

Response to Pre-Bid Queries - GEM/2024/B/4887793

SN	Pg No/ Clause No.	Clause Name	RFP REFERENCE (Section/ Clause)	Clarifications sought	GIC Re Response
1	SCOPE OF WORK - Pg. 6	Implementation Scope		Are the 670 risks and 1091 controls unique? Or are they local controls based on the organization mapping? If yes, what are the unique numbers?	The risks and controls are common across all Classes of business (COBs). Hence they are repetitive. If we count the common risk and controls across all COBs as one risk, the numbers are as under: No. of Risks : 171 (+/-5%) No. of Controls : 320 (+/-5%)
2	SCOPE OF WORK	Generic		Can we get the list of risks and envisaged controls?	The same will be shared with the selected vendor.
3	SCOPE OF WORK	Generic		How are the controls being tested now? Are there any test procedures defined? If yes, please share the same	Controls are in place. There are no test procedures defined.
4	SCOPE OF WORK - Pg. 5 2. Process Control	c. Evaluate		There is a requirement to train users to define test plans. Need more details on this. (Is this a training to show what is needed in a test plan or is the expectation is how to define a test plan from a business process standpoint?)	The bidder to define an overall test plan and provide training to the users on the same.
5	SCOPE OF WORK	Generic		Should the KRIs be defined for all 670 risks? If yes, it will be a combination of automated and manual KRIs which will be decided based on the feasibility study?	KRIs are already defined. We would only require refinement of KRIs. (modifications wherever required)
6	SCOPE OF WORK	Generic		Can we have a look at the RCM, if it is already defined?	The same will be shared with the selected vendor.
8	SCOPE OF WORK	Generic		Are you also looking for end to end SAP Basis Support for Implemented GRC Software as part of Maintenance and Support Services or it's only GRC Functional and Security Support ?	Basis Support is expected from selected vendor during support period also.
9	SCOPE OF WORK	11. The Disaster Recovery site		Are you looking for DR Site Install and Implement Services (i.e SAP Build & Setup Activities) for this GRC Implementation to be included as part of this RFP response ?	DR site is VM level replication. Hence installation might not be required. However Support is needed during DR drills to help proper functioning of application.
10	SCOPE OF WORK	Generic		What is this High Availability requirement for this solution in Production environment ? Are you looking for 99.99 % availability solution which will include HA Clustering with Automated failover capability ?	HA clustering is not expected in this environment. DR failover will be taken care of by our DC service provider, but successful bidder is expected to provide application support during DR/failover activities.
11	GeM Bid Document	Bid Details	Bid End Date/Time: 25-05-2024 15:00:00	Considerign the comprehensive scope and the dependence on the response to queries, we request GIC Re to please extend the bid submission by 2 weeks to 7th June 2024	Submission of bid is extended till 10 June, 2024 at 12:00 PM.
12	PQC			We request GIC Re to include criteria for experience of the bidder to ensure that bidders with at least 1 implementation experience are eligible to bid, avoiding a scenario where a bidder with no experience is selected. Criteria from previously released RFP is pasted for you reference "The bidder shall have at least 3 years of experience in implementing SAP Risk Management and SAP Process control Services" Documentation: "For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed. b. Execution certificate by client"	No change

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13	SCOPE OF WORK	Summary	Phase 1 of Implementation of the project is estimated to be around 9 months including all activities mentioned in this scope of work document under implementation activities. The bidder must propose exact Implementation period of phase 1 and phase 2 of implementation as per bidder's understanding and expertise in implementation of similar projects.	Please clarify on the overall timelines for Implementation. We understand that Phase 1 should be completed in 9 months. Phase 2 of implementation should be implemented in agile manner. We understand Phase 2 of the implementation would be parallel to support phase, and the timeline of phase 2 can be decided by the SI. Please confirm	Yes, timeline of Phase 2 to be decided by SI.
14	SCOPE OF WORK	GIC Re's Current SAP Landscape	Support must be provided for integrations developed by the successful bidder to the implementation partner during the ERP S/4 migration and IndAS 117 implementation.	Which systems would be impacted for IndAS 117 implementation ?	Data will flow from current SAP system to IndAS 117 system. Hence SAP RM and PC will not be affected. However there might be new risks and corresponding controls with respect to IndAS reporting to regulator.
15	SCOPE OF WORK	GIC Re's Current SAP Landscape	Support must be provided for integrations developed by the successful bidder to the implementation partner during the ERP S/4 migration and IndAS 117 implementation.	Will any new controls be created as part of IndAS 117 implementation ?	If there are any new controls with respect to new process or risks defined, automating such controls would become a change request. However system should have capability for user to record new risks and controls manually without IT intervention.
16	SCOPE OF WORK	GIC Re's Current SAP Landscape	Support must be provided for integrations developed by the successful bidder to the implementation partner during the ERP S/4 migration and IndAS 117 implementation.	What is the expected timelines for S/4 migration and IndAS 117 implementation?	Regarding IFRS, this will be expected to start parallelely to SAP RM and PC implementation considering the timelines decided by the regulator i.e. 1st April, 2025. Regarding S/4 HANA conversion, technical conversion will take approx 12 months from the start date of the project. As of now, scoping exercise for the tender is yet to be finalized.
17	SCOPE OF WORK	Implementation Scope	To be Automated 162 Control	Please clarify the number of unique controls to be automated from 162. We understand 162 includes duplication of control across entities. Please confirm the breakup of the 162 controls to be automated among the below: Automated Controls - Master Data Controls - SoD Controls - Transactional Controls -	Presently, the automated controls are 36 .
18	SCOPE OF WORK	Implementation Scope	To be Automated 162 Controls	Please share the list of 162 automated controls	Will be shared with the selected bidder.
19	SCOPE OF WORK	Implementation Scope	To be Automated 162 Controls	Please share breakup of the control for which data is readily available in SAP and can be directly integrated with the GRC controls.	Out of 162: Automated controls : 36 Unique automated controls : 18 Automated risks : 18 Unique automated risks: 10
20	SCOPE OF WORK	Implementation Scope	To be Automated 162 Controls	We assume that bidder will not build any reports or perform any customoizatioins in the SAP system during the project. Any such change in SAP system will be responsibility of GIC.	Plz refer page no 10,point no2.8(bullet-3).In addition to the standard report 5 custom reports ,to be provided by the selected bidder.
21	SCOPE OF WORK	Implementation Scope	To be Automated 162 Controls	Building Transactional control in SAP GRC posses challenges in terms of joining multiple tables. Can we limit scope of transactional controls to only 5?	No change from RFP.

