annexure 6](#): Undertaking for NIL Deviations
7. [Annexure 7](#): Bank Guarantee Format for EMD
8. [Annexure 8](#): Bid Security Declaration
9. [Annexure 9](#): Pre-Contract Integrity Pact (Format)
10. [Annexure 10](#): Certificate for E.M.D Waiver for MSE/NSIC Firms
11. [Annexure 11](#): Non-Disclosure Agreement
12. [Annexure 12](#): Format for Pre-Bid Queries
13. [Annexure 13](#): Self-Declarations
14. [Annexure-14](#): Company Background
15. [Annexure 15](#): Technical Evaluation Criteria
16. [Annexure 17](#): Bid Submission Checklist

##### 3.4.2.2 Commercial Bid

1. Commercial Bid Format – Bill of Materials (TCO- Total Cost of Ownership) as per [Annexure-16](#).

#### 3.4.3 Bidder's Qualification

- a) The "Bidder" as used in the tender documents shall mean the one who has signed the tender form. All certificates and documents received hereby, shall as far as possible, be furnished by the representative and the service provider.
- b) It is further clarified that the individual signing the tender or other documents in connection with the tender must certify that he/ she signs as duly Authorized Signatory in terms of Power of Attorney.

#### 3.4.4 Tender Fee (Non – Refundable)

Tender fee is not applicable.





### 3.4.5 Exemption of E.M.D

- a) Micro & Small Enterprises (MSE) units and Start-ups are exempted from payment of Tender fee & E.M.D provided the Services they are offering, are rendered by them.
- b) Exemption as stated above is not applicable for providing services, rendered by other companies.
- c) Bidder should submit [Annexure 10: Certificate for E.M.D Waiver for MSE/NSIC Firms](#) along with supporting documents issued by competent Govt. bodies to become eligible for the above exemption.
- d) Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee.
- e) Bidders may please note:
  - I. NSIC certificate/ UDYAM Memorandum should cover the items tendered to get tender fee exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission.
  - II. "Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
  - III. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having MSE or Start-up company status, can claim exemption for tender fee.

### 3.4.6 Period of validity of Bids

Bids shall remain valid for 180 days from the last date of submission of bids prescribed by UIIC. A bid valid for a shorter period may be rejected by UIIC as non-responsive.

### 3.4.7 Terms and conditions of Tendering Firms

Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications to this tender, if any.

### 3.4.8 Local Conditions

It will be imperative on each bidder to fully acquaint with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost.

### 3.4.9 Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the Bid except in the Commercial Bid. Failure to do so will make the Bid liable to be rejected.

### 3.4.10 Proposal Ownership

The proposal and all supporting documentation submitted by the Vendor shall become the property of the Company.

### 3.4.11 Documentation/ Manuals

The Bidder shall provide complete technical and other documentation/s for the services supplied during the period of contract. All the documents shall be in English and must be clearly indicative of services supplied.

## 3.5 Procedure of Submission of Bids

- a) Tender Bidding Methodology: Single Stage online submission & Two Stage of online opening:
  - I. Technical Bid.





## II. Commercial Bid

- b) The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. Bidders should submit hard copy if demanded or a clarification is sought in this regard.

### 3.6 Bid Submission

#### 3.6.1 Online Submission

- a) Mode of Submission of Bid/ tender/RFP has been published on GeM Portal.
- b) The soft copy of the RFP document can also be downloaded from UIIC's website <https://www.uiic.co.in/web/> under the section of "Tenders".
- c) The bid/ responses is mandatorily to be submitted through GeM Portal only and no other mode of submission shall be permitted. Bids, if any, submitted through any other mode shall be rejected and no further communications shall be entertained.

#### 3.6.2 Opening of Bid by UIIC

On the scheduled Date & Time, Bids will be opened online through GeM Portal.

Important Points to be noted:

- a) UIIC however reserves the right to extend the last day for submission of bids without assigning any reasons and such extensions shall be published in UIIC's website <https://www.uiic.co.in/web/tenders-rfp>.
- b) Bid once submitted to the above authority shall be treated as final and no further amended bid will be accepted. However, if UIIC amends the RFP before expiry date of bid submission and a bidder had already submitted his bid, the competent authority at its discretion shall permit fresh submission of bids before the expiry date of bid submission.

#### 3.6.3 Clarifications

UIIC may, if deemed necessary, seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the bid submitted. UIIC may, if it so desires, ask the bidder to give presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

#### 3.6.4 Preliminary Examination

UIIC will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

A bid determined as not substantially responsive will be rejected by UIIC and may not subsequently be made responsive by the bidder by correction of the non-conformity.

UIIC may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

### 3.7 Evaluation of Bids

- a) UIIC will scrutinize the Bids received to determine whether they are complete in all respect as per the requirement of RFP, whether the documents have been properly signed and whether items are offered as per RFP requirement, whether documentation as required



by evaluation the offer has been submitted. UIIC may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. UIIC decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and UIIC reserve the right for such waivers.

- b) Bidders must submit their Eligibility cum Technical Bid and Commercial Bid as described in the RFP.
- c) Bidders must submit their eligibility criteria, technical experience details and commercial bid details as per Annexures.
- d) The evaluation shall be based on Eligibility Cum Technical Proposal and Commercial Proposal. UIIC at its discretion may ask bidders to give a presentation.
- e) Period of appointment will be for Three years. No interim enquiries will be entertained. The decision taken by UIIC shall be final and no representation or correspondence shall be entertained.
- f) Eligibility cum Technical Bid shall be evaluated by UIIC. UIIC reserves the right to reject any and/or all proposals submitted without assigning any reason. UIIC reserves the right to seek clarification of any information contained in a proposal submitted, or to hold discussions, but is not obligated to do so.
- g) A bid determined as not substantially responsive will be rejected by UIIC and may not subsequently be made responsive by the bidder by correction.
- h) In the stage of evaluation each bid document would be evaluated to ensure that the bidder has the technical skill set, experience, financial capacity and other attributes essential for appointment. UIIC may seek additional information, technical presentation/demonstration, and/or discussions with bidder's representatives.
- i) Bidders should submit self-evaluation sheet along with required documents for Technical evaluation criteria as per [Annexure-15 Technical Evaluation Criteria](#).
- j) Only those bidders who have qualified in Eligibility cum Technical evaluation shall be considered for commercial bid opening.
- k) The evaluation of the bids will be a single-stage process based on Quality-cum-Cost Based Selection (QCBS) method. Technical bid will carry 70% weightage and Commercial bid will carry weightage of 30%.
- l) Technical Evaluation will be done for the qualified bidders in the Technical Eligibility of Technical Bid.
- m) Commercial bid evaluation will be done for the Commercial Bids of the technically qualified bidders.
- n) Commercial bid evaluation will be made on the basis of Total bid price.

