



## National Insurance Company Limited

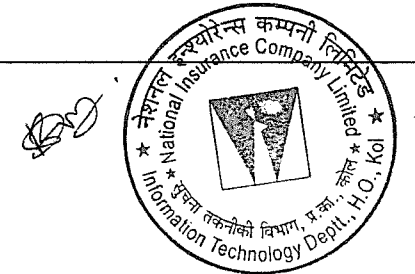
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**Corrigendum against Business Print Solution RFP vide RFP No.**  
**NIC/IT/RFP/PRINT TO POST/RFP/06/2017**

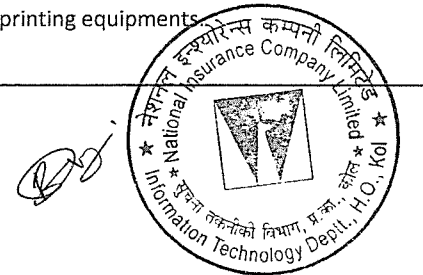
With reference to the above mentioned RFP, it is to be noted that the revised date for submission of bids is extended to 3:00 p.m. on 3<sup>rd</sup> January, 2018 and the bids will be opened on the same day at 4:00 p.m. Clarification/Response on the Queries raised by the prospective bidders along with Revised Price Schedule are attached below. Others terms and condition of RFP will remain the same.

## Clarification against RFP No. NIC/IT/RFP/Print\_to\_Post/RFP/06/2017

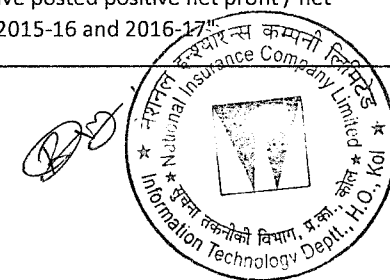
Sr. No.	Section No.	Clause No.	Reference /Subject	Clarification Sought	NIC Response
1	Section II	6.4	Evaluation criteria	Please explain New Commercial score of SI on Page 28. Who will be the SI here?	Bidder, Refer Sec-III, 1.viii
2	Section II	1.1.3	Procedure of submission of Bids	On Page 5, the Bid submission date is 15.12.17 by 3pm while at point 1.1.3 on Page 11 and Page 16, it is showing 16.00 hrs on 11.12.17.	Bid submission date will be declared along with the publication of clarification
3	Section II	3.2.1	Technical Bid	Why statement of undertaking individually required from OEMs of Print Technology, Post -Print Technology, Consumables as per format given in Section VIII, Appendix E.	Statement of Undertaking is Not Required as per format given in Section VIII, Appendix E.
4	Section III	10	Payments	As service tax/ works contract tax is not applicable now as given in Point 10.4 on Page 47, what will be the process for the payment of GST?	New table has been uploaded as Revised price Schedule. Payment of GST will be as per the statutory regulation.
5	Section III	3.6.1	Tender Qualification	Point 3.6.1 on Page 21 says that the document needs to be signed by both the Representative and the Principal. Why 2 people?	Document needs to be signed only by duly authorised representative.
6	Section IV	12	Bidder Profile	Bidder annual turnover should be more than Rs. 30 Crores in each of the last 3 Financial Years 2014-15, 2015-16 and 2016-17. But in Minimum Eligibility Criteria its given the average turnover of the Bidder should be 25 Crores for the last 3 Financial Years.	Average turnover of the Bidder should be atleast Rs. 25 Crores for the last 3 Financial Years
7	Section V	5.1.4	Minimum Specifications of hardware in Point No. 2	Bidder will only quote for all brand-new equipments for all printing and post-printing. Bidder been a service provider with fixed TAT why is this required?	Equipment deployed under production shall be sufficiently covered under Warranty/AMC from the OEM for the entire duration of the project i.e. 5 years. Equipment shall mean both printing and post-printing equipments.
8	Section V	5.1.4	Minimum Specifications of hardware in Point No. 2	For colour printing, will the bidder have to install new machines at the principal site even when the need is not yet on daily basis and is on adhoc basis?	Equipment deployed under production shall be sufficiently covered under Warranty/AMC from the OEM for the entire duration of the project i.e. 5 years. Equipment shall mean both printing and post-printing equipments.
9	Section V	5.1.5	Pre Dispatch Activities	Bidder should submit the self-mailers to DOP as per dispatch matrix of NICL. <b>Suggested to use / include Dedicated franking machine which will keep the dispatch system full proof and ensure that all the letters are franked and handed over to the Postal Authorities.</b>	Bidder should submit the self-mailers to DOP as per dispatch matrix of NICL



