Star Union Dai-ichi Life Insurance Company Limited

Request for Proposal
For

Identity and Access Management Solution

Issue Date: - 06/07/2026

Last Date of Submission of Proposal: - 24/07/2026

Tender Sr. No.: - SUDLIFE/CPD/TD/26-27/002

DISCLAIMERS

The information contained in this Request for Proposal (RFP) document or information provided subsequently to applicants whether verbally or in documentary form by or on behalf of SUD Life is provided to the applicants on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only on invitation by SUD life to the interested parties for submission of proposal. The purpose of this RFP is to provide the applicants with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each applicant may require. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SUD Life makes no representation or warranty & shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SUD Life may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. SUD Life reserves the right to accept or reject any RFP without assigning any reasons whatsoever. SUD Life shall not be liable for any costs incurred by Bidder(s) in the preparation or submission of the proposal, including presentations, demonstrations, or negotiations. SUD Life reserves the right to withdraw, cancel, modify, or reissue this RFP at any stage without assigning reasons and without incurring any liability whatsoever.

1. INTRODUCTION

1.1 About

Star Union Dai-ichi Life Insurance Company Ltd. (SUD Life) is a joint venture between Bank of India & Union Bank of India, India's leading public sector banks and The Dai-ichi Life Insurance Company, Japan one of the top ten world leaders in insurance which has been incorporated with the primary objective of carrying out life insurance business in India.

Star Union Dai-ichi Life Insurance Co. Ltd. (SUD Life), with the strength of the domestic partners in the Indian Financial Sector coupled with the Dai-ichi Life's strong domain expertise is a strong player in the Indian Life Insurance market.

1.2 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for **Identity and Access Management Solution** as currently contemplated by SUD LIFE. Based upon the review and evaluation of proposals offered in response to this RFP, SUD LIFE may at its sole discretion negotiate and enter into contracts with one or more successful Bidders. Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in SUD LIFEs decision to award a contractual relationship. The products, volumes and historical numbers that are provided from SUD LIFE during this process are to be used and interpreted solely as a guide and are intended to provide guidance to SUD LIFE's future or projected requirements but are not a guarantee, contract or commitment to any current or future volume or orders. No volume commitment should be inferred from this process or from any of the documentation provided by SUD LIFE. SUD LIFE reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. SUD LIFE also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process. This RFP shall not be construed as an agreement or promise to award any contract. Any award shall be subject to successful execution of SUD Life's standard agreement, which shall be binding on the successful Bidder.

2. Bid Submission

The Bid (attached formats) duly sealed and super scribed "**Bid for Identity and Access Management Solution"** should be addressed to

Executive Vice President & Finance Controller
Star Union Dai-ichi Life Insurance Company Limited
Central Procurement,
Unit no. 1101, 11th Floor Building No. 1,
Raheja Mindspace Juinagar Plot No. GEN 2/1/E,
TTC Industrial Area, MIDC Industrial Area,
Juinagar, Navi Mumbai, Maharashtra 400706

Please note that the Technical and Commercial bid have to be submitted online through email and commercial should be password protected at procurement@sudlife.in . The Company is not responsible for non-receipt of bids by the specified date and time due to any reason including holidays. All questions / clarifications, if any, regarding this tender should be communicated **only** via email at procurement@sudlife.in .

Last date for receipt of any query is 14/07/2026 Bids received after the stipulated date/ time or incomplete in any respect are liable to be rejected.

SUD Life reserves the right to seek clarifications, additional documents, or presentations from any Bidder without any obligation to do so uniformly for all Bidders.

3. Acknowledgement

Please acknowledge receipt of this document by responding via email to procurement@sudlife.in. Please include the contact information for the person who will be directly responsible for completing the RFP.

