



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई 1
THE NEW INDIA ASSURANCE COMPANY LIMITED, H.O., MUMBAI 1



**THE NEW INDIA ASSURANCE COMPANY LTD.
CORPORATE FINANCE AND ACCOUNTS DEPARTMENT
HEAD OFFICE: 87, M.G. ROAD, FORT, MUMBAI-400001**

**REQUEST FOR EMPANELMENT (RFE)
FOR
PAYMENT GATEWAY SERVICES
FOR A PERIOD OF THREE (03) YEARS.**

Date of Publishing Tender: 15th October 2025
Last Date of Tender submission: 4 PM, 31st October 2025
Last date for Queries: 24th October 2025
Technical bid Opening: 4 PM, 31st October 2025





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BID SCHEDULE

SI No.	Description	Details
1.	RFE No. and Date	NIA-HO/CFAC/10-2025/PG/01 dated 15/10/2025
2.	Name of the Department	Corporate Finance and Accounts Department.
3.	Brief Description of the RFE	Request for Empanelment (RFE) For Payment Gateway Solutions Services for 3 Years.
4.	Address for Communication and Clarifications	The Deputy General Manager Corporate Finance and Accounts Department, 5th Floor, The New India Assurance Co. Ltd., Head Office, 87, M.G. Road, Fort, Mumbai-400001 E-mail: vimal.jain@newindia.co.in ; r.sheshadri@newindia.co.in Tel: 022-22708-611/666
5.	Tender Fee (Non-refundable)	₹10,000/- + 18% GST (INR Ten Thousand + GST)
6.	Performance Bank Guarantee	As per the RFE document.
7.	Website	https://www.newindia.co.in/ https://www.tenderwizard.com/NIAEPROC
8.	Tender wizard Contact Details	Name: Mr. Sushant Panchal Tel: 9731468511 Email: lokesh.hr@etenderwizard.com

For all relevant dates, please refer the Tender Document



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Disclaimer

The information contained in this Request for Empanelment Document or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the **New India Assurance Company Limited** (hereinafter referred as “NIA”) or any of their representatives, employees or advisors (collectively referred to as – NIA Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

This RFP Document is not an agreement and is not an offer or invitation by NIA Representatives and is meant only for the entities who are qualified to submit their Bid (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Bid. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the NIACL Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document.

NIACL, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. NIACL also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder’s risk and may result in rejection of the Bid.

NIACL Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.



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ABBREVIATIONS

1.	API	Application Programming Interface
2.	ASP	Application Service Provider
3.	ATS	Annual Technical Support
4.	BG	Bank Guarantee
5.	BOM	Bill of Material
6.	CBS	Core Banking Solution/ System
7.	CDN	Content Delivery Network
8.	CIBIL	Credit Information Bureau (India) Limited
9.	CTI	Central Threat Intelligence
10.	CVC	Central Vigilance Commission
11.	CRM	Customer Relationship Management
12.	DD	Demand Draft
13.	IT	Information Technology
14.	ISMS	Information Security Management System
15.	EDR	Endpoint Detection and Response
16.	EMD	Earnest Money Deposit
17.	GST	Goods and Service Tax
18.	GWS	Google Workspace
19.	HO	Head Office
20.	HR	Human Resource
21.	IFSC	Indian Financial System Code
22.	IM	Incident Management
23.	IRDAI	Insurance Regulatory Development of India
24.	KYC	Know Your Customer
25.	LD	Liquidated Damages
26.	MIS	Management Information System
27.	ML	Machine Learning
28.	MSE	Micro and Small Enterprises
29.	MSME	Micro Small & Medium Enterprises
30.	NEFT	National Electronic Funds Transfer
31.	NI Act	Negotiable Instruments Act
32.	OEM	Original Equipment Manufacturer
33.	OLTP	Online Transaction Processing
34.	OSD	Original Software Developer
35.	RFP	Request For Proposal [Inter alias the term 'Tender' is also used]



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

36.	RPO	Recovery Point Objective
37.	RTGS	Real Time Gross Settlement
38.	RTO	Recovery Time Objective
39.	RFE	Request For Empanelment
40.	SIT	System Integration Testing
41.	SSO	Single Sign-On
42.	TCO	Total Cost of Ownership
43.	TRAI	Telecom Regulatory Authority of India
44.	UAT	User Acceptance Testing
45.	UI	User Interface
46.	UX	User Experience
47.	VAPT	Vulnerability Assessment, Penetration Testing



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

Contents

1. INTRODUCTION	7
2. BACKGROUND	7
3. ABOUT RFE	7
4. OBJECTIVE	7
5. ELIGIBILITY CRITERIA	8
6. SCOPE OF EMPANELMENT	8
7. EMPANELMENT PROCEDURE	8
8. DURATION OF EMPANELMENT	9
9. DE-EMPANELMENT OF BIDDERS	9
10. CLARIFICATION OF THE RFE and PRE-BID QUERIES	9
11. PRE-BID MEETING	10
12. AMENDMENT TO RFE	10
13. PREPARATION OF BIDS	11
14. TENDER FEE	11
15. SUBMISSION OF BIDS	11
16. PERFORMANCE BANK GUARANTEE	12
17. BID OPENING	12
18. EVALUATION OF RFE	13
19. CLARIFICATIONS OF OFFERS	13
20. MODIFICATION/ CANCELLATION OF RFE	14
21. RESPONSIBILITY OF COMPLETENESS	14
22. INTIMATION TO THE SUCCESSFUL BIDDERS	14
23. ISSUANCE OF LIMITED RFP/RFQ	15
24. SCOPE OF WORK (SOW)	15
ANNEXURES	18
ANNEXURE – 1: Checklist	19
ANNEXURE – 2: ELIGIBILITY CRITERIA	20
1. Bidder's Profile	20
2. Eligibility Criteria for Bidders	20
ANNEXURE – 3: TECHNICAL COMPLIANCE	22
ANNEXURE – 4: NON-DISCLOSURE AGREEMENT (FORMAT)	24
ANNEXURE – 5: INTEGRITY PACT	28
ANNEXURE – 6: TENDER FEE DECLARATION	42
ANNEXURE – 7: UNDERTAKING OF INFORMATION SECURITY COMPLIANCE	43
ANNEXURE – 8: UNDERTAKING OF DATA LOCALIZATION	44



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
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SECTION I

INSTRUCTIONS/GUIDELINES TO BIDDERS

1. INTRODUCTION

The **New India Assurance Company Limited** (hereinafter referred as “**NIA**”) is a premier Multinational General Insurance Company with majority stake owned by Government of India, operating in 25 countries, and headquartered at Mumbai, India. NIA’s global business crossed Rs. 43,600 Cr in 2024-25. Founded by Sir Dorabji Tata in 1919, NIA has been the market leader in India in non-life business for more than 50 years. NIA is the only direct insurer in India rated B++ Stable FSR Rating and BBB+ Stable ICR Outlook by AM Best. NIA has been rated AAA/Stable by CRISIL since 2014, indicating that the company has the highest degree of financial strength to honor its Policyholders obligations. NIA is also a ISO 27001 2022 certified company. NIA has been leading the market, apart from premium, in reserves & net worth for many years.