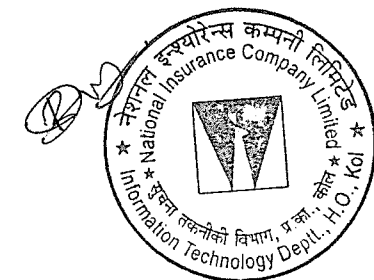
10	Section V	5.1.3	Scope of Work	How many print hubs should have exclusive/ dedicated machines for NICL work apart from the principal location? If the above answer is - more than 0 - then will the work always be split - or will only act as a backup location?	NIC printing activities will be carried out through 4 zones in India, one catering to each geographic locations. For eg. Currently printing is carried out at Kolkata, Manesar, Mumbai and Chennai; this provides business continuity by design and helps in quicker dispatch to NIC's customers on Geographic Region basis. This should be split and not only acting as backup location.
11	Section V	5.1.4.3	Minimum Specifications	Can combined facility at multiple additional hubs apart from Principal Hub act as 100% backup facility	The printing load should be split and there is no concept of additional hubs as backup facility.
12	Section V	5.1.15	Scope of Work	Emails are also send using 3rd party - white listed partners. Clause 15 says that one cannot use 3rd party for sending the emails	The email sending function can not be out sourced by the bidder.
13	Section V	5.1.2	Electronic Data Transfer and Storage	Point 5.1.2 on page 81 says that the data will be transferred on weekly / fortnightly basis. Please elaborate - will the data not be shared on a daily basis?	Initially data will be provided on a fortnightly basis. It may change based on the business requirement.
14	Section V	5.3	Site visits	Need clarification on site visit of the client references as given on Page 25.	NIC would inform the BIDDER and members of the evaluation committee/department may visit any of the BIDDER's headquarters / development / support center to observe systems (at own expense). All BIDDERS shall provide a list of similar client references that are open to hosting a site visit and arrange the actual site visit within 5 business days of a request from NIC.
15	Section VI	POEM04	Number of monthly impressions pan To be supported by any officials of the company not below the level of Chief Executive Office	What does it mean by Chief Executive Officer here?	CEO or Equivalent; Certification by Company Secretary will also be accepted
16	Section VI	PPOEM01	Post-Print OEM	What does it mean by Post-Print OEM? Why do we need evaluation from any OEM printer as what jobs they have to do?	Post Print OEM evaluation is not required.
17	Section VI	DSP05/ DSP06	Dispatch Service Provider	What does it mean by Chief Executive Officer?	CEO or Equivalent; Certification by Company Secretary will also be accepted
18	Section VI	Annexure 6.3	SLA between Purchaser & System Integrator	What does it mean by System Integrator?	Bidder, Refer Sec-III, 1.viii
19	Section VI	Print 32	Print and Post-Print Systems and sub-systems should be brand new equipments and not re-conditioned / remanufactured.	Bidder been a service provider with fixed TAT why is this desired?	Equipment deployed under production shall be sufficiently covered under Warranty/AMC from the OEM for the entire duration of the project i.e. 5 years. Equipment shall mean both printing and post-printing equipments.



20	Section VI	Annexure 6.2	Print OEM Requirement Specifications	Why Print OEM requirements specifications needed in terms of Print OEM Experinace as most of the OEMs do not provide direct services to customers?	Print OEM evaluation is not required.
21	Section VI	Annexure 6.2	Dispatch Service Provider	As per Page 101, why Dispatch Services Providers requirements needed when the dispatch service provider is predefined i.e. Department of Post.	Dispatch Service Provider is Department of Post.
22	Section VII	7.2 (1B)	Digital Full Colour (Back to Back Laser or Inkjet Printing)	Which quote to submit? Laser or Inkjet? Please specify.	Separate Values to be quoted for both Laser and Inkjet. New table has been uploaded as Revised Price Schedule.
23	Section VII	7.2	Volume of Line Items	Request you to share the estimated volume for price calculation.	Estimated annual volume as per historical data is approx 1.5 Crores Renewal Notices. However, the volume is not committed.
24	Section VII	7.2	Price Schedule	For Evalaution of Commercial Matrix and subsequenst score, will the commercial value will be taken with or without GST?	For Evalaution of Commercial Matrix and subsequenst score, the commercial value will be taken without GST
25	Section VII	7.2	Price Schedule	Software cost - should be it be lumpsum or per document	Software cost will be lumpsum cost
26	Section VII	7.2	Price Schedule, 3A	As given in Point 3A, does it include Paper and VDP or its only for fabrication cost?	It include Fabrication cost only
27	Section VII	7.2	Price Schedule, 6A	Does the cost include the cost of creation of PDF?	PDF generation cost is included as a separate line item (6B)
28	Section VII	7.2	Price Schedule, 6E	Details on interactive HTML5 communications creation and electronic delivery	NIC can ask the bidder to send HTML5 based customized communications to its customers for any type of its documents with a URL over an email and/or SMS. HTML5 documents are the ones which will work over the web on all the devices such as mobile phone, tablet, laptop, etc. These customized documents will have responsive design based on how the end consumer accesses them. Document should be capable to display variable data, graphs, PDF embedded within the document, feedback option page, search, etc. Detailed report should be made available to NIC for email delivery status such as - delivered, bounced, email opened, document opened, etc.
29	Annexure B		Schedule of Languages	Will variable data also has to be printed in vernacular languages or the mail merge will happen in English with the vernacular language?	Variable Data to be printed only in English for the purpose of current RFP.
30	Sec. I	Pg No. 6, Clause no. 15, point no. 4	Minimum Eligibility Criteria	Request to change the criteria to 'bidder is profitable in any one year of last three years'.	Clause stands modified as "The BIDDER should have posted positive net profit / net worth in any 2 (two) of the three years 2014-15, 2015-16 and 2016-17"