4. RFP Schedule

We are listing below the various deadlines to be met to ensure participation
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1	**Last date for Submission of Process compliance & Techno commercial Compliance statements (Complete RFP along with Technical Document)**	24/07/2026
2	**Last date for Submission of Quotes (Annexure D)**	24/07/2026

5. Requirement Overview

5.a. Buyer Profile	Star Union Dai-ichi Life Insurance Company Ltd. (SUD LIFE) is a joint venture between Bank of India & Union Bank of India, India’s leading public sector banks and The Dai-ichi Life Insurance Company, Japan one of the top ten world leaders in insurance which has been incorporated with the primary objective of carrying out life insurance business in India.
5.b. Services up for Quote	Identity and access management Solution
5.c. Scope of Services	The service provider must clearly understand and conform to the following deliverables for the service of: Detailed scope mentioned in ‘Annexure A’
5.d. Operating Days & Hours	NA
5.e. Selection Process of vendors	• You need to sign and send your **Process Compliance and Techno-Commercial statement** in response to this RFP **(Annexure B & C)**

	• You need to submit the **quote** as per the format mentioned in **Annexure D** • Star Union Dai-ichi will evaluate the final quotes of all the vendors & will decide on awarding business based on the Comprehensive value proposition of each service provider. • Incomplete, conditional, or non-compliant bids are liable to be rejected outright at SUD Life's sole discretion.
5.f. Award Decision	• **Service Provider must submit the quote by the due date in order to be considered for the contract.** • Star Union Dai-ichi will decide which vendor will be examined for awards. It is important to note that the **lowest price Service Provider does not automatically win the business**. • Star Union Dai-ichi reserves the **right to split the business** amongst vendors depending on the prices achieved through this process. • The contract will be awarded basis the internal criteria set by Star Union Dai-ichi which comprise Technical Evaluation, Commercial Evaluation & any other factors. The Service Provider selected for award of the contract, on refusal to accept the contract would be debarred from further dealings with Star Union Dai-ichi. **In the event of withdrawal, refusal, or default by the selected Service Provider, SUD Life reserves the right to recover an amount equal to the final quote and the next lowest quote on total quantum of purchase, additional costs, and consequential damages, without prejudice to any other rights available under law.** (indemnity clause).
5.g. Service & Penalty	Service Levels, penalties, and liquidated damages shall be defined by SUD Life and incorporated into the final Contract or Purchase Order. Non-acceptance thereof shall result in cancellation of award.
5.h. Payment Term	Payment terms will be as per Purchase Order issued. Payment shall be subject to satisfactory performance, SLA compliance, and acceptance by SUD Life. SUD Life reserves the right to withhold or set off payments against penalties, damages, or claims.

RELATED PARTY TRANSACTION DECLARATION FORM (BY SERVICE PROVIDER)

Service Provider Name:

Registered Address:

Details of Proposed contract to be entered into:

Are you a related party or group entity of SUD Life Insurance Co (herein referred to as 'the Company') or any Insurance Intermediary registered with IRDAI (Insurance Regulatory Development Authority of India)?

☐ Yes ☐ No

Declaration by the Service Provider

I/ We hereby confirm that the involvement of any of the above mentioned persons with the Company or with any of its employees/directors will not in any manner unduly benefit us or the employee(s) of the Company and further confirm that no benefit/advantage have been exchanged between the Service Provider and the employees/directors of the Company in respect of the proposed transaction.

I/ We further confirm that the terms and conditions of the proposed contract will be at market rate and on an arm's length basis
I/ we further confirm that in case if we become group entity/ related of the Company or any insurance intermediary registered with IRDAI (Insurance Regulatory Development Authority of India), then we shall inform the Company regarding the same within 7 days from date such arrangements.

Name:

Signature:

Seal of the Service Provider

Date:

(Authorized Representative)

6. Terms of the RFP

6.1 Hold Harmless

In submitting a proposal, Bidder understands that SUD LIFE will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection. SUD LIFE reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP.

