



Sri Lanka Insurance Corporation Limited

Request for Expression of Interest for the Supply, Installation, Implementation, Commissioning and Maintenance of Core General Insurance Software and Hardware Solution for the Sri Lanka Insurance Corporation Limited

Date of Release: 20th October 2019

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Table of Contents

1.	Information Sheet	3
2.	Introduction	4
2.1	Statement of Purpose	4
2.2	Statement of Intent	4
2.3	Applicant's Eligibility Criteria	5
3.	Information to Applicants	5
3.1	Some Key Considerations	5
3.2	Scope of work.....	6
4.	Process before submission of EOI	8
5.	Format and Signing of EOI.....	9
6.	Process after submission of EOI.....	10
7.	Terms and Conditions	11
8.	Disclaimer	13
9.	Annexures.....	14
	Annexure A : Eligibility Criteria	14
	Annexure B :	16
	Form A : Information of the Bidder.....	16
	Form A-1 : Details of Partners.....	18
	Form A-2 : Information of the Local Agent (If applicable)	19
	Form B : Financial Information of the Bidder'	20
	Form C : Details of the Core General Insurance Projects Implementations done by the Applicant	22
	Form C- 1 : Details of the Ongoing Core General Insurance Project Implementations done by the Applicant	23
	Form D : Product Details.....	24
	Form E : Litigation and Arbitration History.....	25
	Form F : Format for Submitting Queries Regarding the EOI Document.....	25
	Annexure C : Check List	26

1. Information Sheet

Name of Bid	Expression of Interest for the Supply, Installation, Implementation, Commissioning and Maintenance of Core General Insurance Software and Hardware Solution for the Sri Lanka Insurance Corporation of Sri Lanka
Name & Address of Issuer	Assistant General Manager – Procurement and Property Management Sri Lanka Insurance Corporation Limited 21, Vauxhall Street Colombo 2 Sri Lanka https://www.srilankainsurance.com/en/tenders
Inquiries related to EOI	generalsystemprocurement@srilankainsurance.com
EOI Language	English
Release of EOI document	20 th October 2019 to 26 th November 2019
The Last Date for Submission of EOI Queries	15 th November 2019
The Last Date for SLIC to Respond for Queries	24 th November 2019
Last Date & Time for EOI Submission	On or before 26 th November 2019, 14:30 Hrs. (GMT+05.30)

2. Introduction

2.1 Statement of Purpose

The Sri Lanka Insurance Corporation Limited of Sri Lanka, hereinafter called “SLIC”, established in 1962 as a state owned corporation, and later converted as a Government owned Limited Liability Company in 1993. SLIC was privatized in 2003 for a period of 6 years and was reinstated as a nationalized entity on 4th June 2009. The return of ownership to the state has further strengthened the company, which today is the largest government owned insurer in Sri Lanka with an unparalleled managed asset base of over Rs.200 billion, the largest life fund in Sri Lankan insurance industry of Rs.100 billion.

The SLIC has outlined its vision for a Core General Insurance System to provide comprehensive end to end solution in most efficient manner with scalable volumes with best of industry features. This vision would involve a major transformation of the current Information Technologies (“IT”) and a significant reengineering of the SLIC’s business processes. With this objective, the SLIC is floating this Request for Expression of Interest (“EOI”).

The principal bidder should be the intellectual property right owner or authorized partner of the proposed core-insurance solution. However, if the EOI is submitted through an agent, an authorization letter from the principal should be produced by the agent along with the EOI.

Agent cannot submit Expression of interests of multiple principal bidders.

2.2 Statement of Intent

Expression of Interest (EOI) should be submitted in sealed envelope superscribed with **“Expression of Interest – Core General Insurance Solution”** from the applicants who:

- Meet the Eligibility Criteria as set out in Annexure-“A”
- Agree to abide by all the other terms and conditions contained in this Request for EOI document.

By participating in this EOI process the Applicant confirms that he is in agreement with the SLIC on all the Terms and Conditions set out in this EOI.

A sealed envelope containing Two (2) complete sets of signed hard copy of the EOI should be submitted by hand or via Registered Post to the SLIC before the closing date specified in Section 1 – Information sheet and addressed as follows:

The Chairman, Standing Cabinet Appointed Procurement Committee,
C/o, CEO Sri Lanka Insurance
EOI – General Core Insurance Procurement
Sri Lanka Insurance Corporation Limited, 7th Floor
No. 21 Vauxhall Street, Colombo 02, Sri Lanka.