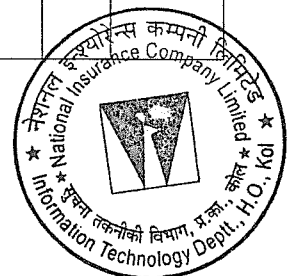
31	Sec. I	Pg No. 7, Clause no. 15, point no. 7	Minimum Eligibility Criteria	Request to change the criteria to 'minimum 1 client reference....' from 'minimum 3 client reference....'	Should provide with minimum 3 client reference (preferably Public sector undertakings/banks/telecom operators/utility service providers) each with average monthly volume of minimum 20 Lacs A4 size variable data impressions for a period of minimum 12 months.
32	Sec. I	Pg No. 4, point no. 10	Earnest Money Deposit	The EMD amount mentioned is Rs. 50 lakhs, please confirm is the EMD value calculated as 2% of contract value?	EMD Amount is fixed at Rs. 50,00,000/- (Rs. Fifty lakhs)



*[Handwritten mark]*

## REVISED PRICE SCHEDULE

Printing Services at Document Printing Hub													
Sl. No	Services Type	Services Description	Unit	Total Cost in INR									
				Year 1		Year 2		Year 3		Year 4		Year 5	
				Cost	GST	Cost	GST	Cost	GST	Cost	GST	Cost	GST
1	Variable Data Printing – A4 Size (excluding Paper)												
A		Digital B/W (Back to Back Laser Printing)	Per Sheet										
B		Digital Full Colour (Back to Back Laser Printing)	Per Sheet										
C		Digital Full Colour (Back to Back Inkjet Printing)	Per Sheet										
2	Paper / Stationary of A4 size												
A		Paper for Printing – 75 GSM, with NIC logo and other content (4 color front side / 4 color back side)	Each										
B		Paper for Printing – 170 GSM, with NIC logo and other content (4 color front side only)	Each										
C		Plain Paper - 75 GSM	Each										
3	Self Mailer or Fabrication												
A		Inland Letter Fabrication (Folding, Gumming) with good Quality perforation for non-policy	Each Document										



		communicatoins												
B		Booklet making with cover and inserting into Envelopes for policy communications	Each Booklet											
4	Envelope													
A		C5 SIZE (162mm x 229mm) Envelope on 80gsm paper with Window – with 4 colour preprinting	Each Envelope											
5	Dispatch Services **													
A		Franking Charge (Through approved postal licenced high speed digital machines)	Each Document											
B		Postage Charge (Inland Letter)	Each Document											
6	Software and IT support services													
A		Data merged personalised EMAIL notification with personalised PDF attached	Each Email											
B		Generation of PDF files	Each PDF											
C		Software development and ongoing change requests for policy or non-policy communications	Lump sum per month											



D	Personalised SMS notification through white listed gateway	Each SMS											
E	Interactive HTML5 communications creation and electronic delivery	Each Document											
<b>Total</b>													

\* If Department of Posts any other dispatch product is used in future – the bidder must assume that the same will be paid on actual applicable rate of the department of posts.

**Signature of Witness**

**Date :**

**Place :**

**Signature of Bidder**

**Date :**

**Place :**

**Seal**