6.2 Governing Documents

In case of conflict between this RFP, the Bidder's proposal, any Bidder standard terms, Purchase Order, or SUD Life's standard agreement, the following order of precedence shall apply:

1. SUD Life's Standard Agreement
2. Purchase Order
3. This RFP
4. Bidder's proposal

Any Bidder standard terms, license terms, or click-wrap/shrink-wrap terms are expressly rejected.

6.3 Confidentiality Provision

The terms of this RFP, the information provided by SUD LIFE herein and all other information provided by Bidder in connection with the services to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of SUD LIFE and upon the written agreement of the intended recipient to treat the same as confidential. SUD LIFE may request at any time that any of SUD LIFE's material be returned or destroyed. Should Bidder choose not to respond to this RFP, please return all materials and any duplicates thereof. Confidentiality obligations shall survive perpetually. SUD Life shall be entitled to injunctive relief in case of breach, in addition to damages.

6.4 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub- contracting done by the Bidder without prior written consent of SUD Life.

6.5 Acceptance of Proposals

SUD LIFE reserves the right to modify the terms of the RFP at any time at its sole discretion. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder or to disclose the nature of any proposal received. This RFP should not be construed as an agreement to purchase products or services. SUD LIFE is not bound to accept the lowest price or any proposa l of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

6.6 Liability for Errors

While SUD LIFE has used considerable efforts to ensure an accurate representation of information in this RFP as per its current understanding of the requirements under the various activities in the scope of work, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by SUD LIFE, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Bidders from forming their own opinions and conclusions wi th respect to the matters addressed in this RFP. In the event SUD LIFE finds that the objectives of the intended activities are better achieved by processes/procedures other than those mentioned in this document, SUD LIFE shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

6.7 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

6.8 Order Cancellation

Star Union Dai-ichi reserves the right to cancel the order in the event of the vendor failing to deliver services as specified by Star Union Dai-ichi as per the Service Level Agreements. Star Union Dai-ichi reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to Star Union Dai-ichi. In case of serious discrepancy in services provided, Star Union Dai -ichi may cancel the entire purchase order.

6.9 Force Majeure

The order is subject to Force Majeure on either the buyer or the Service Provider end. Any disputes arising out of or under this order shall be subject to the jurisdiction of the courts in Mumbai only. Any event due to any cause beyond the reasonable control of a Party, including, without limitation, unavailability of any communication system, breach or virus in the internet, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage devise, computer crashes, breach of security and encryption, etc.

6.10 Inspection and Audit

The vendor will allow Star Union Dai-ichi, its management, auditors, regulators and /or agents the opportunity of inspecting, examining, auditing and /or taking copies of the vendors operations and business recourse which are relevant to this Agreement and/ or for carrying out the activities as /or financial arrangements/ agreements set forth in this Agreement. Star Union Dai-ichi will have the right to do a Security Audit of the vendor's IT infrastructure. The vendor should make necessary changes / upgrades to the IT syst ems as may be necessary or as required by Star Union Dai-ichi from time to time to ensure data safety.

6.11 Use of Contract Documents and Information

❖ The Service Provider shall not, without SUD Life's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of SUD Life in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessa

❖ ry for purposes of such performance.

❖ The Service Provider shall not, without SUD Life prior written consent, make use of any document or information enumerated in this document except for purposes of performing the Contract.

❖ Any document, other than the Contract itself, shall remain the property of SUD Life and shall be returned (in all copies) to SUD Life on completion of the Service Provider's performance under the Contract, if so required by SUD Life.

6.12 Continuity of business

SUD Life requires a vendor to present a plan that specifically addresses through what type of resources, how long and what load capacity will be available to ensure continued service in the event of a disaster. Participant/s shall provide details of the Disaster Recovery & Business Continuity Plan (BCP).

6.13 Disposition of responses

All materials submitted in response to this RFP shall become the property of SUD Life.