2.3 Applicant's Eligibility Criteria

This process is open to those who fulfill the eligibility criteria as set out in **Annexure - 'A'** of this document and is in agreement with the SLIC as per terms & conditions of this Request for EOI document. The applicants should furnish documentary evidence supporting the information provided by them as part of the EOI process.

3. Information to Applicants

3.1 Some Key Considerations

The proposed IT solution:

- Shall be capable of managing varied products of General Insurance with high volumes.
- Shall have comprehensive Product Roadmap and functionality coverage to meet disruptive technology developments in Insurance Industry like Digitization, AI, Usage based Insurance, Telematics, Rule based automations, Document/Workflow Management, OCR capability, Mobile and Web Technologies ... etc

- Shall have open APIs for other system integrations.
- Shall capable of implementing systems based controls and segregation of duties with comprehensive audit tools.
- Should provide reliable, secured information system to protect SLIC's interests.
- Should have additional features over and above all the functionalities required for typical General Insurance Operations with best of the industry features/ practices. Focus would be on efficiency, on line connectivity, efficient work flows, real time fraud control, rule engines, validations and alerts etc. to name a few.

3.2 Scope of work

The activities identified under the scope of work for the project are mentioned below:

1. Implement Solutions comprising Core Insurance System with functionalities mentioned in this document of this document covering a range of insurance related business operations, among others (both internal and customer) undertaken across both of its head office/branches,
2. Provide end to end solution covering H/W, Software, Licenses, any 3rd party toolsetc
3. Provide comprehensive training to designated personnel on Functional & Technical areas with documentations.
4. Support services during Implementation, Go Live, and Post go Live by the Supplier.
5. Integrate Solutions with identified existing applications of the SLIC,
6. Build reports for MIS purposes which may not be readily available in a Solution. Customized reports may need to be built as per user requirements,

7. Customize solutions as per the business requirements of the SLIC,
8. Data migration from legacy systems to proposed solution,
9. The Various activities cited above are illustrative and are not an exhaustive list. All activities need to be performed and delivered within the given timelines without compromising the quality standards.

New systems with listed functionalities should be considered by the bidder when offering a solution. The functionalities listed below are minimum requirements of SLIC and not limited to. If the solution comes with additional functionalities can be proposed to the SLIC. The lists of high level functionalities are as below:

- Product Configurator (Motor / Non Motor)
- Policy Management System(Quotations, New Business, Endorsements, Cancellations and Renewals)
- Receipts
- Claims Management System
- Payments
- Reinsurance
- Sales & Marketing
- Job Management
- Court case Management
- Agent Management
- Portals(Customer, Agent, other sales channels)
- Document Management & tracking System
- Integrations
- Takaful
- Bancassurance
- H/W Solution including Development / Quality / Production and DR
- Reports
- Disruptive Technologies in Insurance Value chain such as Rule based automations, Artificial Intelligence, Chat Bots, Event Based notification, OCR, Mobile apps....etc

The above functionalities are expected for the following business modules/classes

- Motor
- Non Motor
- Marine
- Title
- Fire & Engineering
- General/Miscellaneous (Health Group & non Group), Personal Accident, Travel, Workman Compensation, Property and Liability.

4. Process before submission of EOI

a. Raising of queries/clarifications on Request for EOI document :

The applicants requiring any clarification on this document should submit written queries by email using the format given in Form F. The deadline and email ID for submitting any queries are indicated in Section 1 – Information sheet,

b. Modification in Request for EOI document:

At any time prior to the deadline for submission of EOIs, the SLIC may modify any part of this document. Such change(s), if any, may be in the form of addendum/corrigendum and will be communicated to Bidders registered and collected the EOI documents via Email. All such change(s) will be part of this Request for EOI and binding on all applicants,

c. Extension of date for submission of EOIs:

Request for extension of date for submission of EOIs will not be entertained. However, the SLIC at its discretion may extend the deadline in order to allow prospective applicants a reasonable time to take the amendment/changes, if any,

d. Response to queries:

All clarifications will be done via email,

e. Submission of EOIs:

A sealed envelope containing Two (2) complete sets of signed hard copy of the EOI should be submitted by hand or via Registered Post to the SLIC before the closing date & time specified in Section I– Information sheet.