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22	SCOPE OF WORK	Implementation Scope	The successful bidder must help GIC Re team to refine the existing Risk and control self-assessment RCSA (Risk register), study the controls and define appropriate KRIs in the SAP RM system.	We understand that expectation is to review the existing risks and controls documented (for 670 Risks) in Risk Register and conduct discussion with respective stakeholder to refresh the Risk Register and provide revised Risk Register with appropriate risks and controls. Please confirm	The selected bidder has to migrate the existing risk register in the SAP RM system and review the same for any additional updates.
23	SCOPE OF WORK	Implementation Scope	The successful bidder must help GIC Re team to refine the existing Risk and control self-assessment RCSA (Risk register), study the controls and define appropriate KRIs in the SAP RM system.	We understand that KRIs need to be defined for the existing 670 Risks documented in Risk Register or enhanced Risk Register (as per pt 1 above). Please confirm	KRIs are already defined. We would only require refinement of KRIs. (modifications wherever required)
24	SCOPE OF WORK	Implementation Scope	The successful bidder must help GIC Re team to refine the existing Risk and control self-assessment RCSA (Risk register), study the controls and define appropriate KRIs in the SAP RM system.	Please confirm the number of expected KRIs to be defined against these Risks	KRIs are already defined. We would only require refinement of KRIs. (modifications wherever required)
25	SCOPE OF WORK	Implementation Scope	The successful bidder should suggest the guideline in the form of a Standard Operating procedure for Risk and Control Assessments and Test Procedures required.	Please confirm if RCSA Methodology is required to be documented in form of Standard Operating Procedure or existing methodology has to be refreshed (if already available) OR Is the expectation to document a training guide for RCSA workflow in system?	The selected bidder has to prepare a common documented guidelines in the form of Standard Operating Procedure for RCSA workflow.
26	SCOPE OF WORK	Implementation Scope	The successful bidder should suggest the guideline in the form of a Standard Operating procedure for Risk and Control Assessments and Test Procedures required.	Please confirm whether test procedures/testing steps are required to be documented for 670 risks in the Risk register OR Is the expectation to document a training guide for RCSA testing procedure in the system?	Same as above.
27	SCOPE OF WORK	Implementation Scope	The successful bidder should advise in the form of a guideline the basis for setting up tolerances for Key Risk Indicators and Internal Control Monitoring. The thresholds for monitoring of the KRIs and controls will be provided by GIC Re and must be configured accordingly in SAP Risk Management and SAP Process Control.	Please confirm whether the expectation is to define methodology for setting up tolerances for Key Risk Indicators and Internal Control Monitoring.	The thresholds for monitoring of the KRIs and controls will be provided by GIC Re and must be configured accordingly in SAP Risk Management and SAP Process Control. .
28	SCOPE OF WORK	Implementation Scope	The successful bidder should advise in the form of a guideline the basis for setting up tolerances for Key Risk Indicators and Internal Control Monitoring. The thresholds for monitoring of the KRIs and controls will be provided by GIC Re and must be configured accordingly in SAP Risk Management and SAP Process Control.	Please confirm whether GIC Re will independently provide thresholds for monitoring of the KRIs and controls. The bidder will be required to only configure it in SAP Risk Management and SAP Process Control.	The thresholds for monitoring of the KRIs and controls will be provided by GIC Re and must be configured accordingly in SAP Risk Management and SAP Process Control. .
29	SCOPE OF WORK	Implementation Scope	Total Risk Count is 670	Please clarify the number of unique risk and the associated KRIs. Please also share the breakup of Manual & Automatic KRI	Unique KRIs : 154 Automatic KRIs : 12
30	SCOPE OF WORK	Implementation Scope	Total Risk Count is 670	Please share the breakup of the risk in terms of type of risk (Business/IT/Cyber Security, etc) and also if the details of Process & Sub Process	IT/Cyber security risk :18 with respect to ITMG & CISO Business risks (RI/Investment/BAS) : 435
31	SCOPE OF WORK	Implementation Scope	The successful bidder must plan and implement the automation of critical controls for Phase 1 for declaring Go-live along with all other activities mentioned in the detailed RISK MANAGEMENT SOLUTION Implementation requirements in this RFP. The remaining controls to be automated must be completed in Phase 2 of Implementation.	We understand that the Phase 1 go live may not constitute the go live of all critical controls. Please clarify.	Yes

