



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

THE NEW INDIA ASSURANCE COMPANY LTD.

पंजीकृत एवं प्रधान कार्यालय : न्यू इन्डिया एश्योरन्स बिल्डिंग, 87, महात्मा गांधी मार्ग, फोर्ट, मुंबई - 400 001.

Regd. & Head Office : New India Assurance Bldg., 87, M.G. Road, Fort, Mumbai - 400 001.

CIN No. L66000MH1919GOI000526

Phone : 022-22708100

22708400

Website : www.newindia.co.in

24-06-2025

Tender Extension and Addendum Note

Deputy General Manager: Mr. Bhaskar Reddy

Deputy General Manager: Mr. Dhiraj Kumar

Re: REQUEST FOR EMPANELMENT (RFE) TO EMPANEL VENDORS FOR IMPLEMENTING IT SOLUTIONS FOR NIACL (TENDER NO: NIA/HO/NI/IT/06-25/01)

The last date of Technical submission is hereby extended to 03:00 PM, 04-07-2025 (July 4th, 2025). The Technical bid shall be opened on 04-07-2025 (July 4th, 2025) at 03:00 PM.

Please find enclosed, addendum/corrigendum regarding the "REQUEST FOR EMPANELMENT (RFE) TO EMPANEL VENDORS FOR IMPLEMENTING IT SOLUTIONS FOR NIACL (TENDER NO: NIA/HO/NI/IT/06-25/01)"

If approved, the extension notice and addendum/corrigendum will be published in the website/e-procurement portal.

Submitted for approval.

Ravi Soongra

CM - IT



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ADDENDUM/CORRIGENDUM

This refers to our tender "REQUEST FOR EMPANELMENT (RFE) TO EMPANEL VENDORS FOR IMPLEMENTING IT SOLUTIONS FOR NIACL (TENDER NO: NIA/HO/NI/IT/06-25/01)"

SN	Page No	Clause (Tender Ref)	Description in the tender (Tender Ref)	Modified Clause
1	13	Section - II PART A – TECHNICAL BID (OFFLINE)	The following documents are required to be submitted offline in physical/hard copies to The Chief Manager, IT Dept, Third Floor, The New India Assurance Co. Ltd., Head Office, 87, M G Road, Fort, Mumbai-1 by 4 PM, 27th June 2025, in one sealed envelope super-scribed as "Offline Document Submission for REQUEST FOR EMPANELMENT (RFE) TO EMPANEL VENDORS FOR IMPLEMENTING IT SOLUTIONS FOR NIACL (TENDER NO: NIA/HO/NI/IT/06-25/01)" failing which the bidder may be disqualified and their bid may not be opened: a. Bank Guarantee for EMD in the name of "The New India Assurance Company Limited". Bank Guarantee should be from a nationalized/scheduled bank. Bidder's Bank must be on SFMS platform and SFMS copy (Message Type IFN 767) should be sent to HDFC Fort branch IFSC-HDFC0000060 b. Integrity pact (duly signed and stamped) as per Annexure –6	The following documents are required to be submitted offline in physical/hard copies to The Chief Manager, IT Dept, Third Floor, The New India Assurance Co. Ltd., Head Office, 87, M G Road, Fort, Mumbai-1 by 3 PM, <u>4th July 2025</u> , in one sealed envelope super-scribed as "Offline Document Submission for REQUEST FOR EMPANELMENT (RFE) TO EMPANEL VENDORS FOR IMPLEMENTING IT SOLUTIONS FOR NIACL (TENDER NO: NIA/HO/NI/IT/06-25/01)" failing which the bidder may be disqualified and their bid may not be opened: a. Bank Guarantee for EMD in the name of "The New India Assurance Company Limited". Bank Guarantee should be from a nationalized/scheduled bank. Bidder's Bank must be on the SFMS platform and SFMS copy (Message Type IFN 767) should be sent to HDFC Fort branch IFSC-HDFC0000060. <u>Demand Draft (DD) is also acceptable in the name of "The New India Assurance Company Limited"</u> b. Integrity pact (duly signed and stamped) as per Annexure –6 The details of the Bank Guarantee/DD, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the submitted bid will not be accepted.

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			The details of the Bank Guarantee, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the submitted bid will not be accepted.	
2	11-1 2	10.0) SCOPE OF WORK (SOW)	<u>Domain 17: Other Miscellaneous Requirements</u> a. Tool for multi-lingual conversion of text and documents, including integration with NIACL's IT systems b. OCR/ICR Tool - Optical Character Recognition/ Intelligent Character Recognition c. Network Monitoring Solution ● Tool to observe/analyse performance of NIACL network/devices and its components ● Reporting/Analytics and dashboard creation ● Integration with NIACL's IT systems ● Identify potential problems, track key metrics, compliance and security ● Alerting and notifications, root cause analysis d. RFP (Tender) building and	<u>Domain 17: Other Miscellaneous Requirements</u> a. Tool for multi-lingual conversion of text and documents, including integration with NIACL's IT systems b. OCR/ICR Tool - Optical Character Recognition/Intelligent Character Recognition c. Network Monitoring Solution ● Tool to observe/analyse performance of NIACL network/devices and its components ● Reporting/Analytics and dashboard creation ● Integration with NIACL's IT systems ● Identify potential problems, track key metrics, compliance and security ● Alerting and notifications, root cause analysis d. RFP (Tender) building and technical/legal/compliance review for various requirements of NIACL e. DevOps Tools, Information security and Enterprise Risk Management. DevOps tools and services implementation to enable best-in-class tech for indicative use cases such as ● Automated testing solutions ● DevOps tools (VCS, CI/CD, SCA, SAST, DAST, Observability etc.) ● DevOps training and skill development ● Information and cyber security ● Enterprise Risk Management tools such as GRC, Early Warning tools / alerts, dashboards, and Key Risk Indicators