### 3.7.1 NOTE:

- a) UIIC reserves the right to conduct a verification of the customer references submitted by the bidder. UIIC also reserves the right to conduct a verification of the competency and infrastructure of the bidder. UIIC may conduct all or any of these verifications to satisfy itself regarding the bidder's capability to provide the services compliant to the requirement specifications defined in this tender.
- b) In the event of the verification revealing that a bidder has misrepresented or does not have the capability to provide the tendered services compliant to the requirement specifications defined in this tender, UIIC may at its discretion reject the bid.
- c) Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors.
- d) The price should be exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by UIIC or any new tax introduced by the government will also be paid by UIIC. The entire



benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on UIIC. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. UIIC will not pay any out of pocket expense. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.

- e) If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
- f) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of UIIC, there is an obvious error such as a misplacement of a decimal point, in which case the line item total will prevail
- g) Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the schedule of prices, the amount obtained on totaling the line items in the Bill of Materials will prevail.
- h) The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail.
- i) If there is a discrepancy in the total, the correct total shall be arrived at by UIIC.
- j) In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
- k) UIIC may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.
- l) All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the bidder.
- m) UIIC shall not incur any liability to the affected bidder on account of such rejection.
- n) The bidder whose technical and commercial bid is accepted will be referred to as "Selected Bidder" and UIIC will notify the same to the selected bidder.
- o) The final decision on the successful bidder will be taken by UIIC. The implementation of the project will commence upon acceptance of PO between UIIC and the selected bidder based on the evaluation.

### 3.8 Appointment of Vendor

#### 3.8.1 UIIC's Right to accept any bid/ reject any or all bids

UIIC reserves the right to accept any bid, and to cancel/annul the tender process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for UIIC's action.

#### 3.8.2 Notification of Appointment (Letter of Acceptance)

- a) Prior to the expiration of the period of bid validity, UIIC will notify the bidder(s) in writing by registered letter/e-mail or by fax, whether bid has been accepted. The receipt of acceptance should be sent by the bidder within 10 days in writing through registered post/e-mail/in-person.
- b) The notification of appointed bidder will result in the formation of the contract upon the furnishing of performance security by the bidder(s) pursuant to [Section 3.8.4](#).

#### 3.8.3 Signing of Contract

- a) At the same time as UIIC notifies the bidder that the bid has been accepted, UIIC will send the bidder the contract form, incorporating all agreements between the parties.



- b) On receipt of the contract form, the bidder shall sign and date the contract form, and return it to UIIC on a mutually decided date.

#### 3.8.4 Performance Security

- a) Within 20 days of the receipt of Notification of Appointment from UIIC, the bidder shall furnish performance security in the tune of 3% of the total contract value in the form of irrevocable Bank Guarantee / DD issued by Nationalized/Scheduled Bank towards performance security in accordance with the conditions of contract. UIIC shall provide the pro forma for performance security to the successful bidder.
- b) Performance security shall be valid for 39 months from the date of Letter of Acceptance.
- c) Failure of the bidder to comply with the requirement of [Section 3.8.4](#) shall constitute sufficient grounds for the annulment of the award and black listed for further bidding of future tender/procurement process for 2 years.
- d) In case Bidder after appointment in UIIC refuses to the execution of the awarded work, UIIC may forfeit performance security.

#### 3.9 General Conditions

- 1) Should the need arise UIIC reserves the right to vary the schedule of events mentioned in [Section 1.5](#) at its absolute and sole discretion.
- 2) From the date of RFP issue through the date the contract is executed, communication with any UIIC personnel or members regarding this RFP and the corresponding procurement other than UIIC designated contact person listed in the RFP instructions is prohibited. Failure to follow this provision may be grounds for disqualification from proposal consideration.
- 3) Any costs incurred in responding to this request for proposal shall not be reimbursed.
- 4) UIIC may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and UIIC reserves the right for such waivers.
- 5) UIIC reserves the right to scrap the tender at any stage without assigning any reason.
- 6) If at any stage of assigned work, it is observed that offered services do not meet UIIC's requirement and/or fail to provide requisite performance and required reports as agreed in the SOW due to any reason not attributable to UIIC, the bidder shall have to take suitable measures without any additional cost to UIIC.
- 7) UIIC reserves the right to accept or reject any or all proposals received as a result of this request, or to negotiate with all qualified proposers, or to cancel in part or in its entirety this RFP, if it is in the best interests of UIIC.
- 8) Prospective Bidders who have received this document from UIIC and UIIC's web site, or who have received this document from any other source, and who wish to assure receipt of any changes or additional materials related to this RFP, should immediately contact UIIC and provide their name and e-mail address so that amendments to the RFP or other communications can be sent to them.
- 9) Unless otherwise deleted or modified by mutual agreement between UIIC and the successful Bidder, all terms, conditions and provisions contained in the RFP shall be incorporated into the contract by default.
- 10) The aggregate liability of Bidders to UIIC under the Contract, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the total fees payable to Bidders here under the preceding limitation shall not apply to liability arising as a result of Bidder's fraud or willful misconduct in the performance of the services hereunder. In case the matter is referred to the court the liability would be as awarded by the Court.
- 11) Selected Bidder must comply with the mandatory Vendor assessment framework of UIIC



and required to provide relevant redacted documents for the purpose of Onboarding/Renewal.

## 4 TERMS AND CONDITIONS

### 4.1 Applicability

These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

### 4.2 Use of Contract document and Information

- a) The bidder shall not, without UIIC's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of UIIC in connection therewith, to any person other than a person employed by the bidder in the performance of the contract.
- b) Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- c) The bidder shall not without UIIC's prior written consent, make use of any document or information forming a part of this tender except for purpose of performing the contract.
- d) Any document forming a part of this tender, other than the contract itself, shall remain the property of UIIC.

### 4.3 Patent Rights

The Bidder shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the service or any part thereof including Intellectual Property Rights (IPR).

### 4.4 Assignment

The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons except with UIIC's prior written consent. The permission, if any, of UIIC has to be taken before award of the contract.