6.14 Termination

SUD Life reserves the absolute and unconditional right to cancel, withdraw, suspend, amend, or terminate this RFP process, in whole or in part, at any time and at any stage, without assigning any reason whatsoever and without incurring any liability to any Bidder or any other party. Participation in this RFP process does not confer any right or expectation on any Bidder to be selected or awarded any business. SUD Life makes no commitment, express or implied, that this RFP process shall result in any business transaction or contractual engagement with any Bidder. This RFP is only an invitation to submit proposals and does not constitute an offer, agreement, promise, or representation of any kind by SUD Life. No binding obligation shall arise unless and until a formal written agreement is executed by SUD Life and the selected Service Provider.

ANNEXURE – A

Requirements & Details

Pre-Qualification Criteria/ Eligibility Criteria:

1. The bidder should either have its own solution (own the software and or intellectual Property) or it should have a consortium to provide an arrangement with a manufacturer providing such services. The solutions must be recognized by any of leading analyst from below list
   i. Gartner
   ii. Forrester

2. The bidder can have a partner / consortium to provide necessary services as mentioned above. The Bidder should have implemented, commissioned, and successfully made operational the proposed Identity and access management Solution and the same should continue to be in successful operation for minimum Ten projects of similar or higher capacity in the last three immediate years of which at least five should be in BFSI Preferred .

3. The Bidder will be the one-point contact to provide the solution to the SUD Life. The bidder will provide the Identity and Access management Solution License, Implementation and Support.

4. The bidder/OEM should have yearly turnover of not less than Rs. 200 Crores.

5. The bidder should have office in Mumbai and full support system in India.

6. Financial statements i.e. Audited Balance sheet and Profit & Loss accounts for last three years of the bidder and consortium partners, if any will have to be submitted.

7. All systems and related services to be supplied under the Contract shall have their origin in countries allowed as per Import Trade Control Regulations in India.

8. “Origin” means the place where the products are produced or the place from which the related services are supplied. Products are produced when a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its‟ components.

9. SUD Life reserves the right to change the RFP Eligibility Criteria at any time prior to the opening of commercial bid.

10. Supplier/ OEM other project requirement
10.1. The Bidder should enclose details of at least three projects implemented in BFSI space of similar/higher size with the technical Bid giving the following details.
10.2. Name of the Client

10.3. Number of locations
10.4. Nature of the Project
10.5. Scope of the Project
10.6. Project Deliverables
10.7. Architecture of the solution implemented
10.8. Date of award of Contract
10.9. Date of commencement of the Project

10.10. Date of successful commissioning of the Project (Pilot / Live)
10.11. Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Contact Phone and Fax numbers, E-Mail IDs, etc. (Attach copies of purchase orders) (Above Details are MANDATORY and to be included in technical bid. Without the above details, the Bid is liable to be rejected)

Vendor/ OEM Evaluation Criteria:

1 Client Base
1.1 Total number of completed (live) installations?
1.2 Total number of completed installations with the current version?
1.3 Current number of installations in progress?
1.4 Average number of users per installation?
1.5 How many new customers signed up during the previous year?

2. Company Information, Support and Development
2.1 Total number of employees?
2.2 Total number of office locations (domestic to corporate office)?
2.3 Which year company was established?
2.4 What is the ratio of technical support staff to the number of installations?
2.5 What percentage of the vendor's total staff is engaged in technical support?
2.6. What percentage of the user base has full maintenance contracts?
2.7 How many technical staff is engaged in development of the system?
2.8 What percentage of the vendor's total staff is engaged in technical development?
2.9 What type of user interface is available on the system (e.g. is the system web-enabled)?
2.10 Project plan/ methodology.
2.11 Overall timelines suggested.
2.12 Resource Availability for project implementation and ongoing support.
2.13 Support Centers (preferably, Mumbai based)
2.14 Availability of the Support team (5 or 6 days /Week)
2.15 Implementation & after sales Support by Vendor or 3rd party.