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32	Draft Service Level Agreement	Payment Schedule	35% of quoted OTC on Go-live of first phase deliverables as agreed in the project plan including all critical controls automation.	If Phase 1 go live is not dependent on Go Live of Critical controls as per point 14, than payment schedule will be amended. Please clarify	No change
33	Not applicable	Not applicable	Bid End Date	Request GIC Re to extend the Bid Submission End Date to June 15th, 2024	Agree, submission bid extended till 10th June 12:00 PM
34	Not applicable	Not applicable	EMD Detail	GIC Re is requested to accept a Bank Guarantee (BG) for EMD. As per our internal policy, we can provide bank guarantee for EMD. Therefore, request GIC Re to accept the same	Agree
35	Not applicable	Not applicable	ePBG Detail	Our interpretation of ePBG is, it will be submitted by winning bidder after the work order gets released and does not require to submit EMD as part of Response or proposal submission	EMD is required for participation for bidding. In case of MSME, there will be exemption as per rule defined by GOI.
36	Para 1 & 2	I. Overall Enterprise Risk Management Solution requirements Summary	<p>The bidder is expected to conduct workshops with business team, document the Functional requirement Specification (FRS), System requirement Specification (SRS), As-is process for sign off and post sign off create a To-be process document including RICEFW (Reports, Interface, Conversion, Enhancements, Forms, and Workflows) documents.</p> <p>Further, only after signing off the To-be process document, the implementation of SAP Risk Management and Process control must be carried out.</p> <p>Phase 1 of Implementation of the project is estimated to be around 9 months including all activities mentioned in this scope of work document under implementation activities. The bidder must propose exact Implementation period of phase 1 and phase 2 of implementation as per bidder's understanding and expertise in implementation of similar projects</p>	<p>Request GIC Re to please clarify the expectation from As-is process signoff? What the rationale of obtaining as-is process signoff since to-be process is sufficient enough to drive this project.</p> <p>We understand that 9 months is an estimated timeline for phase I. It is to be noted that SAP implementation will start only after obtaining sign-offs on the to be processes which is dependent on the stakeholder / management involvement.</p> <p>Therefore, would request GIC Re to clarify and segregate the timeline for obtaining sign off on the to-be process.</p>	<p>As-is process sign off will ensure that the current process is accurately recorded which will impact to-be process. Hence sign offs for As-is and To-be process are needed for clearly defining implementation scope without ambiguity.</p> <p>Requirement gathering is expected to be part of implementation period. Further the bidder is free to propose his project plan with clear segregation as mentioned in the RFP.</p>
37	Para 1	I. Overall Enterprise Risk Management Solution requirements Summary	Post sign off create a To-be process document including RICEFW (Reports, Interface, Conversion, Enhancements, Forms, and Workflows) documents.	GIC Re is requested to clarify if the reporting format will be shared by GIC Re? Is our understanding correct?	Format to be provided by the selected bidder. and any changes or improvement can be finalized (in coordination with GIC Re)
38	Para 3	I. Overall Enterprise Risk Management Solution requirements Summary	Any additional license required by the proposed solution of the bidder must be included in commercial provided by the bidder and explicitly mentioned in the technical bid.	Unless the RCMs are shared, we won't be able to suggest any additional licenses required. GIC Re is requested to provide an exception to allow this as a change request in case any new licenses are identified to be used.	Bidder is expected to propose an implementation plan according to the data provided in the RFP. This is to ensure that the bidder includes all/any additional licenses required by the proposed implementation plan in the commercial submission.
39	Not applicable	Scope of Work	GIC Re's Current SAP Landscape	GIC Re will provide functional assistance required to identify configuration / table information for given set of SAP modules for automated control	Agree

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40	Para 5	Scope of Work	Successful bidder will be working on Suite on Hana ECC/BW for integration with Sap risk management and sap process control which will be S/4 HANA based. Support must be provided for integrations developed by the successful bidder to the implementation partner during the ERP S/4 migration and IndAS 117 implementation. GIC Re will provide SAP licenses for Risk Management, Process Control and modules mentioned in the scope of work as SAP landscape. Any additional license required by the proposed solution of the bidder must be included in commercial provided by the bidder and explicitly mentioned in the technical bid. Technical architecture and specifications	Support will be provided for integrations only developed by the successful bidder to the implementation partner during the ERP S/4 migration and IndAS 117 implementation if it falls under AMS period otherwise it will be consider as change request . Any other impact of SAP PC and RM will be considered as change request after from integration.	The successful bidder is required to provide support for integrations during the S4 HANA conversion. The S4HANA conversion team will modify the required integrations in ECC (if any) under the guidance of the successful bidder. However modifications required in SAP PC and RM will be taken care of by successful bidder.
41	Para 1	Implementation Scope	Table of Controls	Are IT & cybersecurity risk & controls included in the count provided? If yes, please share more insights on the controls and numbers related to IT and cybersecurity included in the scope	Yes. IT & cybersecurity risks & controls are included in the count provided - 18
42	Para 2	Implementation Scope	162 controls are to be automated during the contract period. The successful bidder must automate controls for all Critical, High, and Moderate risks. The successful bidder must plan and implement the automation of critical controls for Phase 1 for declaring Go-live along with all other activities mentioned in the detailed RISK MANAGEMENT SOLUTION Implementation requirements in this RFP. The remaining controls to be automated must be completed in Phase 2 of Implementation.	Request GIC RE to clarify on the following 1) If 64 controls (critical and automated) are required to implemented in phase 1 and remaining 98 automated controls and 929 are required to be implemented in phase 2?	Yes. (Count as above)
43	Para 2	Implementation Scope	Risks Count Critical 221 High 219 Moderate 145 Low 85 Controls Count To be Automated 162 Manual 929	Any change in given number of controls will have impact on pricing and timeline and it will be considered as change request Does Phase I consider the manual control go live within 9 months of timeline? When does support period start ? After phase I go live or Phase II go live?	1st Part- Yes, manual control should be live with Phase 1 Part 2 - After Go live i.e Phase 1, support period will be started and go-live date must be recorded
44	Para 3	Implementation Scope	The successful bidder must help GIC Re team to refine the existing Risk and control self-assessment RCSA (Risk register), study the controls and define appropriate KRIs in the SAP RM system.	It has been mentioned that successful bidder has to refine the RCSA. We request GIC-Re to please further clarify the "refinement" that will enable the bidder the evaluate the scale of work. Kindly clarify the following questions: 1. Whether the bidder is required to conduct in-depth review of the risk and controls already documented and identify and document new risks and controls? 2. Whether the bidder is expected to understand the existing business and support functions and /or processes for refinement of RCSAs or emphasis is only on understanding the processes around 1091 controls or expectation is to understand only the controls? 3. Whether the bidder is expected to identify and / or re-define the KPIs, KRIs and thresholds? Basis the scope of refinement, the range of refinement will range from 3 month to 6 month which have substantial impact on the effort estimate. Therefore, we request GIC-Re provide completed clarity on the this piece of scope.	1. & 2. The selected bidder has to migrate the existing risk register in the SAP RM system and review the same for any additional updates. 3. KRIs are already defined. We would only require refinement of KRIs. (modifications wherever required)