### 4.5 Currency of Payments

Payment shall be made in Indian Rupees (INR) only.

### 4.6 Change Orders

UIIC may at any time, by a written order given to the bidder to make changes within the general scope of the contract in the service to be provided by the bidder.

### 4.7 Contract Amendment

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

### 4.8 Sub Contract

No subcontracting is permitted under this agreement. If it comes to the knowledge of UIIC that the Bidder has indulged in or has sub-contracted the obligations under this agreement, UIIC shall have the right to terminate this agreement without cause and claim all costs incurred in the said process from the Bidder.



#### 4.9 Termination for Default

- a) UIIC may, without prejudice to any other remedy for breach of contract by written notice of default sent to the Bidder, terminate the contract in whole or in part:
  - i. If the Bidder fails to deliver any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by UIIC, OR
  - ii. If the Bidder fails to perform any other obligation(s) under the contract and fails to remedy the same within 30 days of notice.
  - iii. The progress made by the selected Bidder is found to be unsatisfactory and fails to remedy the same within 30 days of notice.
- b) UIIC reserves the right to recover any dues payable by the Bidder from any amount outstanding to the credit of the Bidder, including the pending bills and security deposit, if any, under this contract or any other contract/order.
- c) In the event UIIC terminates the contract in whole or in part, pursuant to above mentioned clause, UIIC may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered. However, the Bidder shall continue performance of the contract to the extent not terminated. UIIC shall pay Bidder for services performed till effective date of termination.

#### 4.10 Force Majeure

- a) The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.
- b) 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.
- c) In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- d) In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months or if the parties foresee that the duration of delay would continue for a period of three months or more, the parties shall hold consultations with each other in an endeavor to find a solution to the problem.
- e) The party suffering the Force Majeure shall be exempt from performing its duties during the Force majeure period and the end of Force Majeure shall be informed to the other party by writing as soon as possible and resume its obligations under this agreement.
- f) Notwithstanding the above, the decision of UIIC shall be final and binding on the Bidder.

#### 4.11 Termination for Insolvency

UIIC may terminate the agreement without notice and without compensation, if the Bidder becomes bankrupt or otherwise admitted into Corporate Insolvency Liquidation Process provided that such termination will-not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to UIIC

#### 4.12 Termination for Convenience

UIIC may send by 30 calendar days' written notice to the Bidder to terminate the contract, in whole





or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In the event of the Bidder wishing to terminate this agreement, the bidder may send by 90 calendar day's written notice to UIIC to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by UIIC at the contracted terms and prices. For the remaining goods and services, UIIC may elect:

- a) To have any portion completed and delivered at the contracted terms and prices; and/ or
- b) To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.

#### 4.13 Resolution of disputes

- a) UIIC and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.
- b) If, after thirty (30) days from the commencement of such informal negotiations, UIIC and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below:
- c) In the case of a dispute or difference arising between UIIC and the Bidder relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to a sole arbitrator mutually appointed by the parties. The award of the Arbitral Tribunal shall be final and binding on the parties.
- d) The Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings. The seat of arbitration shall be Chennai.
- e) The agreement shall be written in English, as specified by UIIC in the instructions to Bidder's subject to [Section 3.4.1](#) of the RFP. all correspondence and documents relating to the contract and exchanged by the Bidder and UIIC, shall be written in English. Any printed literature furnished by the Bidder may be written in another language as long as the same is accompanied by an English translation in which case, for the purposes of interpretation of the contract, the English version shall prevail.
- f) The contract shall be interpreted in accordance with the Indian Laws for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Chennai (with the exclusion of all other Courts).

#### 4.14 Governing Language

The contract shall be written in the language of the bid, as specified by UIIC in the instructions to bidder's subject to [Section 3.4.1](#) Language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.

#### 4.15 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Chennai (with the exclusion of all other Courts).

#### 4.16 Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing or by fax/ e-mail and confirmed in writing to the address specified for that purpose in the contract.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.



#### 4.17 Non-Disclosure

- a) Bidder understands and agrees that all materials and information marked and identified by UIIC as 'Confidential' are valuable assets of UIIC and are to be considered UIIC's proprietary information and property. Bidder will treat all confidential materials and information provided by UIIC with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by UIIC without UIIC's prior written approval.
- b) Bidder shall not be liable for disclosure or use of any materials or information provided by UIIC or developed by Bidder which is:
  - i. Possessed by Bidder prior to receipt from UIIC, other than through prior disclosure by UIIC, as documented by Bidder's written records;
  - ii. Published or available to the general public otherwise than through a breach of Confidentiality; or
  - iii. Obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to UIIC; or
  - iv. Developed independently by the Bidder.
- c) If the Bidder receives a request from a regulatory authority or by judicial process to disclose Confidential Information of UIIC then the Bidder
  - i. Will use reasonable efforts to promptly give UIIC notice of such required disclosure in order to afford UIIC adequate opportunity to seek a protective order or other legal remedy to prevent the disclosure,
  - ii. Will reasonably cooperate with UIIC's efforts to secure such a protective order or legal remedy, and
  - iii. if efforts seeking such order or remedy are unsuccessful, will take reasonable steps to seek confidential treatment of such materials or information to be disclosed.
- d) Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause UIIC irreparable harm, may leave UIIC with no adequate remedy at law and UIIC is entitled to seek to injunctive relief.
- e) UIIC does not wish to receive the Confidential Information of Bidder, and Bidder agrees that it will first provide or disclose information, which is not confidential. Only to the extent that UIIC requests Confidential Information from Bidder Will Bidder furnish or disclose Confidential Information and such information so provided shall be safeguarded by UIIC from disclosure.
- f) Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.
- g) The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.
- h) Nothing contained in this contract shall limit the Bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

#### 4.18 Tools and Equipment

- a) The Bidder shall provide all necessary tools and equipment required for the delivery of services mentioned in scope of work.
- b) Whatever tools and equipment's as deemed fit by the Bidder to ensure deliverables as per the RFP, need to be deployed by the Bidder.

#### 4.19 Supervision

The bidder shall ensure that all activities are carried out under the direct supervision of qualified / certified personnel.