5. Format and Signing of EOI

- a. The applicant should prepare EOI strictly as desired in this Request for EOI document.
- b. EOI should be typed and submitted on A4 size paper, spirally and securely bound and with all pages therein numbered and in serial order,
- c. All pages of the EOI should be signed by the authorized person(s) of the company/firm. Any interlineations, erases or overwriting shall be valid only if the person(s) signing the EOI authenticates them. The EOI should bear the seal of the company of the applicant on each page except for the un-amendable printed literature,
- d. The applicants should demonstrate that they meet eligibility given in Annexure A of this EOI as the Pre-qualifying requirements (all supporting documents listed under Annexure A shall be provided for the evaluation)
- e. The applicant shall fill Annexure B: Forms A,B,C,D,E and F as the supporting information for Procurement Entity to assess the Bidder capability and eligibility.
- f. The applicants shall fill the Annexure C: as the check list to declare all requested supporting Information are provided in relevant forms are attached for Procurement Entity reference.

6. Process after submission of EOI

- I. All EOIs received by the designated date and time will be examined by the SLIC to determine if they meet criteria/terms and conditions mentioned in this document including its subsequent amendment(s), if any, and whether EOIs are complete in all respects.
- II. On scrutiny, the EOIs NOT found in desired format/ illegible/incomplete/not containing clear information or failing to fulfill a relevant requirement, which in the view of the SLIC, does not permit a thorough analysis will be rejected from further evaluation process.
- III. The SLIC reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of the SLIC.
- IV. If deemed necessary, the SLIC may seek clarifications on any aspect of EOI from the applicant. If a response is requested, it must be provided within 3 working days beyond which if the response is received, will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their EOI document already submitted. The SLIC may also make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- V. The SLIC may shortlist the applicants who fulfill the eligibility criteria, have Solution as per the requirement of the SLIC and are agreeing to abide by the terms and conditions of the SLIC. The SLIC's judgment in this regard will be final.

- VI. The SLIC may issue an RFP to shortlisted applicants for inviting technical and commercial bids for next process of procurement. However, please note that short listing of applicants should not be treated as a contract for the proposed work.
- VII. Applicants will be advised about short listing of their EOIs or otherwise. However, applicants will not be provided with information regarding comparative position of their EOIs with that of others.
- VIII. Nothing contained in this EOI shall impair the SLIC's Right to issue 'Open Tender' on the proposed solution.

7. Terms and Conditions

- I. Submission of an EOI is evidence of an applicant's consent to comply with the terms and conditions of Request for EOI process and subsequent application process. If an applicant fails to comply with any of the terms and conditions, the application may be summarily rejected.
- II. Willful misrepresentation of any fact in the EOI will lead to the disqualification of the applicant without prejudice to other actions that the SLIC may take.
- III. The EOI and the accompanying documents will become the property of the SLIC. The applicants shall be deemed to license and grant all rights to the SLIC, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other applicants and to disclose and/ or use the contents of submission as the basis for EOI process.

- IV. The SLIC reserves the right to accept or reject any or all EOIs received or cancel the entire process without assigning any reason therefore whatsoever and the SLIC's decision in this regard will be final.
- V. No contractual obligation whatsoever shall arise from the EOI process.
- VI. Any effort on the part of the applicant to influence evaluation process may result in rejection of the applicant.
- VII. The SLIC reserves the right to verify the validity of information provided in the EOI and to reject any application where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI.
- VIII. Applicants shall be deemed to have:
 - a. Examined the Request for EOI document.
 - b. Examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
 - c. Satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the applicant shall notify the SLIC in writing on or before the end date/time.
- IX. The applicant shall bear all costs associated with submission of EOI and additional information as designed by the SLIC. The SLIC will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.

- X. Applicants must advise the SLIC immediately in writing of any material change to the information contained in their EOI, including any substantial change in their ownership or their financial or technical capacity. Copies of the relevant documents must be submitted with their advices.
- XI. Applicants shortlisted for in the process must not advertise / publicize about the result of process / engagement with the SLIC on the subject in any form without prior written permission from the SLIC.
- XII. The detail scope of work will be included in the Request for Proposal (RFP) document and ONLY issue to the EOI shortlisted Applicants with a non-refundable fee of Sri Lankan Rupees 35,000 or 200 US Dollars or 175 Euros.
- XIII. The SLIC may review Eligibility Criteria, Terms & Conditions and other evaluation criteria as per requirements of the SLIC at the time of publishing RFP.