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45	Para 3	Implementation Scope	The successful bidder must help GIC Re team to refine the existing Risk and control self-assessment RCSA (Risk register), study the controls and define appropriate KRIs in the SAP RM system.	<p>We understand that the numbers w.r.t risk and controls provided in the RFP are an estimate.</p> <p>However, would request GIC-Re to clarify that how the additional risk and control (automated or manual) that may be identified during refinement stage will be taken into consideration from implementation perspective i.e. whether it will be considered in Phase II or during support period.</p> <p>It is important to note that number of automated controls may increase during refinement and that will impact our effort estimate and overall timelines. Can it be considered as a change request?</p>	Yes, in case total number of automation controls increases mentioned in the bid document, it will be consider under a change request
46	Para 3	Implementation Scope	The successful bidder must help GIC Re team to refine the existing Risk and control self-assessment RCSA (Risk register), study the controls and define appropriate KRIs in the SAP RM system.	<p>We further understand that the successful bidder has to refine the existing risk and controls. Kindly note that the refinement of risk and controls will be done only for the functions or activities mapped to these risk and controls. Any function/department not mapped to 670 risks and 1091 controls will be treated as out of scope</p> <p>Would also request GIC-Re to please provide a high level view of processes, uniqueness of controls and segregation automation into configurational, master and transactional.</p>	Yes, Uniqueness of risks and controls as stated above.
47	Para 5	Implementation Scope	During support phase tolerances must be reviewed for its effectiveness and modified accordingly to improve accuracy of results in SAP Risk Management and SAP Process Control	GIC Re is requested to clarify the tolerances to be reviewed are with respect to KRI or something else?	Tolerances are with respect to KRI
48	Clause 22	Payment Schedule	<p>Payment will be made as follows: For SAP Risk Management and Process Control implementation:</p> <p>Phase 1</p> <ul style="list-style-type: none"> o 15% of quoted One time Installation and Implementation cost (OTC) on of sign off of As is process, To-be process and RICEWF documents. o 20% of quoted OTC on start of UAT as per agreed project plan. o 35% of quoted OTC on Go-live of first phase deliverables as agreed in the project plan including all critical controls automation. <p>Phase 2</p> <ul style="list-style-type: none"> o 30% of quoted OTC on successful automation of all other controls as per SOW. 	<p>Would request GIC-Re to allow following modified clause:</p> <p>Phase 1</p> <ul style="list-style-type: none"> o 20% of quoted One time Installation and Implementation cost (OTC) on of sign off refined RCSAs o 15% of quoted One time Installation and Implementation cost (OTC) on of sign off of As is process, To-be process and RICEWF documents. o 15% of quoted OTC on start of UAT as per agreed project plan. o 25% of quoted OTC on Go-live of first phase deliverables as agreed in the project plan including all critical controls automation. <p>Phase 2</p> <ul style="list-style-type: none"> o 25% of quoted OTC on successful automation of all other controls as per SOW. 	No change
49	Point 5	Implementation Scope	Key Risk Indicator definition, with thresholds, profile, linkage to loss data and risks and/or controls etc	Kindly clarify if there are any existing KRIs. If yes, are the thresholds defined ?	Yes
50	Point 25	Implementation Scope	Business Intelligence – A multi-dimensional reporting layer that provides combinational analysis of the above elements to construct various dashboards that can be drilled down to the required level of analysis. (Bidder must use SAP BI & BO that is already available with GIC Re to publish these reports)	Should we also consider the support period of 3 years for SAP Skillset around dashboarding in BI or BO and We have considered only 5 custom reports for go live.	<p>We are expecting the reports required for SAP RM and PC to built on the application layer or use CDS views for publishing on embedded Fiori Apps.</p> <p>Since we are undergoing S4HANA conversion, BI and BO may not be part of the conversion. Hence, please read the line in RFP as the SAP BI and BO must not be used to publish these reports.</p>