#### 4.20 Cancellation of the contract & compensation

The Company reserves the right to cancel the contract placed on the selected bidder and recover expenditure/ damages incurred by the Company in the following circumstances:

- a) The selected bidder commits a breach of any of the terms and conditions of the bid and fails to remedy the same within 30 days of notice.
- b) The selected bidder goes in to liquidation voluntarily or otherwise.
- c) The progress made by the selected bidder is found to be unsatisfactory and fails to remedy the same within 30 days of notice.

The Company reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract or any other contract/order.

#### 4.21 Rejection of All Proposals, and re-invitation

UIIC will have the right to reject all proposals. However, such rejections should be well considered and normally be in cases where all the bids are either substantially in deviation to the Requirement. If it is decided to re invite the bids, the terms of reference should be critically reviewed/modified so as to address the reasons of not getting any acceptable bid in the earlier Invitation for Bids.

#### 4.22 Publicity

Any publicity by the bidder in which the name of UIIC is to be used, should be done only with the explicit written permission from UIIC.

#### 4.23 Professional Liability

The bidder is expected to carry out its assignment with due diligence and in accordance with prevailing standards of the profession. The bidder will cooperate fully with any legitimately provided / constituted investigative body, conducting inquiry into processing or execution of the contract / any other matter related with discharge of contractual obligation.

#### 4.24 Conflict of Interest

- a) The bidder shall avoid any conflict of interest while discharging contractual obligations and bring, before- hand, any possible instance of conflict of interest to the knowledge of UIIC, while rendering any advice or service.
- b) The bidder will keep in view transparency, competitiveness, economy, efficiency and equal opportunity to all prospective tenderers / bidders, while rendering any advice / service to UIIC, in regard with matters related to selection of technology and determination of design and specifications of the subject matter, bid eligibility criteria and bid evaluation criteria, mode of tendering, tender notification, etc.
- c) The bidder shall provide professional, objective and impartial advice and at all times hold UIIC's interest paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignment and their interests.
- d) The bidder will ensure adequate accountability, suitable tender terms and conditions for apportioning accountability. Also, there should be suitable provisions to enforce such accountability, in case of improper discharge of contractual obligations / deviant conduct by/ of any of the parties to the contract.
- e) The bidder must act, at all times, in the interest of UIIC and render any advice/ service with professional integrity. A bidder is expected to undertake an assignment/ project, only in areas of its expertise and where it has capability to deliver efficient and effective advice / services to UIIC.

#### 4.25 Payment Terms

The term of the contract will be for 36 months. The bidder must accept the below mentioned payment terms:

S No	Scope of Work	Completion Timeline	Payment Terms
1	Pre Incident Gap Assessment / Incident Response Readiness Assessment as per scope	Within 90 days from date of Purchase Order issued	On completion of assessment and Reports Submissions
2	Man-day cost for Forensic Audit (A)	Will be defined by UIIC for each assignment.	Will be specified in the PO issued for the requirement
3	Ad-hoc activity	Will be defined by UIIC for each assignment.	Will be specified in the PO issued for the requirement

#### 4.26 Integrity Pact

- To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of UIIC.
- The pact essentially envisages an agreement between the prospective bidders/Vendors and UIIC committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format for the pre-contract integrity pact is enclosed in [Annexure-11](#).
- Signing of the IP with UIIC would be one of the preliminary qualification for further evaluation. In other words, entering into this pact would be one of the Eligibility Criteria for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any Vendor/bidder not signed the document or refusing to sign shall be disqualified in the bidding process.
- The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access to all the project documents.
- Shri Dharam Chand Jain, IPS (Retd.) and Shri Vijay Sharma, IRSE (Retd.) shall be acting as the IEM for this contract/Tender. However, UIIC at its sole discretion reserves the right to change/name another IEM, which shall be notified latter.

#### Contact Details:

Shri Dharam Chand Jain, IPS (Retd.)	Shri Vijay Sharma, IRSE (Retd.)
4F, Type-VII, Tower-6, East Kidwai Nagar, New Delhi – 110023	Flat no.9112, Parx Laureate, Sector 108, Noida, Uttar Pradesh, 201304.



#### 4.27 Liquidated Damages

- a) If the Bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price of the stage. Once the maximum is reached, UIIC may have the sole option to termination of the contract.
- b) The liquidated damage is an estimate of the loss or damage that UIIC may have suffered due to non-performance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to activities agreed to be undertaken by the Bidder and the Bidder agrees to dispense with the production of actual proof for any loss suffered by UIIC.
- c) Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.
- d) Liquidated damages are applicable over and above all the penalties if any mentioned in Contract.

#### 4.28 Indemnity

**4.28.1:** Subject to Clause 4.28.2 below, Bidder (the "Indemnifying Party") undertakes to indemnify UIIC (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property to any person, corporation or other entity (including the Indemnified Party) due to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or Indian patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party.

The Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by:

- a) Indemnified Party's misuse or modification of the Service;
- b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;
- c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;
- d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or
- e) information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (1) procure the right for Indemnified Party to continue using it, (2) replace it with a non-infringing equivalent, (3) modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

**4.28.2:** The indemnities set out in Clause 4.28.1 shall be subject to the following conditions:

- a) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the



- claim or proceedings and provides all relevant evidence, documentary or otherwise;
- b) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense;
  - c) if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;
  - d) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
  - e) all settlements of claims subject to indemnification under this Clause will:
    - e.1 be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
    - e.2 include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
  - f) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
  - g) the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
  - h) in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and
  - i) if a Party makes a claim under the indemnity set out under Clause 4.28.1 above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

**4.28.3:** The Bidder shall also indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights or any other Intellectual Property Rights, arising from the use of the service or any part thereof (IPR).

#### 4.29 Limitation of Liability

1. Limitation shall not apply to liability arising as a result of Bidder's fraud, gross negligence or willful misconduct in the performance of the services hereunder.
2. The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the liability arising out of indemnification obligations set out above.
3. Limitation of liability is only with respect with the bidder's liability towards procuring entity and limitation shall not apply with respect to bidder's liability towards third parties.
4. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.