2. BACKGROUND

Currently NIA is procuring nearly 30% of its domestic business through Digital Channels. For the purpose of Digital Payments, NIA is already having Platform Integration Services with “**Razorpay Optimizer**”, hereinafter referred as “Existing Partner for Platform Integration Services”

To avoid the “Single Point of Failure” (An organizational risk), NIACL wants to have multiple Payment Gateways/Payment Aggregators (Hereinafter referred as PG). This will help NIACL to, effectively, handle Digital operations, thereby minimizing the organizational/operational/digital risk.

3. ABOUT RFE

- 3.1) NIA intends to empanel vendor Payment Gateways/Payment Aggregators for a period of Three (03) years, who can provide suitable and appropriate services to the NIA.
- 3.2) NIA invites capable, experienced and reputed bidders to empanel vendors for Payment Gateway solution services.
- 3.3) The RFE document is not an invitation to enter the contract or an agreement in respect of services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the NIA and selected vendors as identified by the NIA after completion of the selection process.

4. OBJECTIVE

NIA proposes Request for Proposal (RFP) to invite eligible bidders for providing Payment Gateways Solutions on the existing Platform Integration Services of NIA to effectively handle Digital operations, thereby minimizing the organizational /operational/digital risk.



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

5. ELIGIBILITY CRITERIA

- 5.1) Interested bidders, who are capable to provide the services, mentioned in the present RFE document and meet the Eligibility Criteria as per **Annexure-2**, may respond.
- 5.2) Non-compliance to any of the eligibility criteria would result in outright rejection of the bidder's proposal. The bidder is expected to provide proof for each of the points for eligibility criteria evaluation. The proof provided must be in line with the details mentioned in "Document to be submitted in compliance with Qualification Criteria". Any credential detail mentioned in "Qualification Criteria" not accompanied by relevant proof documents will not be considered for evaluation.
- 5.3) NIA, reserves the right to verify/ evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

6. SCOPE OF EMPANELMENT

- 6.1) Bidder who is interested in participating in this RFE must fulfil the eligibility criteria mentioned in the document and also be in a position to comply with the NIA's requirement.
- 6.2) The bidder must also agree to all our terms and conditions mentioned under this RFE.
- 6.3) NIA will not accept any deviations from the terms and conditions specified in the tender. Deviations may result in disqualification of the offer made by the vendor.
- 6.4) Performance of the bidder:
 - 6.4.1) The empaneled vendor shall deliver and perform services in accordance with the time schedule specified by the NIA in its work order or Empanelment letter.
 - 6.4.2) It will be the utmost responsibility of the empaneled vendor to present NIA with a professional, sophisticated and recognizable brand identity.
- 6.5) Along with the above please refer subsequent para of detailed Scope Of Work.

7. EMPANELMENT PROCEDURE

- 7.1) The vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of the documents submitted by the bidder.
- 7.2) Empanelment would be for Three (03) years is subject to annual review.
- 7.3) All the shortlisted intending bidder have to make a presentation before a panel of NIA officials at the discretion of the NIA.
- 7.4) NIA reserves the right to accept / reject any or all Request for Empanelment (ROE) received in response to this advertisement without assigning reasons, or whatsoever.



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

8. DURATION OF EMPANELMENT

Post the evaluation process; the shortlisted bidders will be empaneled for a period of Three (3) years subject to annual review.

9. DE-EMPANELMENT OF BIDDERS

- 9.1) During empanelment period, the NIA reserves the right to de-empanel any vendor. The NIA's decision will be final in this regard.
- 9.2) NIA should retain with themselves the authority to blacklist or bar a bidder for a specific period of the time from participating in its procurement process where the NA has authentic information the bidder has been debarred from participating in the procurement process by a foreign country, international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the NIA is not compatible with its procurement policy and ethical standard.
- 9.3) If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the NIA reserves the right to remove such Bidders from the empaneled list without any notice to the vendor in advance.
- 9.4) Delay by the Service Provider in the performance of its delivery obligations, shall render the bidder liable to imposition of liquidity damages (as per limited RFP/RFQ), and/or termination of the contract for default and/or any other action viz. blacklisting/ circulation in industry etc. as it may deem fit.

10. CLARIFICATION OF THE RFE and PRE-BID QUERIES

- 10.1) The bidder should carefully examine and understand the scope, terms and conditions of RFE and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the RFE by mentioning the relevant page number and clause number of the RFE as per the format mentioned below:

S.N.	Bidder's Name	Page No.	Section	RFE Clause	Clause/ Technical Specification	Bidder's Query
1						
2						
3						
...						



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

- 10.2) All communications regarding points requiring clarifications and any doubts shall be given in writing to Deputy General Manager, Corporate Finance and Accounts Department, 5th Floor, The New India Assurance Co. Ltd., Head Office, 87, M.G. Road, Fort, Mumbai-400001, by the intending bidders as per the bid schedule.
- 10.3) No queries will be entertained from the bidders after the due date and time mentioned in the RFE document.
- 10.4) No oral or individual consultation shall be entertained.

11. PRE-BID MEETING

- 11.1) A pre-bid meeting of the intending bidders will be held in person / online as scheduled in Bid Schedule to clarify any point/ doubt raised by them in respect of this RFE. No separate communication will be sent for this meeting.
- 11.2) If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFE, the next working day will be deemed day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, NIA will allow a maximum of two (02) representatives from each Bidder to participate in the pre-bid meeting.
- 11.3) NIA has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 11.4) The NIA will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the NIA's website and no individual correspondence shall be made. The clarification of the NIA in response to the queries raised by the bidder/s, and any other clarification/ amendments/ corrigendum furnished thereof will become part and parcel of the RFE and it will be binding on the bidder.
- 11.5) Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non-submission of Bid. In addition, non-reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the NIA.

12. AMENDMENT TO RFE

- 12.1) At any time prior to deadline for submission of Bids, the NIA, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.
- 12.2) Notification of amendments will be put up on the NIA's website ([Tender Notice - New India Assurance Co. Ltd.](#)) and will be binding on all bidders and no separate communication will be issued in this regard.



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

- 12.3) In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the NIA, at its discretion, may extend the deadline for a reasonable period as decided by the NIA for the submission of Bids.