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51	Point 36	Implementation Scope	Providing bug patches or upgrades with knowledge transfer to GIC Re's staff at no additional cost during the contract period.	Should we also consider SAP basis module in support period otherwise should be assume SAP BASIS assistance will be provided by GIC RE	Basis Support is expected from customer. Our current Basis support team will assist with information required for the activities.
52	2.3. Risk and Control Assessment Module	II. Detailed RISK MANAGEMENT SOLUTION Implementation requirements:	Historical RCSA master data migration and capturing of dimensional and other required data for past data.	SAP GRC PC and RM does not cater to historical data migration from any legacy system. Tool can not migrate the information of historical audit / control findings. Once RCM is considered live in PC and RM post that there is a option to maintain all the audit log around changes in master data but not erstwhile information. So can you let us know the expectation here	Master data is maintained in Excel sheet. It is expected that successful bidder will configure and upload the same in SAP RM and PC.
53	2.5. Process Control Module	II. Detailed RISK MANAGEMENT SOLUTION Implementation requirements:	NA	GIC Re is requested to clarify if functional SOPs are in place for all the processes/functions/departments ?	Yes
54	2.7. User Acceptance Test (UAT)	II. Detailed RISK MANAGEMENT SOLUTION Implementation requirements:	The successful bidder shall assist the Corporation in preparing test cases including test data. This would involve formulating the test plans, test calendars, test schedules (day- end, month-end etc.), test cases, defining the acceptance criteria, monitoring the testing on a day-to-day basis', timely resolution of gaps, errors, bugs reported during testing and providing continuous support to the users for the UAT and acceptance testing. Acceptability rests with the Corporation but the end-to-end support for the same will have to be provided by the successful bidder	Request GIC to clarify if the test cases be provided by GIC Re for objectivity and independence as bidder is developing as well as implementing the solution	The test cases will be applicable from the existing Risk register. and will be provided to the selected bidder.
55	8.1 Support Post Go-Live	II. Detailed RISK MANAGEMENT SOLUTION Implementation requirements: Support Post Go live	On-site support to be provided by the successful bidder directly deputing one full time skilled resource on – site for a period of One Year post go live date and Offsite Support for 2 years 100 Man days / year	Doesn't full time resource onsite for one year conflict with 100 Mandays to consider in that year ?	100 Man days are over and above the full time employee. So it will be all hours of on site employee plus 100 man days of support for changes
56	SLA	Clause 28	28. Limitation of the Service Provider's Liability towards GIC Re	GIC Re is considered to consider the following modification in Clause 28 ('Limitation of the Service Provider's Liability towards GIC Re'), provided in the RFP: "The Service Provider, with respect to damage caused by the Service Provider to GIC Re's property, shall not be liable to GIC Re for any indirect or consequential loss or damage; and shall not be liable to GIC Re for any direct loss or damage that exceeds (A) the total payments payable under this Agreement to the Service Provider, or (B) the proceeds the Service Provider may be entitled to receive from any insurance maintained by the Service Provider to cover such a liability, whichever of (A) or (B) is higher. This limitation of liability shall not affect the Service Provider's liability, if any, for damages to third parties caused by the Service Provider or any Person acting on behalf of the Service Provider in carrying out the Services. Nothing in these terms shall exclude or limit the liability of the Service Provider in the case of: (a) death or personal injury resulting from the Service Provider's or Service Provider's Team's negligence and; (b) negligence and wilful misconduct; (c) fraud; (d) breach of confidentiality provisions (e) indemnification provisions in this Agreement (f) or other liability to the extent that the same may not be excluded or limited as a matter of law."	No change

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57	SLA	Clause 29	Conflict of interest	GIC Re is requested to please curtail requirements of Clause 29 ('Conflict of Interest'), in the RFP to the Engagement Team only. a) 'Any conflict related declaration can be given as on the current date only.' b) 'All conflict-of-interest confirmations shall be provided for the engagement team members providing the services pursuant to this engagement as per our internal risk management procedures.'	No change
58	SLA	Clause G ('Return of Documents'), Clause 12.4 and Clause 15.1	Clause G ('Return of Documents'), Clause 12.4; and Clause 15.1	In lieu of Clause G ('Return of Documents'), Clause 12.4 provided on ; and Clause 15.1 provided in the RFP, GIC Re is requested to include the following: "Notwithstanding anything to the contrary, Consultant(s) shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by the Consultant(s). Such retention shall be subject to obligations of confidentiality mentioned herein."	No change
59	SLA	Clause 1 ('Right to Audit'), and Clause 10 ('Right of Monitoring, Inspection and Periodic Audit')	Clause 1 ('Right to Audit') and Clause 10 ('Right of Monitoring, Inspection and Periodic Audit')	As per Clause 1 ('Right to Audit') and Clause 10 ('Right of Monitoring, Inspection and Periodic Audit'), provided in the RFP, we propose the following disclaimer "Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) Bank or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of audit and any results thereof; (iii) the auditors or the representatives of Bank for the audit shall not be bidder's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with Bank and be discussed and agreed mutually with Bank and bidder for its closure."	No change
60	1714026269 Scope of Work	Support must be provided for integrations developed by the successful bidder to the implementation partner during the ERP S/4 migration and IndAS 117 implementation.	We understand that support is only required for the connection between GRC and S/4 HANA during S/4 migration. No functional or technical migration activities are included. Also, please confirm whether the design changes are needed for KRIs and controls?	Bidder is expected to support (Only on activities related to SAP GRC that needs changes during the migration) as an when required during the S/4 migration.	The understanding is correct.
61	1714026269 Scope of Work	Implementation Scope : Total controls : 1091 To be automated : 162(Critical in Phase 1 and remaining in Phase 2). Manual : 929 These are currently maintained in an excel sheet and these numbers are for effort estimation only and change from time to time.	1. Kindly confirm whether all 929 manual controls need to be configured in GRC PC. 2.Please confirm What percentage of change can we anticipate? Will the total number of controls remain the same, with only the risk levels being adjusted.	GIC to check with business department to confirm the amount of possible changes and take acceptance from business from final count.	The risk register is reviewed by us quarterly. Only risk levels will be adjusted,
62	1714026269 Scope of Work	The successful bidder should suggest the guideline in the form of a Standard Operating procedure for risk and control assessment and test procedure required.	1. Please confirm if any existing Standard Operating Procedure available or do we need to create from scratch. 2. Please confirm if the control test procedures are part of the Risk and Control Matrix (RCM). If yes are the test procedures to be reviewed for completeness?	GIC to confirm on existing SoP Methodology and confirm whether any major changes will be required in the same.	The selected bidder has to prepare a common documented guidelines in the form of Standard Operating Procedure for RCSA workflow.