#### 4.30 Penalty Terms

The term of the contract will be for 36 months. The bidder must accept the below penalty terms:

S No	Scope of Work	Completion Timeline	Penalty
1	Pre Incident Gap Assessment / Incident Response Readiness Assessment as per scope	Within 90 days from date of Purchase Order	1% of TCO for every week of delay beyond provided timelines.
2	Man-day cost for Forensic Audit <b>(A)</b>	Will be defined by UIIC for each assignment.	As per Liquidated Damages clause 4.27 and PO issued for the requirement
3	Ad-hoc activity	Will be defined by UIIC for each assignment.	As per Liquidated Damages clause 4.27 and PO issued for the requirement



## 5 ANNEXURES

### 5.1 Annexure 1: Offer Covering Letter

#### OFFER COVERING LETTER

(To be submitted in the Bidder's letter head)

Ref. No: 000100/HO IT/RFP/92/2025-2026

To  
The Chief Manager,  
IT Department,  
Head Office, 7th Floor,  
24, Whites Rd,  
Chennai, Tamil Nadu 600014

Subject: RFP No: 000100/HO IT/RFP/92/2025-2026- **"Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation"**

Dear Sir/Madam,

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for providing said service as detailed in your above-referred tender.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited tender and agree to all the terms and conditions of the tender and subsequent amendments made, if any.

We also understand that UIIC is not bound to accept the bid / offer either in part or in full and that the company has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.

Authorized Signatory  
Name and Designation

Office Seal

Date:

Place:



## 5.2 Annexure 2: Bidder Profile

1	Registered Name & Address of The Bidder	
2	PAN Number	
3	GST Number	
4	Location of Corporate Head Quarters	
5	Bidder's facilities location & size	
6	Major Related Activities carried out in last Three years	
7	Total number of Employees	
8	List of major clients	
9	Name & Address of Single Point of Contact Person with Tel. No / Fax /e-mail	
10	Client Reference	
11	Annual turnover for the three previous financial years (2022-2023, 2023-2024, 2024-25)	

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Date \_\_\_\_\_

(Company Seal)



### 5.3 Annexure 3: List of Bidder's Major Clients

Please attach Letter of engagement (or) Purchase Order and statement of work/ citations/ Notification for each reference provided.

S.N.	Client Name	Name, Designation , E-mail, Address, Telephone	Scope Of Work	Present Status

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Date \_\_\_\_\_

(Company Seal)

**NOTE:** Provide attested documentary evidence in support of the above.





#### 5.4 Annexure 4: Reference Form Format

Refer [Annexure 15: Technical Evaluation Criteria](#).

Please provide separately, each references of the projects/services that most closely reflect similar projects to UIIC's scope of work which have been completed within the past three (3) years. References where services mentioned in scope of work are completed with satisfaction of the client should be highlighted for UIIC's evaluation purposes. Please use the following format in submitting references.

GENERAL BACKGROUND	
Name of Client	
Address	
Reference Contact Person	
Reference Phone	
Reference E-mail address	
Start date of the Project	
Date of Final Report	
Summary of Project	
PROJECT SCOPE	
Signature	
Designation	
Name	

Date \_\_\_\_\_

(Company Seal)

**NOTE:** Provide attested documentary evidence in support of the above



## 5.5 Annexure-5: Office locations and service infrastructure facilities

Details of the Centre(s) owned and operated by the Bidder							
Name of City where office is located	Address	Contact Person	Telephone Number(s)	Fax Number(s)	E-mail address	Working hours	Remarks

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Date \_\_\_\_\_

(Company Seal)



## 5.6 Annexure 6: Undertaking for NIL Deviations

(To be submitted on bidder's Letter pad)

Date:

To  
The Chief Manager,  
IT Department,  
Head Office ,7th Floor,  
24, Whites Rd,  
Chennai, Tamil Nadu 600014

Subject: Undertaking for Nil Deviations for Tender Ref. No. RFP No: 000100/HO IT/RFP/92/2025-2026-  
**"Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation".**

Dear Sir/Madam,

There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us. We also hereby declare and confirm that, even if there are any modifications to the terms and conditions in spite of this undertaking, the same shall not have any effect or force against UIIC and UIIC may consider such modification or deviations as non-est.

Date:

Place:

Signature of Authorized Signatory:

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Company Seal:



## 5.7 Annexure 7: Bank Guarantee Format for EMD

To  
The Chief Manager,  
IT Department,  
Head Office ,7th Floor,  
24, Whites Rd,  
Chennai, Tamil Nadu 600014

Whereas..... (Hereinafter called "the Bidder") has submitted its bid dated..... (Date of submission of bid) for the "**Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation**". (hereinafter called "the Bid"), we..... (Name of Bank), having our registered office at..... (Address of bank) (Hereinafter called "the Bank"), are bound unto United India Insurance Co. Ltd (hereinafter called "the Purchaser") for the sum of ₹ 4,00,000/- (Rupees Four lakhs only) for which payment well and truly to be made to the said Purchaser, the Company binds itself, its successors, and assigns by these presents.

The Conditions of this obligation are:

- If the Bidder withdraws his offer after issuance of letter of acceptance by UIIC;
- If the Bidder withdraws his offer before the expiry of the validity period of the tender
- If the Bidder violates any of the provisions of the terms and conditions of this tender specification.
- If a Bidder who has signed the agreement and furnished Security Deposit backs out of his tender bid.
- If a Bidder having received the letter of acceptance issued by UIIC, fails to furnish the bank guarantee and fails to sign the agreement within the 15(Fifteen) days from the letter of acceptance.

We undertake to pay the Purchaser up to the below amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of all/any of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including ninety (90) days from last date of bid submission, and any demand in respect thereof should reach the Company not later than the above date. Notwithstanding anything contained herein:

- Our liability under this bid security shall not exceed 4,00,000/-
- This Bank guarantee will be valid up to ..... (Date);
- We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before ..... (Date).

In witness whereof the Bank, through the authorized officer has set its hand and stamp on this.....day of .....at .....(Signature of the Bank)

### NOTE:

- Bidder should ensure that the seal and CODE No. of the authorized signatory is put by the bankers, before submission of the bank guarantee.
- Bank guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of appropriate value.
- Bid security should be in INR only.
- Presence of restrictive clauses in the Bid Security Form such as suit filed clause/ requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non- responsive.



Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Company.

The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance bank guarantee.





## 5.8 Annexure 8: Bid Security Declaration

(To be submitted in the Bidder's letterhead)

To  
The Chief Manager,  
IT Department,  
Head Office ,7th Floor,  
24, Whites Rd,  
Chennai, Tamil Nadu -600014

Re: Your RFP No: 000100/HO IT/RFP/92/2025-2026- **“Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation”**.