13. PREPARATION OF BIDS

- 13.1) Before submitting the bid, the bidders should ensure that they conform to the Eligibility Criteria Declaration as stated in **Annexure-2** of this RFE document. Only after satisfying themselves of the Eligibility Criteria, the offer should be submitted.
- 13.2) All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structures format as per the checklist (**Annexure-1**) appended.
- 13.3) All pages of RFE should be stamped and signed by Authorized signatory of the bidder. All pages of the bid document should be serially numbered and shall signed by the authorized person/s only. The person/s signing the bid shall sign all pages if the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- 13.4) The conformity to eligibility criteria should be complete in all respects and contain all information sought for, as per **Annexure-2**.
- 13.5) It is mandatory to provide the Technical compliance in the exact format of **Annexure-3** of this RFE document.

14. TENDER FEE

- 14.1) Bidders have to submit the Tender Fee with Account Payee Demand Draft in favor of NIA payable at Mumbai
- 14.2) Bidder has to submit scanned copy/ proof of the DD along with the bid and has to ensure delivery of the hardcopy to the Buyer not later than 5 days before the Bid End date.

15. SUBMISSION OF BIDS

- 15.1) The sealed envelope containing the response of RFE along with the required documents shall be subscribed on the top of the envelope "Request for Empanelment (RFE) for Payment Gateway Solutions Services for Three (3) Years" containing two separate covers one for the Application Fee and another for Documents in compliance of RFE. Submission of the application in any other manner is liable to be rejected.
- 15.2) The name and address of the bidder should also be specifically mentioned on the top of the sealed envelope.



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

15.3) If the last day for submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFE, the next working day will be deemed to be the last day for submission of the RFE. The bid/s which is/ are deposited after the said date and time shall not be considered.

15.4) The document is to be submitted in hard copy only.

15.5) If envelope containing the bid documents is not sealed and marked in the prescribed manner, the NIA will assume no responsibility for the bid's misplacement or premature opening.

15.6) The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The NIA will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

16. PERFORMANCE BANK GUARANTEE

16.1) The successful bidder will have to furnish a Performance Guarantee of **Rs. 10,00,000 (Rupees Ten Lakhs)** in the form of a Bank Guarantee from a nationalized/scheduled bank valid for the entire duration of contract. This bank Guarantee shall be released on the completion of three months after the completion of contract with NIA.

16.2) Performance Guarantee may be forfeited in the event of a breach of contract by the bidder solely due to the reasons attributable to the bidder (E.g. Termination of service by the bidder during the contract period).

16.3) Signing of Agreement and submission of Performance Bank Guarantee within Two weeks of Purchase Order issuance.

16.4) 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.

17. BID OPENING

17.1) RFE will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per schedule specified in the Bid details in brief description.

17.2) If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the NIA at its discretion will proceed further will opening of the RFE on their absence.

17.3) The bidders may note that no further notice will be given in this regard. Further, in case the NIA does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3:00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

18. EVALUATION OF RFE

- 18.1) The NIA will evaluate the bid/s submitted by the bidder/s under this RFE by the officers of the NIA. The NIA may engage an external agency for evaluation of the bid. It is NIA's discretion to decide at the point of time.
- 18.2) The NIA will scrutinize the Bid/s received to determine whether they are completed in all respects as per the requirement of RFE, whether the documents have been properly signed and whether items are offered as per RFE requirements, whether technical documentation as required to evaluate the offer has been submitted, The NIA may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. NIA's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the NIA reserves the right for such waivers.
- 18.3) RFE submitted by the bidder will be evaluated based on the documents mentioned in **Annexure-2**. Bidders who will qualify from Eligibility Criteria and Technical Compliance as per **Annexure -3** evaluation will be empaneled. The short-listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/ RFP. No interim enquiries will be entertained. The decision taken by the NIA shall be final and no representation or correspondence shall be entertained.

19. CLARIFICATIONS OF OFFERS

- 19.1) During the process of scrutiny, evaluation and comparison of offers, NIACL may, at its discretion, seek clarifications from all the bidders/ any of the bidders on the offer made by them. The request for such clarifications and the bidders' response will necessarily be in writing and it should be submitted within the time stipulated by the NIACL.
- 19.2) The NIA may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the NIACL OR revised submissions of the entire bid in the whole.
- 19.3) The NIA can repeat this normalization process at every stage of bid submission till NIACL is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all technically shortlisted bidders will, by responding to this RFE, agree to participate in the normalization process and extend their co-operation to the NIA during this process.
- 19.4) The shortlisted bidders, by submitting the response to this RFE, agree to the process and conditions of the normalization process.



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

20. MODIFICATION/ CANCELLATION OF RFE

- 20.1) The RFE is not an offer by NIA but an invitation to get the response from the interested bidders for shortlisting the bidders for NIA's requirements. No contractual obligations whatsoever shall arise from the RFE process.
- 20.2) The NIA reserves the right to cancel the RFE process at any time, without thereby incurring any liabilities to the affected bidders. Reasons for cancellation, as determined by the NIA in sole discretion include but are not limited to, the following:
- 20.2.1) Services contemplated are no longer required.
- 20.2.2) Change in the scope of work or due to unforeseen circumstances and/ or factors and or/ or new developments.
- 20.2.3) The project is not in the best interest of the NIA.
- 20.2.4) Any other reason.
- 20.3) The NIA also reserves the right to modify/ cancel/ re-tender without assigning any reasons whatsoever. The NIA shall not incur any liability to the affected bidders on account of such rejection. NIA shall not be obliged to inform the affected bidders of the ground for the NIA's rejection.

21. RESPONSIBILITY OF COMPLETENESS

- 21.1) The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the NIA or not. The bidder shall take all corrective measures arising out of discrepancies, error and omissions on the bid and other information as mention above within the time schedule.
- 21.2) Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that NIA may take. All the submission, including any accompanying documents, will become property of the NIA.
- 21.3) The NIA reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of RFE or even after the award of contract.

22. INTIMATION TO THE SUCCESSFUL BIDDERS

The NIA will prepare the list of Bidders on the basis of evaluation. The short-listed applicants will be notified on the NIA's website(Tender Notice - New India Assurance Co. Ltd.). No separate intimation will be sent to individual bidders.



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

23. ISSUANCE OF LIMITED RFP/RFQ

- 23.1) The NIA reserves the right to issue limited RFP/ RFQ based on the responses and the requirement of the NIA.
- 23.2) Only shortlisted applicants will be invited to participate in the limited RFP/ RFQ process. The shortlisted applicants will be provided with limited RFP/ RFQ documents through E-mail or hand delivery. The vendors are required to respond accordingly.
- 23.3) No interim enquiries will be entertained. The decision taken by the NIA shall be final and no representation or correspondence shall be entertained.
- 23.4) NIA reserves the right to accept/ reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever,
- 23.5) The NIA reserves the right to avail services independently on its own without reference to shortlisted bidders of RFE.

24. SCOPE OF WORK (SOW)

The area of work would be confined to offering “Payment Gateway Services” to facilitate collection of payments made by the Customers, Agents & Dealers etc. through the website, mobile based application & any other electronic platform deployed by NIA/ its partners from time to time.