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			technical/legal/compliance review for various requirements of NIACL e. DevOps Tools, Information security and Enterprise Risk Management. DevOps tools and services implementation to enable best-in-class tech for indicative use cases such as • Automated testing solutions • DevOps tools (VCS, CI/CD, SCA, SAST, DAST, Observability etc.) • DevOps training and skill development • Information and cyber security • Enterprise Risk Management tools such as GRC, Early Warning tools / alerts, dashboards, and Key Risk Indicators	f. Map services: which will include but not limited to • Map Services: Implement interactive mapping functionalities, including base maps, layers, and routing. • Risk & Office Location Tagging: Develop systems to tag geographical areas with risk parameters and accurately map all company office locations. • Bulk Google My Business (GMB) Management: Enable efficient bulk creation, claiming, verification, and ongoing optimization of Google My Business profiles. • Address Correction & Geocoding: Implement systems for automated address correction, geocoding (text to coordinates), and reverse geocoding. • Geo-tagging: Ensure all relevant data assets include geographical identification metadata for location awareness. g. Bulk mailing and mail merge solutions: • Bulk Email Sending: Capabilities for sending large volumes of emails reliably, ensuring high deliverability and compliance with email regulations. • Mail Merge Personalization: Dynamic insertion of personalized data (e.g., recipient names, specific details) into email content and subject lines from a data source. • Campaign Management: Tools for creating, scheduling, segmenting audiences, and managing bulk email campaigns effectively. • Performance Analytics: Comprehensive tracking and reporting on key metrics such as open rates, click-through rates, bounces, and unsubscribes. • Data Integration: Seamless connectivity with existing data sources (e.g., CRM, spreadsheets) for recipient lists and merge fields. • Template Management: User-friendly tools for creating, customizing, and managing
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				reusable email templates. h. KYC and e-Insurance Account: • PAN-based verification; Aadhar based OTP verification; • Aadhar based image & video KYC and verification • Enablement of Digilocker integration • Enablement of Biometric eKYC solution • Name match logic: ❖ Centralized database integration (e.g., account aggregators, ITR, bank accounts, death certificates etc.) ❖ OCR/ ICR technology ❖ Integration for e-insurance accounts/repositories
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Annexure - 2 now stands modified as following (consequent to the above addendum):

ANNEXURE 2

COMPLIANCE STATEMENT

RFE Reference No.: NIA/HO/NI/IT/06-25/01

(On Company Official Letter Head)

Bidder's Name.....

[Address and Contact Details]

Date.....

To,

Chief manager,

IT Dept,

The New India Assurance Head Office

87, MG Road, Fort Mumbai, 400001

Reg: REQUEST FOR EMPANELMENT (RFE) TO EMPANEL VENDORS FOR IMPLEMENTING IT SOLUTIONS FOR NIACL (TENDER NO: NIA/HO/NI/IT/06-25/01)

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by NIACL in this RFE. (Any deviation may result in disqualification of our bid).	
	We understand & agree that in event of being successful in the bid and being empaneled; we shall comply to the terms & conditions of RFE in future and shall not attempt to get the same changed from NIACL later on in process of empanelment, contract signing and/ or subsequent purchase order/s from NIACL.	
	We understand and agree that such attempts and non- compliance to RFE terms may lead to cancellation of our such empanelment and suitable penal action may be taken by NIACL against us including blacklisting.	
	We certify that we are complying with all the Statutory &	

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	Regulatory Guidelines.	
Scope of work and/ Technical Specification	We certify that the systems/services offered by us for corresponding domains in RFE conform to the Scope of work and technical specifications stipulated by you. (Any deviation may result in disqualification of our bid)	
RFE, Clarifications & subsequent Corrigendum/s, if Any.	We hereby undertake that we have gone through RFE, clarifications & Corrigendum/s issued by NIACL and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by NIACL in this RFE. (Any deviation may result in disqualification of our bid)	

Domain number	Domain Name	Participation (Yes/No)
1	UI/UX Design and backend development	
2	Artificial Intelligence/Machine Learning (AI/ML). Data Analytics and Business Intelligence	
3	API Management	
4	Micro-App and Platform Development	
5	Learning Management System (LMS) and Training Module	
6	Motor Vehicle Analysis	
7	Account Aggregator (AA)	
8	ONDC	
9	Data Lake and Data Warehouse	
10	IT Consultancy and Auditing Services	
11	Email Automation Solution	
12	Digital and non digital Marketing	
13	Asset Tracker	
14	Digital Payment Solutions	

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15	HRMS and related modules and tools	
16	KPI Management Solution	
17.a	Tool for multi-lingual conversion of text and documents, including integration with NIACL's IT systems	
17.b	OCR/ICR Tool	
17.c	Network Monitoring Solution	
17.d	RFP (Tender) building and technical/legal/compliance review for various requirements of NIACL	
17.e	DevOps Tools, Information security and Enterprise Risk Management	
17.f	Map services	
17.g	Bulk mailing and mail merge solutions	
17.h	KYC and e-Insurance Account	

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No:

Seal of Company:

Date: 24/06/2025


रवि कुमार सोनगरा
Ravi Kumar Soongra
मुख्य प्रबंधक
Chief Manager



रावि कुमार सोनग्रा
Ravi Kumar Sonogra
महाराष्ट्र सरकार
मुंबई