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We will be disqualified from bidding any future contract with you including RFP Ref: 000100/HO IT/RFP/92/2025-2026 and will also be blacklisted from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - fail or refuse to execute the contract, if required, or
  - fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.
- Have put any deviation, onerous / extraneous condition, assumption or exclusion on requirements, payment terms, integrity pact, SLAs, Scope, sizing and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by United India Insurance Co. Ltd. pertaining to - **“Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation”**.

I/ We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Date \_\_\_\_\_

(Company Seal)



## 5.9 Annexure 9: Pre-Contract Integrity Pact (Format)

(Bidders to submit 2 (Two) copies of integrity pact in ₹100 stamp paper)

Ref. 000100/HO IT/RFP/92/2025-2026- **“Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation”**.

Date:

### 1. General

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at \_\_\_\_\_ place \_\_\_\_\_ on \_\_\_\_\_ day of the month of \_\_\_\_\_, 2025 between United India Insurance Company Limited, having its Head Office No.- 24, Whites Road, Chennai – 600 014 (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 **“Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation”**.

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 said stores/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, favor 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 during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **3. Commitments of BIDDERS**

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, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials 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, favor, 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 favor or disfavor to any person in relation to the contract or any other contract with the Government.
- 3.3.** BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4.** BIDDERS 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 export entity of the defense stores 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, or 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 agree 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



the 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.** 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 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 ₹4,00,000/- (Rupees Four lakhs only) as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.
  - 5.1.1.** In the form of electronic credit only to UIIC Bank Account.
  - 5.1.2.** A confirmed guarantee by an Indian Nationalized 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.
  - 5.1.3.** The Earnest Money/Security Deposit shall be valid for a period of 3 months OR the complete conclusion of the contractual obligation to the complete satisfaction of both the buyer and bidder, including the warranty period, whichever is later.
  - 5.1.4.** 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.
  - 5.1.5.** No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.
  - 5.1.6.** A confirmed guarantee by an Indian Nationalized 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.



## 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:
- 6.1.1. 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
  - 6.1.2. 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.
  - 6.1.3. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
  - 6.1.4. 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 utilized to recover the aforesaid sum and interest.
  - 6.1.5. To en-cash 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.
  - 6.1.6. 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.
  - 6.1.7. 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.
  - 6.1.8. 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.
  - 6.1.9. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDDER, the same shall not be opened.
  - 6.1.10. 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 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 shall not supply identical solution(s) in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Bank / Insurance Company in India and if it is found that within one year after the signing of contract that identical solution(s) is supplied by the BIDDER to any other Public Sector Bank / Insurance Company in India at a lower 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.** UIIC has appointed 2 IEMs (Independent Monitors hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
- 8.2.** The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access to all the project document. 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 the Pact, he will so inform the Authority designated by the BUYER
- 8.6.** 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
- 8.7.** 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.
- 8.8.** 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
- 8.9.** 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.

## **11. Other Legal Actions**

The action 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 3 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 the 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 \_\_\_\_\_

For & on behalf of United India Insurance Co. Ltd

For & on behalf of (BIDDER'S NAME)

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CHIEF MANAGER

-----

CHIEF EXECUTIVE OFFICER

In the presence of:

In the presence of:

Witnesses - 1:

Witnesses - 1:

Witnesses - 2:

Witnesses - 2:



## 5.10 Annexure 10: Certificate for E.M.D Waiver for MSE/NSIC Firms

(in Letter head of a Chartered Accountant)

Ref. No. 000100/HO IT/RFP/92/2025-2026

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. \_\_\_\_\_, having registered office at \_\_\_\_\_ has made an investment of Rs. \_\_\_\_\_/- in \_\_\_\_\_, as per Audited Balance Sheet as on 31.03.2025. Further we certify that the Company is classified under Micro and Small Enterprise (MSE) as per MSME Act 2006 and subsequent government notifications.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant Firm Name:

Signature:

Name:

Reg. No:

VID No.:

Firm:

Seal:

## 5.11 Annexure 11: Non-Disclosure Agreement

(To be executed on a non-judicial stamp paper of Rs.100/-)

This confidentiality and non-disclosure agreement is made on the.....day of....., 20.....

BETWEEN (Bidder), (hereinafter to be referred to as “ ”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its Regd. office at (address).

AND UNITED INDIA INSURANCE COMPANY LIMITED (hereinafter to be called “UIIC”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Head Office, No.-24, Whites Road, Chennai – 600 014 on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows: —

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption ‘Definitions’ of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“Confidential Information”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party).

### 1. DEFINITIONS

a. CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys, Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives,, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defenses taken before a Court of Law, Judicial For a, Quasi- judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products





and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however, in addition, without limitation, where the Disclosing Party is UIIC, no information that is exempted from disclosure under section 8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

b. MATERIALS means including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

## 2. COVENANT NOT TO DISCLOSE

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfill its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultant and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information, and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information.

The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual

1. the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
2. that it has requested or received Confidential Information, or
3. any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

- a. the Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or
- b. was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party;
- c. was independently developed by Receiving Party or its Representatives without reference to the Confidential Information; or



d. the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.

e. is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.

### 3. RETURN OF THE MATERIALS

Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

### 4. OWNERSHIP OF CONFIDENTIAL INFORMATION

The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided "as is" with all faults.

By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

### 5. REMEDIES FOR BREACH OF CONFIDENTIALITY

a. The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or in equity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.

b. The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.



## 6. TERMS

This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually.

## 7. GOVERNING LAW & JURISDICTION

This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Chennai.

## 8. ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

## 9. WAIVER

No term or provision hereof will be considered waived by either party and no breach excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.

## 10. SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

## 11. NOTICES

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to UIIC shall be served on the IT Department of the Company's Head Office at Chennai by RPAD & email.



IN WITNESS WHEREOF THE PARTIES HERE TO have set and subscribed their respective hands and seals  
the day and year herein above mentioned:

a) SIGNED SEALED & DELIVERED BY UIIC

b) SIGNED SEALED & DELIVERED BY THE BIDDER

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CHIEF MANAGER

CHIEF EXECUTIVE OFFICER

In the presence of:

In the presence of:

Witnesses - 1:

Witnesses - 1:

Witnesses - 2:

Witnesses - 2:



## 5.12 Annexure 12: Format for Pre-Bid Queries

Sr. No.	Bidder Name	Page No. (Tender Ref.)	Clause (Tender Ref)	Description in the Tender (Tender Ref)	Query
1					
2					
3					

**Note:** The queries may be communicated only through e-mail to the email id - [rfpitsec@uiic.co.in](mailto:rfpitsec@uiic.co.in). Responses of queries will be uploaded in UIIC website or emailed to concerned bidder. No queries will be accepted on telephone or through any means other than e-mail. The queries shall be send in .xls/.xlsx format with above fields only.