It may please be noted that Interested Bidders are required to apply for “Payment Gateway Solutions” **only if they are ready to operate on our “Existing Partner for Platform Integration Services”** and NIACL wishes to on-board multiple PGs.

The broad scope of work shall be as under:

24.1) **Payment Gateway Services:**

Offer payment gateway services/facilities to facilitate collection of payments made by the customers, agents, Brokers & dealers etc. through the website and mobile based application &/or any other electronic platform deployed by New India Assurance Co Ltd / it's partners from time to time.

The vendor should comply to serve with multiple modes of payment but not limited to as given below for Internet Payment Gateway Services.

- a. Debit Cards (including VISA, MasterCard, Maestro, RuPay etc.)
- b. All types of Credit Cards (including VISA, MasterCard, American Express, Diners etc.)
- c. Net Banking (associated with minimum thirty (30) different leading bank out of which at least



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

10 should be nationalized/public sector)

- d. UPI
- e. QR Code etc
- f. Wallets
- g. Standing Instructions/Recurring
- h. ASBA (Application Supported by Blocked Amount) and other facilities
- i. Instant Refunds

- 24.2) Payment Gateway is to provide single interface to NIACL for payment solutions for customers/agents/partners over digital platform to provide seamless experience of payment through dynamic routing.
- 24.3) The proposed solution should be able to combine multiple parameters/conditions to create a new rule as and when required by NIACL. Activation and deactivation of such rules should also be available from front-end dashboard.
- 24.4) Vendor must provide dedicated support network for NIACL queries.
- 24.5) The dashboard should have downtime detection and management system
- 24.6) The bidder should maintain an uptime rate of 99.98% for Payment gateway at all the times.
- 24.7) The payments made through payment gateways have to be settled everyday on a T+1 basis to specified bank accounts of The New India Assurance Co Ltd.
- 24.8) The data relating to the payments received should be made available through a MIS in the dashboard as well as through an excel format that can be accessed/ downloaded. A login facility has to be provided to NIACL to access the same.
- 24.9) NIA will have several merchants operating through Payment Gateway. The MIS should have the facility to filter the data merchant id wise.
- 24.10) A master Admin login has to be provided to NIACL and NIACL should be able to create multiple user login to access/download the MIS.
- 24.11) MIS for not less than up to preceding 18 months should be made available in the login.
- 24.12) MIS should be made available in such a way that it can be accessed / downloaded for any given period within these 18 months.
- 24.13) Vendor should be able to provide MIS beyond 18 months on request basis within 2 working days.
- 24.14) Chargeback requests to be e-mailed to NIACL and at least seven working days to be allowed for NIACL to respond over e-mail. Five reminder e-mails have to be sent to NIACL on the pending



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

chargebacks, during this intervening period.

- 24.15) Separate MIS for pending Chargebacks must be provided in the login facility and it should be updated on real time basis.
- 24.16) Separate MIS for processed chargebacks and processed refunds must be provided in the login facility and it should be updated on real time basis.
- 24.17) A separate resource person has to be allotted to service NIACL. Upon any query made to this person by NIACL, he/she should be able to reply/respond within one working hour.
- 24.18) Separate dashboard in the login facility and API kit to be provided to query the status of a specified transaction using the transaction number.
- 24.19) System should have capability of Server-to-Server Integration with NIACL/its Partner's Application, for intimating the success/failure of the transaction on real-time basis, with a fallback arrangement.
- 24.20) The Vendor should have high availability network/server infrastructure in India 24x7 mode in tier III certified. (DC and DR).
- 24.21) For all online payment transactions, the payment gateway should provide a minimum of 256-bit SSL encryption, with real time authorization and capturing the transaction details.
- 24.22) The vendor should support integration with existing merchants of NIACL as well as any new merchants of NIACL in future during the contract period by providing the necessary web integration kit for each of them.
- 24.23) Vendor should have the facility of sending the response via browser to browser (B2B), Server to server (S2S) and also status Query API.
- 24.24) There should not be any discrepancy between different responses received from B2B, S2S, and Query API.
- 24.25) A separate report for failed transactions and a separate for transactions where success is happening after 15 mins. should be provided to NIA.
- 24.26) If either "success" or "failure" is received from any of the responses (i.e B2B, S2S, query API) it should not change later. Only status other than "success" or "failure" e.g 'pending' status is expected to change later.
- 24.27) Auto-refund facility should be there for late success transactions.
- 24.28) Service provider should be capable of accepting minimum 10 NIACL parameters in the request which will appear in the TID report. Format and specification of the parameters will be decided at the time of implementation.



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

ANNEXURES





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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

ANNEXURE - 1: Checklist

Bid Ref: NIA-HO/CFAC/10-2025/PG/01 dated 15/10/2025

The bidder shall confirm whether the following are submitted in their bid. The bidder shall indicate the page no. at which the details asked below are furnished, otherwise, bid is liable for rejection.

SN	Details	Submitted (Yes/No)	Page No. at which details are enclosed
1	Bidders Profile as per Annexure-2		
2	Conformity to technical compliance as per Annexure-3		
3	NDA as per Annexure-4		
4	Pre-contract integrity pact hardcopy as per Annexure-5 (Duly Signed by Authorized Signatory and Witness)		
5	Tender fee declaration as per Annexure -6		
6	Undertaking of Information Security Compliance as per Annexure-7		
7	Undertaking of Data Localization as per Annexure-8		

Note:

- All pages of the mentioned documents are authenticated by sign and seal (Full signature to be affixed and not initials).
- Erasures/Overwriting/Cutting/Corrections authenticated Certification/Undertaking is authenticated.



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

ANNEXURE - 2: ELIGIBILITY CRITERIA

1. Bidder's Profile

SN	Particulars	Details
1	Name of the Company	
2	Address of Corporate Office	
	Telephone No & Mobile No	
	E-mail Address	
	Website	
	Contact Person Details	
	PAN number	
3	GST Registration Number	

2. Eligibility Criteria for Bidders

Only those OEMs and bidders fulfilling the following criteria should respond to the RFP.

SN	Eligibility Criteria for Bidder	Complied (Yes/No)	Supporting documents Required
1	The bidder should be an Indian registered company for the last 5 Years as on 31-Mar-2025.		Copy of certificate of incorporation & copy of Memorandum and Article of Association.
2	The bidders should have PCI DSS (Payment Card Industry Data Security Standard) certificate.		Copy of the PCI DSS certificate.
3	The bidders should have ISO 27001:2022 (ISMS) certificate.		Copy of the ISO 27001:2022 certificate.
4	The bidder should have minimum turnover of 100 crores during the last three financial years (FY 2022-23, FY 2023-24 and FY 2024-25) in India.		CA certified documentary proof satisfying the criteria should be submitted.