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63	1714026269 Scope of Work	Implementation Scope: The successful bidder must help GIC Re team to refine the existing Risk and control self-assessment RCSA (Risk register), study the controls and define appropriate KRIs in the SAP RM system. Further the successful bidder must map the processes in SAP ECC system and monitor through SAP Process Control.	1. We understand that the bidder is expected to review the controls and risks and suggest changes? Please confirm our understanding. 2. Do you want us to define KRIs for all 670 risks. Could you please clarify.	GIC will check and confirm whether any changes are need in the existing RCM. The bidder must define and implement KRIs for all 670 risks required.	KRIs are already defined. We would only require refinement of KRIs. (modifications wherever required)
64	1714026269 Scope of Work	1. Risk and control self-assessment (RCSA) - Workflow based system for creating risk and control and assessing the same based on matrix defined.	Does the scope include updating and suggesting improvements to existing RCSA or only migration to SAP GRC system?	GIC will check and confirm whether any changes are need in the existing RCM.	The scope includes the migration of existing risk register ,
65	1714026269 Scope of Work	2. Capability to create risk and control library.	1. Kindly elaborate if the scope is limited to only top enterprise risks or would extend to department level risks as well. 2. Please confirm the total number of functions/ departments 3. Please confirm if the total control count of 1091 includes IT controls as well , if yes please provide the total number of IT controls.	As mentioned by GIC, the 670 risks mentioned in the RFP are not unique, these might be duplicated at department level Approximately, there might be 171 unique risk across organization. Also, the count to be considered for KRI development will depend on the unique number of risks. GIC to confirm the unique number of controls out of 1091	Automated controls : 36 Unique automated controls : 18 Automated risks : 18 Unique automated risks: 10 No. of Unique Risks : 171 (+/-5%) No. of Unique Controls : 320 (+/-5%)
66	1714026269 Scope of Work	36. Providing bug patches or upgrades with knowledge transfer to GIC Re's staff at no additional cost during the contract period.	As per our understanding, the bidder is expected to assist with regular patch upgrades or bug fixes, excluding major software upgrades. Kindly confirm if our interpretation is accurate.	GIC will check and confirm whether the bidder is expected to perform any SAP basis related activities (regular patch upgrades or bug fixes, excluding major software upgrades)	The understanding is correct. Successful bidder is expected to take up basis activities related to SAP RM and PC. Any basis activity should be carried out with proper approval from GIC Re.
67	1714026269 Scope of Work	2.8. Reports- Regulatory reports templates will be given to the successful bidder for development during implementation phase. There are around five regulatory reporting formats.	Could you please confirm whether these 5 custom reports are in addition to the 5 unique custom regulatory reports mentioned in point 3.	GIC mentioned the bidder is expected to develop only 5 unique custom reports in alignment with the GIC's 5 regulatory reports.	Yes
68	1714026269 Scope of Work	3.Integration with Backend systems :The bidder must integrate the Key Risk Indicator Module of the SAP Risk Management and SAP Process Control with GIC Re Backend Systems, i.e., SAP ECC on HANA, SAP BW on HANA, or any other systems to capture data on the pre-defined schedule.	We understand that only ECC and SAP BW system are to be integrated with SAP GRC PC and RM. Please confirm our understanding.	GIC confirmed our understanding and mentioned the bidder is not expected to integrate SAP GRC system with any other Non-SAP system. Any process controls pertaining to Non-SAP system can be developed/configured as a manual control. GIC to confirm whether bidder needs to make any customization in ECC/BW for control automation	The understanding is correct regarding ingration with SAP system. The integration/development must be to the extent of data collection from SAP ECC for RM and PC functions. However modifications or configurations in SAP ECC system are not be done by the successful bidder.
69	1714026269 Scope of Work	8 Support 8.1.Support Post Go-Live On-site support to be provided by the successful bidder directly deputing one full time skilled resource on – site for a period of One Year post go live date and Offsite Support for 2 years.	Considering the changes coming during the support phase might require ABAP or BASIS support. Kindly confirm if we propose more resources for support phase?	GIC mentioned that only one resource is required to be on-site during the period of one year post go live date. However, the bidder can have a offshore team to support the on site resource as an when required.	The understanding is correct.
70	1714026269 Scope of Work	The cost of all customizations is required to be included in the Commercial Bid and GIC Re will not make any additional payments for customization throughout the term of the contract.		Is it possible to provide maximum no of customization to be performed	We will not able to provide number of customisation. However, commercial format includes 100 manhours per year for any customiation.

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71	1714026269 Scope of Work	D. Certify : GIC Re users must be able to drill down into these reports if they need more detailed analysis. The reports that need to be created during the implementation phase must be signed off along with the to-be process document. The resources deployed on-site/off-site for the contract period must be capable of modifying/enhancing or building new reports that are raised during the contract period.		Kindly confirm whether the development of new reports includes the custom development.	Yes, the understanding is correct
72	1714026269 Scope of Work	C. Evaluate : SAP Process Control must enable connections to its ERP system: SAP ECC on SoH to evaluate the data and determine if a control deficiency exists.		We understand that this applies only to ECC-based controls. Please confirm our understanding.	The understanding is correct.
73	1714026269 Scope of Work	b. Continuous Monitoring : Users should be able to create alerts when configured thresholds are met to populate Risk Management dashboards and heat maps and to notify risk owners.		system generated alerts for threshold violation and are not generated manually by the user. Is this okay to be implemented?	Presently automated controls to be implemented in phase 1 and rest in phase 2.
74	1714026269 Scope of Work	Implementation Scope : The successful bidder should advise in the form of a guideline the basis for setting up tolerances for Key Risk Indicators and Internal Control Monitoring. The thresholds for monitoring of the KRIs and controls will be provided by GIC Re and must be configured accordingly in SAP Risk Management and SAP Process Control.		1. Do you expect automated monitoring for all KRIs? As per our understanding, not all risks can be monitored using system driven data. 2. Could you please confirm if KRI has been defined for existing risks? 3. Could you provide an estimate of the number of KRIs intended for automation?	KRIs are already defined. We would only require refinement of KRIs. (modifications wherever required)
75	1714026269 Scope of Work	6. Build capabilities to aggregate various KRIs and automation of KRIs from data sources available.		Could you please confirm if only SAP ECC and BW system will be used for KRI automation. Whatever KRIs could be built using these 2 systems will be automated, while the rest will be manual. Can we apply a max capping of 50 KRIs to be automated?	The understanding is correct. KRI Automation system will be ECC and BW only. Agree for max capping of 50 KRIs.
76	1714026269 Scope of Work	14. Meta data & Risk Structure Classification and amendments thereto		Is there any existing Risk Classification matrix available?	Yes
77	1714026269 Scope of Work	10. Designing and configuration of data reporting workflow.		Could you please provide additional explanation regarding this clause	During report go-live proper documentation regarding the process for gathering data from data sources ,analyzing, and publishing reports related to risk management and process control within the SAP environment
78	1714026269 Scope of Work	1. Migration of existing RCSA data		Are different attributes pertaining to enterprise risks are already defined e.g. impact levels, probability, response types etc. or you expect the bidder to conduct the workshops to define the same for existing ERMS?	The risks are already defined.