### 5.13 Annexure 13: Self-Declarations

Self- declarations for following 11 (Eleven) criterion is to be submitted in company letterhead of the Bidder. Also, the following checklist of Self-declarations with submission confirmation is to be submitted.

CHECKLIST OF SELF-DECLARATIONS		
S.N.	CRITERIA	SUBMITTED (YES/NO)
13A	The bidder should not be blacklisted by any Government / Government Undertaking / Public Sector Organization / Statutory body / any organization where Government is the majority stake holder as on the date of RFP publishing date.	
13B	The bidder should not be from a country which shares Land Border (Restriction on Procurement due to National Security) with India.	
13C	Bid should be valid for a period of 180 days from the date of opening.	
13D	The bidder should bid individually and not as a consortium.	
13E	The bidder should have a project office in Chennai.	
13F	DPDP Act, 2023 Compliance	
13G	Knowledge in Cyber Forensic Audit and Incident investigation	
13H	Team Provisioning	
13I	The bidder should not be providing Security Operation Centre (SOC), attack surface monitoring, Red Teaming, or conducting annual assurance audit, IS Audit/ VAPT for UIIC as on the Date of issuance of this RFP	
13J	The bidder should comply with अनुबंध - IV ऑडिट फर्म के लिए पात्रता मानदंड _ Annexure - IV Eligibility Criteria for the Audit firm as per IRDAI Circular Ref No: IRDAI/GA&HR/GDL/MISC/88/04/2023	
13K	The bidder must comply with procurement policy guidelines mentioned in <a href="https://cvc.gov.in/guidelines/tender-guidelines">https://cvc.gov.in/guidelines/tender-guidelines</a>	



**Following is the general reference for Self Declarations:**

Date:

To

The Chief Manager,  
IT Department,  
Head Office ,7th Floor,  
24, Whites Rd,  
Chennai, Tamil Nadu 600014

Subject: Self Declaration for  
..... for RFP Ref 000100/HO  
IT/RFP/92/2025-2026– **“Appointment of Auditor for Comprehensive Forensic Audit Services and Incident Investigation”**.

Dear Sir/Madam,

I hereby declare, .....  
.....  
.....  
.....  
.....  
.....

Date:

Place:

Signature of Authorized Signatory:

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Company Seal:





### 5.14 Annexure-14: Company Background

Sufficient documentary proofs for following 6 (Six) criterion is to be submitted by the Bidder. Also, the following checklist with submission confirmation on bidder company letterhead is to be submitted.

CHECKLIST OF COMPANY BACKGROUND			
S.N.	CRITERIA	DOCUMENTS TO BE SUBMITTED (Self Declaration)	SUBMITTED (YES/NO)
14A	The bidder should be a Company (or) Partnership Firm (or) Limited Liability Partnership registered in India for more than 5 years as on the date of RFP. <u>Other modes of incorporation are not acceptable.</u>	Documents as applicable to be submitted <ul style="list-style-type: none"> <li>• Certificate of Incorporation.</li> <li>• Memorandum of Association.</li> <li>• Articles of Association.</li> <li>• Partnership Deed</li> <li>• Certificate of commencement issued by the registrar of companies (or) appropriate authorities as applicable for respective organization type.</li> <li>• Corporate Identity Number Certificate. Self-declaration on bidder's letter head signed by authorized signatory mentioning the total number of years the bidder has been providing services in India with documentary proof if any.</li> </ul>	
14B	The bidder must be registered with Goods and Service Tax Authority. The bidder should have filed GST returns as per regulations.	<ul style="list-style-type: none"> <li>• GST Certificate.</li> </ul>	
14C	The average annual bidder turnover from India operations in cyber security services should not be less than 4 Crores in each of the preceding 3 years - 2022-2023, 2023-2024, 2024-25	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2022-2023, 2023-2024, 2024-25 which includes profit and loss account and balance sheet.	
14D	The bidder should have a positive net worth in all the 3 preceding financial years - 2022-2023, 2023-2024, 2024-25	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2022-2023, 2023-2024, 2024-25 which includes profit and loss account and balance sheet.	
14E	The bidder should have made profit in at least 2 of the last 3 financial years - 2022-2023, 2023-2024, 2024-25	Audited Annual Report/ Certificate from Chartered Accountant for the financial years 2022-2023, 2023-2024, 2024-25, which includes profit and loss account and balance sheet.	
14F	The bidder should be empaneled with CERT- In for providing Forensic Services as on bid publication date and during the entire period of Contract.	Certificate of Empanelment with CERT- In	



### 5.15 Annexure 15: Technical Evaluation Criteria

- Sufficient documentary proofs for following 6 (Six) criterion is to be submitted by the Bidder.
- Only these 6 parameters will be considered for the Technical Scoring.
- Also, the following checklist with submission confirmation on Bidders' company letterhead is to be submitted along with the necessary documents.

TECHNICAL EVALUATION CRITERIA					
SN.	Assessment Category	Evaluation Parameters	Max Score	Supporting Documents to be Submitted by the Bidder	Submitted (Yes / No)
15A	<b><u>Industry Experience</u></b>	Bidder should have provided Forensic services as per the scope of RFP in Government /Regulatory Bodies/ Public Sector Undertaking (PSU)/Banking, Financial Services, and Insurance (BFSI) organizations in the last 3 financial years. (Maximum marks - 25)  5 Marks per project	25	a. Copy of purchase order (PO) b. Scope of work c. Client organization name d. Project Summary e. Project Period f. Client Contact • E-mail • Name • Mobile	
15B		Bidder should have provided Cyber security audit (other than Forensic audit) in Government /Regulatory Bodies/ Public Sector Undertaking (PSU)/Banking, Financial Services, and Insurance (BFSI) organizations in the last 3 financial years. (Maximum marks - 15)  3 Marks per project	15	a. Copy of purchase order (PO) b. Scope of work c. Client organization name d. Project Summary e. Project Period f. Client Contact • E-mail • Name • Mobile	