3. Revenue
3.1 Please provide the most recent fiscal year revenues.
3.2 Previous year revenues
3.3 1-year growth percentage
3.4 5-year growth percentage
3.5 Amount allocated to R&D most recent fiscal year.
3.6 Amount allocated to R&D previous fiscal year.

Scope of work:

Star Union Dai-Ichi Life Insurance (SUD Life) has aggressive growth plans for its insurance business and uses multiple tools to improve data governance and compliance.

The objective of this RFP is to implement a comprehensive Identity and Access Management (IDAM) solution that centralizes identity governance, enhances security through MFA, SSO, conditional access, dashboard of human & non-human (bots, Services logins) identities , posture management and RBAC, and ensures compliance with IRDAI, ISO 27001, and other regulatory standards. The solution should automate user lifecycle processes such as provisioning and de-provisioning, provide self-service capabilities, access certifications and deliver robust audit and reporting features for compliance. It must seamlessly integrate with existing systems like Active Directory, HRMS, and business applications, support hybrid environments for scalability (On-Premises/Cloud), legacy applications and enable Zero Trust principles to reduce risk and strengthen the organization's security posture.

The business objectives SUD Life IDAM project intends the vendor to address are
as follows:

- Account & access management for employees/non-employees/partners both access management and Identify & access governance across hybrid environments.
- Customer Identity & Access Management (CIAM)for Secure customer onboarding,Social login integration and Scalability to millions of users (optional)
- Automated account creation, suspension, and deletion across systems and applications based on changes in the relationships a given individual has with the organization with these Identity Management activities to be governed by Roles , attributes and Entitlements.
- Ability to manage or integrate with Privileged account discovery and onboarding,Just-in-Time (JIT) access,Session monitoring , recording and Secrets vaulting and rotation Comprehensive logging and auditing of users' rights and privileges to include comprehensive approval data (who approved, when, how, etc)
- Synchronization of identity information to various repositories/ directories based on an "authoritative source" model
- Synchronization of IDs and passwords across platforms and applications
- Comprehensive Single-Sign On capability to allow one set of credentials to be used in any application regardless of underlying security and address all password change events in an automated fashion
- Web Access Management to allow users to access web applications hosted on the internal network securely from a remote location
- Self service capabilities, e.g., resetting passwords and requesting new services through a web interface that utilizes multiple-tier routing and approval workflow with the ability to spawn new requests as appropriate automatically based upon the nature of the original request
- A centralized store for provisioning processes and policies that govern how to conduct business securely
- Management of accounts with elevated privileges to ensure necessary approvals were granted before use and that all activities were recorded for forensic auditing purposes.
- Identity Federation capabilities to facilitate electronic partnerships across organizational boundaries
- Ability to monitor identity through dashboard that highlights risky identity and action taken based on the conditions set in the rules.

- Ability to detect Identity Threat Detection & Response (ITDR),Detection of compromised accounts, behavioural analytics (UEBA),Detection of Impossible travel, credential stuffing, token theft, Integration with SIEM/SOAR tools
- AI-Driven Threat Protection that includes Machine learning-based anomaly detection, Risk scoring for users and sessions Automated response (account lock, step-up auth)

DESIRED OUTCOMES:

Identity and Access Management (IAM) is part of a larger fabric of Service Lifecycle related technologies that work together to regulate users' access to enterprise resources. Promising greater administrative efficiency, increased user productivity, advance threat protection, AI capabilities to detect & prevent identity threats and improved information security, this composite of technologies includes a broad range of products from web single sign-on, to directory services and enterprise provisioning.

➢ **Identity and Access Management Environment** -- At the highest level, the Identity and Access Management (IAM) environment exists to provide a framework under which users access enterprise resources. Users are internal employees, contractors, external constituents or business partners. Resources include any enterprise asset or service required by users in order to do their jobs. Resources are typically, the applications, databases and directories that make up the information assets of the enterprise. Users gain access to resources either directly through proprietary client interfaces or via web-based applications.