8. Disclaimer

The SLIC is not committed either contractually or in any other way to the applicants whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige the SLIC to proceed with any part or steps of the process.

Please Note: Since this is not a Request for Proposal (RFP), commercial proposals are not required to be submitted during EOI stage.

9. Annexures

Annexure A : Eligibility Criteria

<Name of the applicant>

Sq.No	Eligibility Criteria	Compliance (Yes/No)	Supporting documents to Be submitted (Mandatory)
1	Applicant shall have experience of successfully implementing Core General Insurance solutions in at least three (3) insurance companies within last 5 years preceding the date of submitting the EOI. Such implementations are being serviced maintained and provides continuous enhancements by the bidder as of date of submission of EOI.		Reference Purchase Order, copy of signed Contract document, Maintenance agreement, reference letters would be desirable to prove these references.
2	The bidder should have a turnover of at least USD 2.5 Million USD or Sri Lankan Rupees 450 Million or 2.3 Million Euros per annum for the last 3 years as per the consolidated financial statements.		Audited financial statements for the last three financial years.
3	The bidder must have profitable and stable financial outlook as per the audited consolidated financial statements for at least 3 of the last 5 years preceding the date of submitting the EOI.		Audited financial statements
4	Shall have or should establish necessary infrastructure within Sri Lanka with sufficient staff and facilities to offer first level post-implementation technical support to SLIC. Such technical support may be offered through a legitimate service partner/agent operated in Sri Lanka who possesses expertise and experience in servicing and maintaining software applications of similar complexity. The similarity shall be based on the nature, complexity, methods/ technology or other characteristics of the systems.		Compliance letter for the requirement with proposed support plan.

5	In the event multiple parties / firms tie up as a Joint Venture / Consortium / Association, one of the partners shall be nominated as being in charge, and this nomination shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners; The partner in charge shall consider as the sole Turn Key Solution Provider, whom shall be contractually bound with SLIC and responsible for the supply, delivery, installation, implementation and Go Live of the total solution.		Compliance Documents
6	Ref to 5, In an event where <u>Partner In charge of a Joint Venture</u> is not the <u>Core Insurance Solution provider</u> , the Procurement Entity shall evaluate the Core Insurance Solution provider's capability in line with Eligibility Criteria related to 1,2,3. Hence Core Insurance Solution Provider shall provide the requested information mentioned in 1,2,3 with related supporting documents above mentioned.		Audited financial statements and documents requested in 1,2,3
7	In case of joint ventures, the joint venture partners shall not be eligible to submit more than one bid/proposal, individually or collectively; Firm which is a Bidder, whether as a single Bidder or as a partner in a Joint Venture / Consortium / Association, cannot be a Subcontractor in other bids, except for the supply of commercially available Hardware or Software manufactured or produced by the firm, as well as purely incidental services such as installation/configuration, routine training, and ongoing maintenance/support.		Compliance Documents / Declaration
8	The Bidder shall not have any conflict of interest related to SLIC. A Bidder found conflict of interest shall be disqualified. The Bidder must disclose if its group of companies or any of its partners have any conflict of interest with respect to Sri Lanka insurance Corporation(as on the time of submitting the EOI), which include, but are not limited to the following: - A competing General or Life Insurance venture in Sri Lanka - Any plans to setup competing venture in the above business over the period of next 3 years from EOI Submission.		Self-declaration

Annexure B :

Form A : Information of the Bidder

Name of the Bidder			
Business Address			
Telephone		Fax	
E-Mail			
Contact Person			
Designation			
E-Mail Address			
Type of the Company (Should be supported by documentary evidence)	(Private/ Public/ Public Quoted /Partnership/Sole proprietor)		
Registered Office			
Place of Incorporation			
Date of Incorporation			
Business commencement Date			
Registration Number			
Board of Directors/ Partners			
01	Name		
	Other Positions Currently held		
02	Name		
	Other Positions Currently held		
03	Name		
	Other Positions Currently held		
04	Name		
	Other Positions Currently held		