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

5	The bidder should have positive operating Profit (EBDITA positive i.e., Earning before Depreciation, Interest, Tax and Amortization) in each of the last three financial years, (FY 2022-23, FY 2023-24 and FY 2024-25)	Copy of audited financial of the company showing the same should be submitted.
6	The bidder should not be blacklisted by any State or Central Government Agencies / PSU at the time of bid submission. Neither the Bidder, nor their Promoters and Directors should be defaulters to any financial institution. An undertaking (on their letterhead) in this regard should be enclosed by the Bidder and OEM on behalf of the directors/partners.	Self-declaration to be submitted.



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

ANNEXURE - 3: TECHNICAL COMPLIANCE

SI No.	DESCRIPTION/ SPECIFICATION	Compliance (Yes/No)	Remarks
1.	Provide APIs required for both production and UAT.		
2.	Acceptance of dynamic RU (Return URL with session parameters) from NIA portal.		
3.	Exchange of parameters for API calls to be encrypted through algorithm.		
4.	Minimum throughput of 1500 TPS (Transactions Per Second)		
5.	Capability to provide the solution in HA (High Availability) with DR and minimum uptime of 99.99% on monthly basis.		
6.	For transactions cancelled by customer on PA landing page, control to return to NIA portal with appropriate status (Aborted/ technical issue on bank's end)		
7.	The bidder through their or their aggregator's solution must provide the functionality to initiate the payments using the following payment methods: • Net Banking • Debit Cards (VISA, Master Card, RuPay, etc.) • Credit Cards (VISA, Master Card, RuPay, Diners, Amex, Discover etc.) • Auto checkouts • Payment Wallets / Cash Cards / Pre-Paid Instruments / Card Tokenization • UPI (Intent Flow/Collect Flow) (BHIM, GPay, PhonePe, etc..) • Bharat QR • Credit cards on UPI • Corporate credit and debit card • Standing Instructions/recurring • ASBA (Application Supported by Blocked Amount) and other facilities		
8.	The solution must have the ability to define the MDR / surcharges based on different functions of the NIA, product type, methods		



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

	of payments, and network.		
9.	The solution must have the ability to collect payments via generating a payment link.		
10.	The solution must have the ability to validate and control the bank account used for making the payments where payments must be made by the customers only from those bank accounts which are registered with NIA.		
11.	The solution must have the functionality to enable customers to save their payment option details securely to facilitate faster checkout. There should not be any restriction on the number of payment instruments that can be saved. Saving of data should be as per the RBI guidelines. • Ability to save credit/ debit card details so that only CVV / 3-D secure password is required for next transactions. • Ability to save UPI VPA • Ability to the link wallet / PSP.		
12.	The solution must provide a portal for admin and back-office activities (such as transaction, settlement, refund requests, monitoring, and service queries) supported both on desktop and mobile.		
13.	The bidder must ensure that all the payments are settled in T+1 working days.		
14.	The solution must offer SSL (Secure Socket Layers) for the transaction security and use TLS v1.3 and at least 256bit SSL/TLS certification for data encryption and tokenization.		
15.	PG vendor needs to specify the number of days in which refund will be completed in customer's source of transaction.		
16.	The vendor to provide login credential to the business users to its portal for various reports and dashboard. The portal should have role-based access basis standard RBI guidelines.		
17.	All capabilities that are prescribed in the guidelines as defined by RBI should be available with the bidder on the date of Application		



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

ANNEXURE - 4: NON-DISCLOSURE AGREEMENT (FORMAT)
(Should be on Rs.500/-stamp paper)

Bid Ref: NIA-HO/CFAC/10-2025/PG/01 dated 15/10/2025

This Confidentiality and Non-Disclosure Agreement (“Agreement”) is made and entered into on this ____ day of _____, 2025, by and between: (Bidder’s Full Legal Name), a company incorporated under the Companies Act, 1956/2013, with its registered office at _____ (hereinafter referred to as “Bidder” or “Receiving Party,” which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors, nominees, and assigns).

AND

The New India Assurance Company Limited, a company incorporated under the Companies Act, 1956/2013, with its registered office at _____ (hereinafter referred to as “NIACL” or “Disclosing Party,” which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors, nominees, and assigns).

WHEREAS:

The parties recognize that during the course of their business relationship, either party may disclose to the other certain confidential and proprietary information for the sole purpose of conducting business (the “Business Purpose”).

The parties have therefore agreed to execute this Agreement to protect such confidential and proprietary information from unauthorized use and disclosure.

NOW, THEREFORE, the parties agree as follows:

1. DEFINITIONS

- Confidential Information: Includes, but is not limited to, all information disclosed by the Disclosing Party to the Receiving Party in any form (oral, written, electronic, or otherwise), including trade secrets, business plans, customer lists, pricing models, proprietary data, inventions, technical processes, designs, and all other sensitive information, whether labeled as confidential or not. Confidential Information shall also include all information protected under Section 8 of the Right to Information Act, 2005.
- Applicable Laws: Refers to all Indian laws relevant to this Agreement, including but not limited to:
 - Indian Contract Act, 1872
 - Bharatiya Sakshya Adhiniyam, 2023
 - Information Technology Act, 2000, along with its amendments including the
 - Information Technology (Amendment) Act, 2008
 - Right to Information Act, 2005
 - Companies Act, 1956 and Companies Act, 2013 and subsequent amendments
 - Bharatiya Nyaya Sanhita, 2023



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

- The Specific Relief Act, 1963 (as amended by The Specific Relief (Amendment) Act, 2018)
- Digital Personal Data Protection Act, 2023 and Rules thereof (as and when made applicable)
- The Arbitration and Conciliation Act, 1996 (with amendments)
- All other applicable Laws, Regulations, Rules, or any instruments having the force of law.

2. COVENANT TO MAINTAIN CONFIDENTIALITY

- The Receiving Party agrees to maintain strict confidentiality and to take all necessary steps to prevent unauthorized disclosure of the Confidential Information. The Receiving Party shall use the same level of care as it uses to protect its own confidential information, but in no event less than reasonable care, to prevent the unauthorized use, dissemination, or publication of the Confidential Information.
- Confidential Information shall not be disclosed to any third party without the prior written consent of the Disclosing Party, except to the Receiving Party's employees, agents, or consultants who have a legitimate need to know and who are bound by a written confidentiality agreement no less stringent than this Agreement.

3. NON-DISCLOSURE OF AGREEMENT

The terms, conditions, and existence of this Agreement shall also be treated as Confidential Information.

4. RETURN OF MATERIALS

Upon termination of this Agreement, or upon the Disclosing Party's request, the Receiving Party shall promptly return all materials embodying Confidential Information or certify in writing that such materials have been destroyed.

5. OWNERSHIP OF CONFIDENTIAL INFORMATION

All Confidential Information disclosed under this Agreement remains the property of the Disclosing Party. No license, express or implied, is granted by this Agreement.