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79	1714026269 Scope of Work	2. Business Structure Module 2.1. – Dimensional Data System should have reasonable number of dimensions of structures or hierarchies to support basic organization of the information onto hierarchy structures. (For example: - business units' hierarchy, process structure, geographical hierarchy, product structure, risk library structures)		Only org and risk structure can be configured in via std GRC process for . Please confirm if this is acceptable	Understanding is correct. The successful bidder has to configure organisation and risk structure of GIC Re in the SAP RM and PC system
80	1714026269 Scope of Work	2.3. Risk and Control Assessment Module – Designing and configuration of data reporting workflow		Please provide more details. This point is also repeated in Implementation scope, point 12 repeat - clarification needed	During report go-live proper documentation regarding the process for gathering data from data sources ,analyzing, and publishing reports related to risk management and process control within the SAP environment
81	1714026269 Scope of Work	7.TRAINING The successful bidder must provide training for core users and end users at least once a year as per GIC Re's requirement as part of the scope of work, at no extra cost during the contract period. The successful bidder must train the identified users (Core Project Team) in all the modules and processes related to the Scope of Work. The training must be planned in train the trainer model where the trained users must be able to train the remaining users.The Proposed Training Plan should be a part of the proposal.		1. Please mention the number of end users and core users that are to be trained. 2. The training will happen in the GIC HO or we are expected to travel to other location	Core users - 30 End users - 60 The training will be in GIC HO
82	1714026269 Scope of Work	15. Historical master data migration and capturing of dimensional and other required data for past data.		Since Data migration is in scope, we request GIC to clarify on the quality & volume of data may be sought. There may be a dependency on the external vendors/ systems for the above-mentioned data which we can check accordingly.	Current Year's data is to be migrated which is presently maintained in MS excel. The number of risks and controls are already provided.
83	1714026336 Service Level Agreement	GeM terms and conditions		The GeM bidding document states that the terms of RFP shall prevail over GTCs of GeM. We have hence reviewed the RFP. We request client to confirm if any aspect of GeM GTC are applicable. We understand GeM is only used for submission purpose	Bidders shall abide by the STCs listed in this document in addition to the General Terms and Conditions (GTC) of Government e-Marketplace (GeM)..The terms of RFP shall prevail over GTC in case of any ambiguity.
84	1714026336 Service Level Agreement	Limitation of Liability		We request the client to cap our overall liability (without any exceptions) to the amount of fees paid to us, which is to be inclusive of all the liabilities. We also request you to include to extend exclusion of indirect and consequential losses or damages beyond damage to client's property to state that we will not be liable for any indirect and consequential losses or damages. This is as per GFR and the guidelines issued by MeitY. It is also the normal industry practice. It is also the normal industry practice. Client may consider including the following language: <i>"Purchaser/Client agrees that Consultants total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. Purchaser/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss."</i>	No change
85	1714026336 Service Level Agreement	Limitation of Liability		Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	No change
86	1714026336 Service Level Agreement	Confidentiality Obligations		We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.	No change

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87	1714026336 Service Level Agreement	Confidentiality Obligations		Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request client to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	The request is with regard to marketing or using the name or logo of GIC by the Service Provider for purpose of business. The said request is sufficiently covered under Para E (Permitted Disclosures).
88	1714026336 Service Level Agreement	Indemnity		<p>We request client to include the following exceptions and procedure as these are industry standards and reasonable. They are also mentioned in the MeitY guidelines.</p> <p><i>"1. Notwithstanding anything contained in 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 patents incorporated in India 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.</i></p> <p><i>2. 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; However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either: i. Procure the right for Indemnified Party to continue using it; ii. Replace it with a non-infringing equivalent; iii. Modify it to make it non-infringing.</i></p> <p><i>3. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement."</i></p>	Clause 4.11 expects Service Provider to have the required license or authority to use all its IPRs and are valid on the date of signing of agreement. GIC seeks indemnity with respect to that aspect. Hence, no change is needed.
89	1714026336 Service Level Agreement	Indemnity		<p>There are several remedies available under law and contract to you for such breach of obligations. For eg., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section.</p> <p>If you still insist on retaining this section, then we request you to at least make them subject to overall cumulative liability cap of total contract value and subject to final determination of court/arbitrator</p>	The concept of indemnity and liquidated damages are not same. Liquidated damages put a cap on the amount which may be recovered on suffering damages. Whereas, indemnity is a promise from promisor to hold the promisee indemnified in case of any loss or on absolute accrual of liability. Hence, for those loss which may exceed the limit of liability, we rely on indemnity bond. No change is needed.
90	1714026336 Service Level Agreement	Indemnity		We agree to indemnify to the extent the damages/losses are finally determined by a competent court or arbitration. Please make indemnities subject to final determination by court/arbitrator. This is also the industry standard and prescribed by MeitY in its guidelines.	Indemnity is a promise by promisor to indemnify any loss occasioned by promisee. The promise is binding on Parties and is required to make good the loss without any delay. No change is needed.