Details of Senior Management	
01	Name
	Job Role (In Brief)
02	Name
	Job Role (In Brief)
03	Name
	Job Role (In Brief)
04	Name
	Job Role (In Brief)
Activities of the Bidder: (Below information should be supported by valid documentary evidence)	
Number of years of experience in supply, implementation and maintenance of General Core Insurance solutions	
Number of years of experience in implementing the proposed General Core Insurance Solutions	
Size of the Company in terms of Number of Employees	
Corporate Information	
Firm's Bankers	
Firm's Auditors	
Firm's Lawyers	
Any Other relevant information	
..... Company Seal	 Director/ Partner

Form A-1 : Details of Partners

Note : In case of applicant is represented by Joint Venture / Consortium the following Information shall be provided:

Names of all partners of a Joint Venture / Consortium with respective role in the proposed bidding project (specifically indicate the Partner in Charge, Core Insurance Solution provider..... etc)

Names of all partners of a Joint Venture / Consortium
1. Partner in charge
2. Partner
3. Partner
4. Partner
5. Partner
6. etc.

Form A-2 : Information of the Local Agent (If applicable)

Name of the Local Agent:			
Business Address			
Telephone:		Fax	
E-Mail			
Contact Person			
Designation			
E-Mail Address			
Type of the Company (Should be supported by documentary evidence)	(Private/ Public/ Public Quoted /Partnership/Sole proprietor)		
Registered Office			
Place of Incorporation			
Date of Incorporation			
Business commencement Date			
Registration Number			
Date of Establishment of Partnership with the Bidder (Should be supported by documentary evidence)			
Board of Directors/ Partners			
01	Name		
	Other Positions Currently held		
02	Name		
	Other Positions Currently held		
03	Name		
	Other Positions Currently held		
04	Name		
	Other Positions Currently held		
Details of Senior Management – Local Agent			
01	Name		
	Job Role (In Brief)		
02	Name		
	Job Role (In Brief)		
03	Name		
	Job Role (In Brief)		
04	Name		
	Job Role (In Brief)		

Form B : Financial Information of the Bidder

Information should be of the Bidding entity and not of the Group of Companies.

Name of the Bidder:

.....

Note : In an event where Partner In charge of a Joint Venture is not the Core Insurance Solution provider the Core Insurance system solution partner and Partner in charge of the joint venture both parties shall fill individual forms related to below information request for Procurement entity to understand the financial capability of both Partner in Charge and Core Insurance Solutions provider individually. :

Note : currency can be USD , Sri Lankan Rupees or Euro

	2016	2017	2018
<u>Global</u>			
Revenue			
Net Profit Before tax			
Net Profit After tax			
Total Assets			
Value of intangible Assets			
Total Debt			
Shareholders' Equity			
Value of copy rights/Patent			
<u>Ratios</u>			
ROCE			
POA			
ROE			
Debt to Equity			
Research & Development Cost to Assets			

In Sri Lanka (If available)			
Revenue			
Net Profit Before tax			
Net Profit After tax			
Total Assets			
Value of intangible Assets			
Total Debt			
Shareholders' Equity			
Value of copy rights/Patent			
<u>Ratios</u>			
ROCE			
POA			
ROE			
Debt to Equity			
Research & Development Cost to Assets			
Product			
Revenue of the Product (Core-General Insurance Solution) as a percentage of total revenue			

1. Details requested in the Form must be submitted in the stipulated format. The information requested in the Form should not be provided in other formats.
2. Financial year is based on the following guidelines.
For example financial year 2017 can be as (01-01-2017 to 31-12-2017) or (01-04-2017 to 31-03-2018). The year-end date of the company should be clearly mentioned.
3. The above information should be based on and supported by the audited financial statements

Form C : Details of the Core General Insurance Projects Implementations done by the Applicant

Note : Reference to Annex A : Eligibility Criteria , Applicant shall provide detail references of minimum 3 Core General Insurance solution implementations with in last 5 years preceding the date of submitting the EOI. For each implementation reference Applicant shall fill Form C separately.

