ICT Insurance RFP Corrigendum – 01, Date 27-11-2019

NIT No./1587/SS/ICT/F6-1/2019-20, Raipur Dated 18-11-2019

S.No.	Page No.	As per RFP	Amendment
1	Page no. of 5	**Scope of work** • Section I: This should cover the accidental damage to the insured equipment against Fire, Lightning and Burglary & Theft. • Section-II: Increased cost of working (ICOW) for use of substituted electronic equipment for continued data processing following indemnifiable damage to insured electronic equipment can be covered under this Section.	**Coverage required: -** 1) Fire and allied perils with STFI 2) Terrorism cover 3) Burglary, Theft 4) ICOW for servers only 5) Accidental Damage
2	Page No.- 6	**1. Helpdesk management services** The Successful Bidder will set up a helpdesk at a central location to support the programme roll-out in the Project schools. It will also have a portal which will have a dashboard for providing real time information on status of claims. Manpower deployed at the helpdesk shall log calls regarding the complaints of Hardware. This Helpdesk tool shall have facility which allows user to log ticket using email and toll-free no. The end-user (Principal) can raise a ticket with the help-desk, and the helpdesk then escalates this issue to the bidder for the resolution.	**It Should also include this-** It is mandatory to deploy agent for site visit , inspection, assistance in claim processing, follow up with the surveyor, claim docs collection either from DEO office or from the school (Document Collection should be done with in 7 working days from the date of reporting) , MIS, and all other services required to ensure proper and timely claim amount disbursement.
3	Page No.11	**7. Pre- Qualification Criteria** **Minimum Eligibility Criteria** 2. Average Annual Turnover of at least Rs. 10 Crores during the last three financial years (to be made current) Minimum Net-Worth of Rs. 50 Crores in the last three financial years.	Audited Financial Statements for the last three financial years.
4	Page No.11	**7. Pre- Qualification Criteria** **Minimum Eligibility Criteria-** 6. EMD of Rs. 5,00,000/- in form of a Bank Guarantee/DD in favour of Managing Director Samagra Shiksha Raipur to be submitted along with the proposal.	As Per IRDA Guidelines
5	Page no.16	**General Conditions of Contract** **1. Penalty** Any loss occurred due to Fire, Theft and Burglary should be compensated / paid within 15 days from the date of call log, if it is not completed in full within the stipulated period as prescribed in the schedule, a penalty at the rate of 2.5% of the cost of insurance of that particular item per week with the maximum of 10% of the total value for the amount of contract will be levied for a maximum period of 4 weeks in the extreme circumstances.	**Penalty** -Any loss occurred due to Fire, Theft and Burglary and mentioned all other cause in corrigendum-1 should be compensated / paid within 15 working days from the date of complete document submission, if it is not completed in full within the stipulated period as prescribed in the schedule, a penalty at the rate of 2.5% of the cost of insurance of that particular item per week with the maximum of 10% of the total value for the amount of contract(Particular Premises) will be levied for a maximum period of 4 weeks in the extreme circumstances after that necessary action will be taken by the department

<table>
<tr><th>S.No.</th><th>Page No.</th><th>As per RFP</th><th colspan="3">Amendment</th></tr>
<tr><td>6</td><td>Page no.16</td><td>4. Performance Bank Guarantee
The Selected Bidder at his own expense shall deposit a performance security of 10%of contract value in the form of FDR/TDR/DD/BG of any nationalized /Scheduled Bank in the name of The MD, Samagra Shiksha (SS), Raipur. The Performance Bank Guarantee shall be valid for Five years (5 years) from the date of releasing of Work Order from SS. All charges whatsoever such as premium; commission etc. with respect to the Performance bank guarantee shall be borne by the selected Bidder. PBG may be forfeited if the bidder violates the terms & condition of the bid submitted. The PBG will be released after the Five years (5 years) of the work order subjected to successful completion of scope of work mentioned in the RFP. SS reserves the right to invoke PBG in case the selected bidder fails to perform as per the terms and conditions of the RFP and of the Service Level Agreement to be entered with SS. SS may invoke the Performance Bank Guarantee [PBG] partially or fully to recover any penalties/damages consequent upon non-adherence to the provisions of the RFP/Work Order/Rate Contract/deficiency in services as per scope of Service Level Agreement</td><td colspan="3">As Per IRDA Guidelines</td></tr>
<tr><td>7</td><td>Page No-20</td><td>Annexure – 01
Financial Proposal Format-</td><td>Covered</td><td>Sum Insured</td><td>Insurance premium per year including taxes</td></tr>
<tr><td></td><td></td><td></td><td>Fire and allied perils with STFI</td><td>2551012833</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Terrorism cover</td><td>2551012833</td><td></td></tr>
<tr><td></td><td></td><td></td><td>ICOW for servers only</td><td>10000 per server/premises</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Accidental Damage</td><td>2551012833</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Burglary, Theft</td><td>2551012833</td><td></td></tr>
<tr><td></td><td></td><td></td><td colspan="3">Note:-Variation in standard terms and condition will not be accepted against Burglary, Theft, and Accidental damage cover.</td></tr>
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S.n.	Parameter	Details
1	**Cost of Depreciation**	– All the Hardware/Components mentioned in the table (Tender No. / 1587/SS/ICT/F6-1/2019-20) should be covered under Zero depreciation policy for the entire project duration (i.e. 5 years from the date of Agreement)
2	**Policy excess**- Policy excess- Policy excess will apply on per premises sum insured basis	1) Fire and allied perils with STFI and EQ - As per IRDA rules 2) Terrorism cover - As per IRDA rules 3) Burglary, Theft - 3% of sum insured subject to minimum of Rs 300 4) ICOW for servers only- As per IRDA rules (1week policy excess) 5) Accidental Damage - 3% of sum insured subject to minimum of Rs 300
3	**Claim Procedure**	**Claim Intimation: -** 7 working days time required for claim intimation from the date of loss however we will try to ensure that is should be done with 48 hours. **Claim settlement: -** Within 15 working days from date of complete document submission to insurance company
4	**Documents required for claim settlemen**t	**STFI Claims -** Waiver required for weather report submission, Panchnama can be submitted against the same **Burglary and theft claim-** 1) Police intimation for claim up to Rs 35000, for higher claim amount FIR will be submitted. 2) 75% of assessed claim amount must be settled within 15 days of document submission rest on submission of Khatma report.