15C	<b><u>Bidder Skillset</u></b>	<p>Bidder to have team with the following certifications and have the relevant experience to provide Forensic audit as per the scope of work in the RFP (Certificates should be valid at the date of bid submission) (Maximum Marks – 15)</p> <ul style="list-style-type: none"><li>• Certified Information Systems Security Professional (CISSP)</li><li>• Certified Information Systems Auditor (CISA)</li><li>• Certified Information Security Manager (CISM)</li></ul> <table><tr><td>No. of Certification (Any of Above)</td><td>Score</td></tr><tr><td>more than 10</td><td>15</td></tr><tr><td>6 to 10</td><td>9</td></tr><tr><td>3-5</td><td>6</td></tr></table>	No. of Certification (Any of Above)	Score	more than 10	15	6 to 10	9	3-5	6	15	Relevant Certificates/ Documents			
No. of Certification (Any of Above)	Score														
more than 10	15														
6 to 10	9														
3-5	6														
15D		<p>Bidder to have team with the following certifications and have the relevant experience to provide Forensic audit as per the scope of work of RFP (Certificates should be valid at the date of bid submission) (Maximum Marks – 15)</p> <ul style="list-style-type: none"><li>• Certified Ethical Hacker (CEH)</li><li>• ISO 27001 Lead Auditor (ISO 27001 LA)</li><li>• Diploma in Information Systems Audit (DISA) from ICAI.</li></ul> <table><tr><td>No. of Certification (Any of Above)</td><td>Score</td></tr><tr><td>more than 8</td><td>15</td></tr><tr><td>7-8</td><td>12</td></tr><tr><td>5-6</td><td>9</td></tr><tr><td>2-4</td><td>6</td></tr></table>	No. of Certification (Any of Above)	Score	more than 8	15	7-8	12	5-6	9	2-4	6	15	Relevant Certificates/ Documents	
No. of Certification (Any of Above)	Score														
more than 8	15														
7-8	12														
5-6	9														
2-4	6														



15E	<u>Experience</u>	Number of employees (Digital Forensic Specialist) who have handled more than 10 cyber-attack incidents  1 Marks per Digital Forensic Specialist. (Maximum Marks – 10)	10	Relevant Certificates/Documents													
15F		Average relevant experience (in years) of Team members to be deployed on the project relevant to the scope of RFP. (Maximum Marks – 20)  Teams shall consist 3 members. (In case of more than 3 submissions, members having more experience shall be considered) <table><tr><td>Average Experience as per scope of RFP</td><td>Score</td></tr><tr><td>More than 10</td><td>20</td></tr><tr><td>9-10</td><td>16</td></tr><tr><td>7-8</td><td>12</td></tr><tr><td>5-6</td><td>08</td></tr><tr><td>3-4</td><td>04</td></tr></table>	Average Experience as per scope of RFP	Score	More than 10	20	9-10	16	7-8	12	5-6	08	3-4	04	20	Resume / CV / Work experience Certificate	
Average Experience as per scope of RFP	Score																
More than 10	20																
9-10	16																
7-8	12																
5-6	08																
3-4	04																
	Total		100														

## 5.16 Annexure 16: Bill of Materials (Total Cost of Ownership –TCO)

**Total Cost of Ownership (Commercial Bid)**

SN	Service / Activity	Description	Unit Price (Exclusive of GST)	Number of Units	Total Amount (Unit Price * Number of Units)
1	Pre Incident Gap Assessment / Incident Response Readiness Assessment as per scope	One assessment is considered as 1 Unit		1	
2	Man-day cost for Forensic Audit (A)	8 hour = 1 day = 1 Unit		27	
3	Ad-hoc Activity	PO will be issued after exhausting of 27 units of "(A)" on requirements basis	Same as quoted for "(A)"	NA	NA
<b>TOTAL</b>					

**Instructions:**

- The activities mentioned in above table- 1, 2 and 3 are related to Scope of the RFP [Section 2: Scope of Work](#). The quoted price against each project shall remain unchanged till the completion of the project(s). No additional cost shall be payable for project delays.
- UIIC is not responsible for any arithmetic errors in the commercial bid details sheet committed by the shortlisted bidders, however, if there are any computational errors UIIC will evaluate the bid as per the provisions contained under RFP document.
- The bidders should quote as per the format of the Bill of Material only and a masked replica of the Bill of Material should be enclosed in the technical bid.
- The masked bill of materials which would be submitted as part of the technical bid which should contain 'XX' for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the commercial submission.
- All amounts in the Bill of Material should be in INR.
- UIIC reserves its right to implement or drop any of the below listed projects without assigning any reasons.
- The price would be EXCLUSIVE of any applicable GST, which shall be paid on actual basis on production of bills with GSTN. Any increase in GST will be paid in actual by UIIC or any new tax introduced by the Government will also be paid by UIIC. The entire benefits/ advantages, arising out of fall in prices/ taxes, duties or any other reason, must be passed on to UIIC. The price quoted by the bidder should not change due to exchange rate fluctuation, inflation, market conditions and increase in custom duty.
- All prices to be valid for a period of 36 months from the date of the contract execution /



signing.

9. Bidder to factor all its expenses like travelling, boarding, lodging etc. Apart from amount specified in commercial bid, no other expenses will be paid by UIIC.

Date:

Place:

Signature of Authorized Signatory:

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Company Seal:



### 5.17 Annexure 17: Bid Submission Checklist

SN.	Document	Enclosed (Yes/No), Page Number
1	Annexure 1 : Offer Covering Letter	
2	Annexure 2 : Bidder Profile	
3	Annexure 3 : List of Bidder's Major Clients	
4	Annexure 4 : Reference Form Format	
5	Annexure 5 : Office Locations and Services Infrastructure Facilities	
6	Annexure 6 : Undertaking for Nil Deviation	
7	Annexure 7 : Bank Guarantee Format for EMD	
8	Annexure 8 : Bid Security Declaration	
9	Annexure 9 : Pre-Contract Integrity Pact (Format)	
10	Annexure 10 : Certificate for Tender Fee & EMD waiver for MSE/ NSIC firms	
11	Annexure 11 : Non-Disclosure Agreement	
12	Annexure 12 : Format for Pre-Bid Queries	
13	Annexure 13 : Self Declarations	
14	Annexure 14 : Company Background	
15	Annexure 15 : Technical Evaluation Matrix and Submissions	
16	Annexure 16 : Bill of Materials (Total Cost of Ownership-TCO)	
17	Annexure 17: Bid Submission Checklist	