6. PUNITIVE CLAUSE FOR BREACH

The parties acknowledge that any unauthorized use or disclosure of Confidential Information by the Receiving Party will cause irreparable harm to the Disclosing Party, for which damages may be inadequate. Therefore, in addition to any other remedies available at law or in equity, the Disclosing Party shall be entitled to immediate injunctive relief and the following penalties:

- Liquidated Damages: The Receiving Party shall pay the Disclosing Party liquidated damages as per the limits prescribed under Schedule [refer Section 33(I)] of DPDP Act, 2023, or INR 1 crore per incident of breach, / breaches other than those covered under DPDP Act, 2023, recognizing that the actual damages may be difficult to ascertain.



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

- Criminal Prosecution: Unauthorized disclosure may result in criminal liability under Section 316 (Criminal Breach of Trust) and Section 61(1) (Criminal Conspiracy) of the Bharatiya Nyaya Sanhita, 2023.
- Termination and Debarment: The Disclosing Party reserves the right to immediately terminate all contracts with the Receiving Party and to seek debarment from future dealings with any Government or regulatory bodies.
- Cost of Legal Proceedings: The Receiving Party shall bear all costs and expenses, including attorney's fees, incurred by the Disclosing Party in any legal action including expenses incurred preparatory to such legal action/s, arising from a breach of this Agreement.

7. TERM

This Agreement shall remain in effect for the duration of the business relationship and for a period of ten (10) years after the expiration/ termination of this Agreement. The obligations of confidentiality shall survive the expiration/ termination of this Agreement.

8. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or related to this Agreement shall be subject to the exclusive jurisdiction of the Courts and/or Tribunals in Mumbai.

9. DISPUTE RESOLUTION

- a. The parties agree that any dispute, controversy, or claim arising out of or relating to this Agreement, or the breach, termination, or invalidity thereof, shall be settled by arbitration, in case such matter has not been resolved by the Parties within thirty (30) calendar days from the date the Party raising the matter gave notice of it to the other Party.
- b. There shall be a Board of three arbitrators, of whom each Party shall select one, and the third arbitrator shall be appointed by the two arbitrators so selected.
- c. The arbitrators shall make a reasoned award (the "Award"). Such Award shall be final and binding on the Parties as from the date it is made, and both Parties agree and undertake to carry out such Award without delay.
- d. The venue of such arbitration shall be Mumbai; India and the language of arbitration proceedings shall be English. The arbitration shall be conducted as per the provisions of the Arbitration and Conciliation Act, 1996.
- e. For matters referable to the Courts of Law under the provisions of The Arbitration & Conciliation Act, 1996, or any other applicable law, the Courts of Law at Mumbai shall have exclusive Jurisdiction.
- f. The Receiving Party shall bear the cost of preparing and presenting its case and the cost of arbitration, including fees and expenses of the arbitration, including fees and expenses of the arbitrators, shall be



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

shared equally by the Parties, unless the award otherwise provides.

10. AMENDMENTS

Any amendments to this Agreement must be in writing and signed by both parties.

11. SEVERABILITY

If any provision of this Agreement is found to be invalid or unenforceable in law, the remaining provisions shall continue in full force and effect.

12. WAIVER

No waiver of any breach or default hereunder shall be deemed a waiver of any subsequent breach or default.

13. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof and supersedes all prior and contemporaneous agreements, understandings, negotiations, and discussions.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

a) SIGNED SEALED & DELIVERED BY THE
INSURANCE COMPANY

b) SIGNED SEALED & DELIVERED WITHIN NAMED
WITHIN NAMED (BIDDER)

Deputy General Manager

In the presence of

In the presence of

Witness: 1 _____

Witness: 1 _____

Witness: 2 _____

Witness: 2 _____



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

ANNEXURE - 5: INTEGRITY PACT

(Should be on Rs.500/-stamp paper)

Bid Ref: NIA-HO/CFAC/10-2025/PG/01 dated 15/10/2025

INTEGRITY PACT Between The New India Assurance Company Limited (NIA) hereinafter referred to as “The Principal”, and hereinafter referred to as “The Bidder/ Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

- 1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal will, during the tender process, treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c) The Principal will exclude from the process all known prejudiced persons.
- 2) If the Principal obtains information on the conduct of any of its employees which is a criminal offense under the Bharatiya Nyaya Sanhita (BNS) 2023, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s) / Contractor(s) which term shall include Vendor (s) / Agency (ies) / Sub-contractor (s) if any, etc.

- 1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - i) The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

- ii) The Bidder(s)/ Contractor (s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- iii) The Bidder(s)/ Contractor(s) will not commit any offense under the relevant Bharatiya Nyaya Sanhita (BNS) 2023; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- iv) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/ Contractor(s). Further, as mentioned in the Guidelines all the Payments made to the Indian agent/ representative have to be in Indian Rupees only. The “Guidelines on Indian Agents of Foreign Suppliers” is placed at page nos. 120-121.
- v) The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents or any other intermediaries in connection with the award of the contract.
- vi) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offenses outlined above or be an accessory to such offenses.

Section 3- Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”.
The “Guidelines on Banning of business dealings” is placed at Page nos. 122-128.

Section 4 - Compensation for Damages

- 1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, प्रधान कार्यालय, मुंबई-1
THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

Section 5 - Previous transgression

- 1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public-Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If the Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders / Contractors / Subcontractors

- 1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.
- 2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- 3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor / Monitors

- 1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Chairman cum Managing Director, New India.
- 3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor (s)/ Subcontractor(s) with confidentiality.
- 4) The Principal 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



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the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

- 5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 6) The Monitor will submit a written report to the Chairman cum Managing Director (CMD) of NIA within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 7) If the Monitor has reported to the CMD, NIA, a substantiated suspicion of an offense under relevant Bharatiya Nyaya Sanhita (BNS) 2023, and the CMD, NIA has not, within the reasonable time taken visible action to proceed against such offense or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 8) The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by CMD of NIA.

Section 10 - Other provisions

- 1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Head Office of the Principal, i.e. Mumbai.
- 2) Changes and supplements as well as termination notices need to be made in writing.
- 3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder/Contractor)



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(Office Seal)

(Office Seal)

Place -----

Date -----

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

GUIDELINES FOR INDIAN AGENTS OF FOREIGN BIDDER(S) / CONTRACTOR(S)

(which term shall include Vendor(s) / Agency(ies) / Sub-contractor(s) if any, etc)

1) REGISTRATION OF AGENTS

- 1.1) There shall be compulsory registration of agents for all Global (Open) Tender and Limited Tender. An agent who is not registered with NIA shall apply for registration in the prescribed Application - Form.
- 1.2) Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the principal to the agent before the placement of order by NIA.
- 1.3) Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian Representative is working on the basis of salary or as retainer, a written document to this effect should be submitted by the party (i.e. Principal) before finalizing the order.

2) DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA, IF ANY.

- 2.1) Tenderers of Foreign nationality shall furnish the following details in their offer:
 - 2.1.1) The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative is a foreign Company, it shall be confirmed whether it is a real substantial Company and details of the same shall be furnished.
 - 2.1.2) The amount of Commission/Remuneration included in the quoted price(s) for such agents/representatives in India.
 - 2.1.3) Confirmation of the Tenderer that the commission/ remuneration if any, payable to his



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agents/representatives in India, may be paid by NIA in Indian Rupees only.

2.2) Tenderers of Indian Nationality shall furnish the following details in their offers:

2.2.1) The name and address of the foreign principals indicating their nationality as well as their status, i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.

2.2.2) The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.

2.2.3) Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by NIA in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.

2.3) In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission/ remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

2.4) Failure to furnish correct and detailed information as called for in paragraph-2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by NIA. Besides this there would be a penalty of banning business dealings with NIA or damage or payment of a named sum.

GUIDELINES ON BANNING OF BUSINESS DEALING

CONTENTS:

S.N.	Table Of Contents	Page(s)
1.	Introduction	34
2.	Scope	34
3.	Definitions	35
4.	Initiation of Banning / Suspension	35
5.	Suspension of Business Dealings	36



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THE NEW INDIA ASSURANCE COMPANY LIMITED, HO, MUMBAI-1

6.	Ground on which Banning of Business Dealing can be initiated	36
7.	Banning of Business Dealings	38
8.	Removal from List of Approved Agencies-Suppliers/ Contractors etc.	39
9.	Show-cause Notice	39
10.	Appeal against the Decision of the Competent Authority	40
11.	Review of the Decision by the Competent Authority	40
12.	Circulation of the names of Agencies with whom Business Dealings have been banned	40

1) Introduction

- 1.1) The New India Assurance Company Limited (NIA), being a Public-Sector Entity, has to ensure preservation of rights enshrined in the Constitution. NIA has also to safeguard its commercial interests. NIA deals with Agencies (which term shall include Bidders/ Vendor(s)/ Agency(ies)/ Contractor(s)/ Sub- contractor(s) if any, etc.), who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of the NIA to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on the NIA to observe principles of natural justice before banning the business dealings with any Agency.
- 1.2) Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

2) Scope

- 2.1) NIA reserves its rights to remove any such Agency from its list of approved suppliers / contractors or to ban business dealings if it is found to have committed misconduct and also to suspend business dealings pending investigation. Such stipulation should be incorporated in every Sale/Purchase/Work Order.
- 2.2) Similarly, in case of sale of material, NIA reserves its rights to remove any such Agencies / customers / buyers from the approved list, who indulge in lifting of material in unauthorized manner. Such



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stipulation should be incorporated in every Sale/Purchase/Work Order.

- 2.3) However, absence of such a clause does not in any way restrict the right of Company (NIA) to take action / decision under these guidelines in appropriate cases.
- 2.4) procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.
- 2.5) These guidelines apply to the entire Liaison and other offices of NIA located in India, but not to any branch, representative, subsidiary or other offices of NIA outside India.
- 2.6) It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.
- 2.7) The banning shall be with prospective effect, i.e., future business dealings.

3) Definitions

In these Guidelines, unless the context otherwise requires:

- i) 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer shall mean and include a public limited company or a private limited company, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor/ Supplier / Purchaser / Customer/ Bidder/ Tenderer in the context of these guidelines is indicated as Agency.
- ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:
 - a) If one is a subsidiary of the other.
 - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
 - c) If management is common;
 - d) If one owns or controls, the other in any manner;
- iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:
 - a) For Company Wide (entire NIA) banning, the CMD NIA shall be the Competent Authority as per these guidelines.
 - b) For consideration and passing orders on First Appeals against the order of the CMD NIA on banning, the Executive Committee (EC) of the Board of NIA shall be the 'Competent Authority'.
 - c) In case the supplier/vendor/contractor etc. is not satisfied with the decision of the First Appellate Authority, it may approach NIA Board as Second Appellate Authority.
 - d) CMD, NIA shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines, except in the matter of Appeals as specified above.
- iv) 'Investigating Department' shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department of NIA, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.
- v) 'List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers etc.



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4) Initiation of Banning/ Suspension

Action for banning / suspension business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of NIA may also be competent to advise such action.

5) Suspension of Business Dealings

- 5.1) If the conduct of any Agency dealing with NIA is under investigation by any department, the CMD NIA may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the CMD NIA, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and the whole process of final order is over within such a period.
- 5.2) The order of suspension shall be communicated to all Departmental Heads within NIA. During the period of suspension, no business dealing may be held with the Agency.
- 5.3) As far as possible, the existing contract(s) with the Agency may continue unless the CMD NIA, having regard to the circumstances of the case, decides otherwise.
- 5.4) If the gravity of the misconduct under investigation is very serious and it would not be in the interest of NIA as a whole, to deal with such an Agency pending investigation, the concerned General Manager may send his recommendation to CMD NIA along with the material available. If CMD NIA considers that depending upon the gravity of the misconduct, it would not be desirable for NIA and all
- 5.5) its offices and Subsidiaries to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the offices of NIA, including Branch, Liaison and Representative offices by the CMD NIA, a copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue. Suitable advisories may also be issued to Subsidiaries of NIA.
- 5.6) For suspension of business dealings with Foreign Agencies/Contractors/Vendors etc. (hereinafter



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referred to as Agency), following shall be the procedure: -

- i) Suspension of the foreign agency (ies) shall apply throughout the Company. Subsidiaries / liaison offices would be suitably advised.
- ii) Based on the complaint forwarded by General Manager of the department concerned or received directly by Vigilance Department, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of NIA to continue to deal with such agency, pending investigation, Vigilance Department may send such recommendation on the matter to General Manager of department concerned to place it before a Standing Committee consisting of the following:

1. GM Finance,
2. GM I.T.
3. GM (Any Other)

The committee shall expeditiously examine the report, give its comments/recommendations within twenty-one days of receipt of the reference by the Head of concerned department.

5.7) If the Agency concerned asks for detailed reasons for suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.