Country		
Client Name & Address		
Project Name		
Name of the System Implemented		
Client Contact Person		
Name		
Designation		
Contact Number		
Email Id		
Project Value		
Size of the client		
Annual Revenue		
Number of Policy holders		
Project Schedule		
Start Date		
Go-Live Date		
Detail Scope of the Project		
Modules Implemented	Available (Yes/No)	Implemented (Yes/No)
Product Configurator (Motor / Non Motor)		
Policy Management System (Quotations, New Business, Endorsements, Cancellations and Renewals)		
Receipts		
Claims Management System		
Payments		
Reinsurance		
Sales & Marketing		
Job Management		
Court case Management		
Agent Management		
Document Management & Tracking System		
Takaful		
Bancassurance		
Others		
Currently Providing Annual Maintenance (Yes/No)		
Number of Branches		
Number of Users		
H/W Solution	Provide comprehensive details of the H/W Solution	
3rd Party Solutions integrated		

Form C-1 : Details of the Ongoing Core General Insurance Project Implementations done by the Applicant

Note: Applicant shall provide detail references of any ongoing Core General Insurance solution implementations. For each implementation reference Applicant shall fill Form C-1 separately.

Country		
Client Name & Address		
Project Name		
Name of the System		
Client Contact Person		
Name		
Designation		
Contact Number		
Email Id		
Project Value		
Size of the client		
Annual Revenue		
Number of Policy holders		
Project Schedule		
Start Date		
Planned Go-Live Date / Current Status		
Detail Scope of the Project		
Modules Implemented	Available (Yes/No)	Implemented (Yes/No)
Product Configurator (Motor / Non Motor)		
Policy Management System (Quotations, New Business, Endorsements, Cancellations and Renewals)		
Receipts		
Claims Management System		
Payments		
Reinsurance		
Sales & Marketing		
Job Management		
Court case Management		
Agent Management		
Document Management & Tracking System		
Takaful		
Bancassurance		
Others		
Currently Providing Annual Maintenance (Yes/No)		
Number of Branches		
Number of Users		
H/W Solution	Provide comprehensive details of the H/W Solution	
3rd Party Solutions integrated		

Form D : Product Details

Sr.No.	Criteria / Item	Bidder Response
D1.	Product Name	
D2.	Features of Proposed Product:	
	Versions & Release dates	
	Current applicable version & the release date	
	Hardware Platforms	
	Type of Hardware (Proprietary/Open/etc.)	
	Operating Systems	
	Database (where applicable)	
D3.	Implementation Details:	
	Methodology	
	Time-frame for implementation	
	Skills required for usage	
	Training provided (for usage)	
	Availability of comprehensive configuration option designed for industry best practices to minimize the programming / coding efforts involve in Development time and time to market new products.	
D4.	Maintenance support provided	
D5.	Escrow arrangements – whether the bidder has the source code for the proposed solution	
D6.	Number of years since the product has been in operation	
D7.	Product Road Map	
D8.	Whether proposed solution is rated by Gartner or equivalent leading information Technology Research & Advisory Company / Insurance Industry, Recognized in Industry events..etc	
D9.	Describe the limitations of the proposed solution in terms of size of database, no. of concurrent users supported etc. (If any)	
D10.	Any other information considered relevant by you for the purpose of evaluation	

Form E : Litigation and Arbitration History

1. Details of Litigation and Arbitration (Pending)
2. Details of Litigation and Arbitration (CONCLUDED) during the last five years and the determinations and liability, if any.

Form F : Format for Submitting Queries Regarding the EOI Document

#	Page Number	Reference	EOI document content	Bidder's Query

Annexure C : Check List

This is a self-declaration form for Applicant to confirm on submission of documents related to EOI requirements.

ANNEXURES		ATTACHED YES /NO
ANNEXURE A:		
1.1	Reference Purchase Order, copy of signed Contract document, Maintenance agreement, and reference letters would be desirable to prove these references.	
1.2	Audited financial statements for the last three financial years.	
1.3	Audited financial statements	
1.4	Compliance letter for the requirement with proposed support plan	
1.5	Compliance Documents	
1.6	Audited financial statements and documents requested in 1,2,3	
1.7	Compliance Documents / Declaration	
ANNEXURE B:		
Form A	Information of the Bidder	
Form A-1	Details of Partners	
Form A-2	Information of The Local Agent (If applicable)	
Form B	Financial Information of The Bidder	
Form C	Details of the General Core Insurance Projects Implementations done by the Applicant	
Form C-1	Details of the Ongoing Core General Insurance Project Implementations by the Applicant	
Form D	Product Details	
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Form F	Format for Submitting Queries Regarding the EOI Document	

(Name, Signature of Authorized Official & company seal)

Date