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91	1714026336 Service Level Agreement	Indemnity		The indemnities set out in this agreement shall be subject to the following conditions: (i) 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; (ii) 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; (iii) if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this clause, the Indemnified 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; (iv) 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; (v) all settlements of claims subject to indemnification under this Clause will: a) 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 b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement; (vi) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings; (vii) the Indemnified	There is no query or clarification but an addition is suggested. Any addition to SLA may be taken with successful bidder.
92	1714026336 Service Level Agreement	Termination		To uphold the principles of natural justice and to bring parity in the contract, we request client to give us the right to terminate the contract in case client breaches any of its material obligations under the contract, provided a notice for such breach is given to client along with a rectification period of 30 days.	It may be negotiated as per market practices only with successful bidder
93	1714026336 Service Level Agreement	Risk Purchase		Request client to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm that client will use government procurement norms (including price discovery) for procurement of such services from third parties.	No change
94	1714026336 Service Level Agreement	Conflict of interest		We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	GIC expect actual or potential conflict of interest to be notified in writing which Service Provider is aware or can anticipate by reasonable due diligence.
95	1714026336 Service Level Agreement	Liquidated damages		We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	The LD would be levied only when delays escalates to certain days mentioned in SLA and in phased timeline. Capping would ensure timely delivery of services by Service Provider and reducing it to 5% would not serve the purpose. No change needed.
96	1714026336 Service Level Agreement	Liquidated damages		We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches.	Many Supreme Court decisions have laid down that stipulation of an amount or liquidated damages may not necessarily means that defaulting party can walk away by paying the LD. The intention may be to ensure fulfilment of obligations and prevent breach of contract. Hence, LDs could not made as exclusive remedy for all breaches as it would jeopardise non-defaulting party's right to other remedies available under contract, law or equity.

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97	1714026336 Service Level Agreement	Times is of essence and LDs for delay		By making time of essence of the contract, you retain the right to void the contract ab initio in case timelines are not met. There are various dependencies on the client and other third parties for completing the project. There may be delays on part of client and other parties also. Thus, contract can be voided by you even if the fault is not entirely ours. We understand that it is not the intention to make the agreement void ab initio in case of any delay in achieving the timelines. Further, since there are LDs for delay in achieving the timelines, it does not look legally feasible to have time as essence of the contract. Thus, request you to kindly delete this clause.	The object of this clause is to uphold professional conduct of Consultant/Bidder rather than making the contract void abinitio. Moreover, when the time is the essence of the contract, it is expected that the Bidder would perform the contract within the stipulated time and upon failure to do so, the GIC has a right to avoid the contract.
98	1714026336 Service Level Agreement	IPR		There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by MeitY in its guidelines. <i>"Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations."</i>	It is reiterated that supporting documents submitted as part of the bid (proposal) shall become property of GIC Re. However, with regard to pre-existing IPR held by the Consultant, please refer clause 4.11 (Page 7) of SLA.
99	1714026336 Service Level Agreement	Insurance		We wish to clarify that we maintain insurances, at the firm level, which are required to be maintained by us as per the provision of laws. Separate insurances for this project may not be required in light of such firm level insurance. We can provide you with a confirmation about our firm level insurance and that to the extent required by law, this project will also be covered under that insurance. We hope that should suffice. Please confirm.	The object of the clause is that all the risks assumed by the Consultant under this Agreement as well as in respect of Consultants personnel under this Agreement is covered . It also impacts the Limit of Liability under the Contract. We may decide alongwith the succesfull bidder if the comprehensive cover existing with consultant suffices or a separate cover is needed.
100	1714026336 Service Level Agreement	Audit		We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow Client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	GIC is a PSU subjected to various audits and many levels of scrutiny, co-operation from the Consultant is demanded in all such events where GIC reserves the right to Monitor , Inspect and Assess the progress/performance/maintenance of the Services envisaged under this Agreement at any time during the course of this Agreement. Moreover, the terms of NDA would be in effect.
101	1714026336 Service Level Agreement	Survival obligations		We request that any obligation arising under the agreement shall survive for a period of 12 months, post termination/expiry of the Contract	Page 5 of SLA Representation and warranties are conditions precedent and no change is suggested. Page 12 of SLA- Deed of Indemnity & Confidentiality clause/NDA- may be negotiated as per market practices only with successful bidder, page 46 of SLA - Survival Clause is a boiler plate clause therefore no changes are suggested.

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102	1714026336 Service Level Agreement		We are not eligible to bid in case we have ever been blacklisted / debarred in the past, and/or Declaration regarding past blacklisting/debarment where no time limit has been specified.	We would like to humbly submit that the eligibility criteria/declaration regarding prior blacklisting is open-ended in terms of the time period. We request you to kindly limit the eligibility criteria regarding blacklisting to bidders not blacklisted as on the date of submission of the bid or have not been blacklisted for a definitive period, such as 2 years. We also request you to kindly allow Bidders to declare that they are not blacklisted as on date or for a specific period (like 2 years) in the past.	No Change
103	1714026336 Service Level Agreement	No third party disclaimer		We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	It is understood that the bidder wishes to have a clause where GIC takes liability for any third party claims made against the bidder in relation to the services under the contract. The liability of the bidder to third party is as per the SLA and is limited by Limit of liability Clause.
104	1714026336 Service Level Agreement	Acceptance		If the project is to be completed on time, it would require binding both parties with timelines to fulfil their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by MeitY in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause:	We will discuss with the successful bidder
105	1714026276 Special Terms & Conditions		If at any point of time the services of Bidder are found to be non-satisfactory, the contract will be terminated as per the termination provisions of the SLA.	We request client to clarify that this clause if imposed should be tightly aligned to a well laid consultative process and ascertaining the cause of the delay in question. We should not be held responsible if the work is delayed due to external factors/ dependencies/ reasons beyond our control.	GIC Re would enforce SLA on activities that the successful bidder is responsible for and not for delays caused from GIC Re's Side.