5.8) It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

6) Ground on which Banning of Business Dealings can be initiated

- 6.1)** If the security consideration, including questions of loyalty of the Agency to the State, so warrants;
- 6.2)** If the Director/ Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offenses involving moral turpitude in relation to its business dealings with the Government or any other public-sector enterprises or NIA, Re during the last five years;
- 6.3)** If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc.;
- 6.4)** If the Agency continuously refuses to return / refund the dues of NIA without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration



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or Court of Law;

- 6.5) If the Agency employs a public servant dismissed / removed or employs a person convicted for an offense involving corruption or abetment of such offense;
- 6.6) If business dealings with the Agency have been banned by the Govt. or any other public-sector enterprise;
- 6.7) If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and/or fudging/forging/tampering of documents;
- 6.8) If the Agency uses intimidation / threatening or brings undue outside pressure on the Company (NIA) or its official in acceptance / performances of the job under the contract;
- 6.9) If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;
- 6.10) Willful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Company (NIA) or not;
- 6.11) Based on the findings of the investigation report of CBI / Police against the Agency for malafide / unlawful acts or improper conduct on his part in matters relating to the Company (NIA) or even otherwise;
- 6.12) Established litigant nature of the Agency to derive undue benefit;
- 6.13) Continued poor performance of the Agency in several contracts;
- 6.14) If the Agency misuses the premises or facilities of the Company (NIA), forcefully occupies, tampers or damages the Company's properties including land, water resources, forests / trees, etc.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

7) Banning of Business Dealings

- 7.1) Normally, a decision to ban business dealings with any Agency should apply throughout the Company including Subsidiaries. However, the Competent Authority can impose such ban unit-wise only if in the particular case banning of business dealings by respective office of NIA will serve the purpose and achieve its objective and banning throughout the Company is not required in view of the local conditions and impact of the misconduct / default to beyond the concerned office of NIA. Any ban imposed by the Corporate Office shall be applicable across all offices of the Company, unless specified otherwise. Subsidiaries would be suitably advised.
- 7.2) If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as per paragraph 9.1 and an enquiry held accordingly.



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7.3) Procedure for Banning of Business Dealings with Foreign Agency (ies).

- i) Banning of the agencies shall apply throughout the Company. Subsidiaries shall be suitably advised.
- ii) Based on the complaint forwarded by the head of the concerned department or received directly by CVO, an investigation shall be carried out by Vigilance department. After investigation depending upon the gravity of the misconduct, Vigilance department may send their report to CMD NIA who may place it before the standing Committee (as specified in 5.5 (ii) above) The Committee shall examine the report and give its comments / recommendations within 21 days of receipt of the reference to the CMD NIA.
- iii) If the committee opines that it is a fit case for initiating banning action, the CMD NIA will direct the G.M concerned to issue show-cause notice to the agency for replying within a reasonable period.
- iv) On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by G.M concerned to the Committee specified in 7.3(ii) above for consideration and recommendation to the CMD NIA for decision.
- v) The decision of the CMD, NIA shall be communicated to the agency by the concerned Head of Department.

8) Removal from List of Approved Agencies - Suppliers / Contractors, etc.

- 8.1) If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.
- 8.2) The effect of such an order /issuance of such Show Cause Notice would be that the Agency would not be disqualified from competing in Open Tender Enquiries but Limited Tender Enquiry may not be given to the Agency concerned.
- 8.3) Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

9) Show-cause Notice

- 9.1) In cases where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statements containing the imputation of misconduct or mis-behavior may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defense.
- 9.2) If the Agency requests for inspection of any relevant document in possession of NIA, a necessary



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facility for inspection of documents may be provided.

9.3) The Competent Authority may consider and pass an appropriate speaking order:

- a) For exonerating the Agency if the charges are not established;
- b) For removing the Agency from the list of approved Suppliers / Contractors, etc.
- c) For banning the business dealing with the Agency.

9.4) If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

10) Appeal against the Decision of the Competent Authority

10.1) The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to the Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.

10.2) The Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

11) Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority (as specified in 3(iii) above) upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee (as specified in 5.5 (ii) above) for examination and recommendation.

12) Circulation of the names of Agencies with whom Business Dealings have been banned

12.1) Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public-Sector Enterprises, etc. for such action as they deem appropriate.

12.2) If Government Departments or a Public-Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be



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supplied.

- 12.3) If business dealings with any Agency have been banned by the Central or State Government or any other Public-Sector Enterprise, NIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter- connected Agencies.





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ANNEXURE - 6: TENDER FEE DECLARATION

(To be submitted in the Bidder's letterhead)

To,
Deputy General Manager,
Corporate Finance and Accounts Department,
Head Office, New India Assurance Co. Ltd.,
87, MG Road, Fort, Mumbai-400001

Dear Sir/Madam,

Re:

Bid Ref: NIA-HO/CFAC/10-2025/PG/01 dated 15/10/2025

I/We _____ (bidder name), understand that, according to aforementioned RFP Terms & Conditions, bids must be supported by a Tender Fee Declaration.

I/We accept that I/We will be suspended from participation in any future contract/tender with you for 3 years from the date of submission of Bid in case if I/We:

- have withdrawn/modified/amended, impairs or derogates from the tender, our Bid during the period of bid validity specified in the form of Bid; or
- Violates any of the provisions of the accepted terms and conditions of this tender specification.
- If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period or prior to signing of Contract.
- having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the receipt of your notification of the name of the successful Bidder for this tender.

Date: _____
For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)



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ANNEXURE - 7: UNDERTAKING OF INFORMATION SECURITY COMPLIANCE

(This letter should be on the letterhead of the bidder)

To,
Deputy General Manager,
Corporate Finance and Accounts Department,
Head Office, New India Assurance Co. Ltd.,
87, MG Road, Fort, Mumbai-400001

Sir/Ma'am,

Bid Ref: NIA-HO/CFAC/10-2025/PG/01 dated 15/10/2025

We hereby undertake that the services to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) during the entire contract period. If, any case reported, to be fixed by the bidder without any additional cost to the NIA on immediate basis.

Yours faithfully,

Signature of Bidder: _____

Name: _____

Business address: _____

Place: _____

Date: _____



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ANNEXURE - 8: UNDERTAKING OF DATA LOCALIZATION

To,
Deputy General Manager,
Corporate Finance and Accounts Department,
Head Office, New India Assurance Co. Ltd.,
87, MG Road, Fort, Mumbai-400001

Sir/Ma'am,

Bid Ref: NIA-HO/CFAC/10-2025/PG/01 dated 15/10/2025

This is to certify that all log data and metadata generated, collected, processed, and stored by (bidder's name) in connection with its services and operations are fully retained within the geographical boundaries of the Republic of India.

We ensure that:

1. **Data Residency:** All data—including system logs, access logs, activity logs, audit logs, and related metadata—is stored exclusively on servers located within India.
2. **Data Processing:** All processing of the aforementioned data is conducted entirely within Indian territory and complies with applicable Indian laws and regulations, including the Information Technology Act, 2000 and related data privacy and localization directives.
3. **Cross-Border Flow:** No log data or metadata is transferred, mirrored, or backed up outside India under any circumstances, unless expressly permitted by the relevant regulatory authorities and with appropriate safeguards in place.

This declaration is made in good faith to affirm our commitment to data sovereignty and compliance with the data localization requirements of India.

Yours faithfully,

Signature of Bidder: _____

Name: _____

Business address: _____

Place: _____

Date: _____