➢ **Access Management Layer** -- The Access Management layer of the IAM environment provides run-time control of access to resources. In other words, in real time while users actively use applications, the Access Management Layer permits or denies access to resources and individual operations within those resources. Products within the Access Management layer include authentication and authorization solutions such as:

- Web Single Sign-on
- Web Access Management
- Directory Services
- Federation Services

➢ **Identity Management Layer** -- Products that fall into the Identity Management layer offer the following general capabilities: provisioning, approval workflow, delegated administration, user account and password self-service, auditing and reporting. The Identity Management layer reconciles that a single user has accounts on multiple information systems within the enterprise and each account has unique entitlements associated with it, depending on the system's capabilities and the user's relationship to the enterprise. Finally, the Identity Management layer supports, enforces and automates the business processes that govern the organization and distribution of identities and entitlements in the extended enterprise.

➢ **Identity Management Components** -- Key capabilities of the Identity Business Process Services component include but are not restricted to:

- Delegated administration
- Automated approval processes and task management
- Integrated workflow
- Security policy enforcement through roles and entitlements
- Status monitoring, tracking and event notification
- Reporting
- Audit trail & Activity logging
- Identity Federation
- User Self-Service
- Reduction in number of credentials a user must maintain
- Adaptive / risk-based authentication

Key capabilities of IDAM charted below :

1. Identity Lifecycle Management

- User provisioning and de-provisioning
- Automated onboarding, role changes, and offboarding
- Centralized user repository
- Synchronization with HR and enterprise systems

2. Authentication Management

- Single Sign-On (SSO)
- Multi-Factor Authentication (MFA)
- Passwordless authentication
- Adaptive/Risk-based authentication

3. Authorization & Access Control

- Role-Based Access Control (RBAC)
- Attribute-Based Access Control (ABAC)
- Policy-Based Access Management
- Fine-grained entitlement management

4. Privileged Access Management (PAM)

- Management of privileged/admin accounts
- Just-in-Time (JIT) access
- Credential vaulting
- Session monitoring and recording

5. Identity Governance & Administration (IGA)

- Access request and approval workflows
- Role mining and role management
- Access certification and recertification

- Segregation of Duties (SoD) controls

6. Federation & External Identity Management

- Support for SAML, OAuth 2.0, OpenID Connect
- B2B partner identity management
- Customer Identity and Access Management (CIAM)
- Social login integration

7. Directory Services

- Centralized identity store
- Active Directory / LDAP integration
- User and group management
- Identity synchronization across platforms

8. Self-Service Capabilities

- Password reset and account unlock
- Profile management
- Access request portal
- Delegated administration

9. Monitoring, Logging & Audit

- User activity tracking
- Authentication and authorization logs
- Compliance reporting
- Real-time security alerts

10. Compliance & Regulatory Support

- IRDAI, RBI, GDPR, HIPAA, SOX, ISO 27001 support
- Audit trails and evidencing
- Access certification reports
- Data privacy controls

11. Security Intelligence & Risk Management

- User and Entity Behaviour Analytics (UEBA)
- Anomaly detection
- Threat intelligence integration
- Risk scoring for identities and sessions

12. API & Cloud Security

- API access management
- OAuth token management
- Cloud application access governance
- SaaS application integration

ANNEXURE – B

PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed accepted by you on participation.

1. You cannot change price or quantity or delivery terms (or any other terms that impact the price).
2. You cannot divulge either your Quotes or those of other Service Providers to any other external party.
3. You agree to non-disclosure of trade information regarding the purchase, identity of buyer, process, documentation and other details.
4. In the event of your quote being selected by SUD Life and your subsequent default on your quote, you will be required to pay SUD Life an amount equal to the difference in your quote and the next selected by the buyer quote on one year's quantum of purchase (indemnity clause).
5. SUD Life's decision will be final and binding on you and will not necessarily be based on price. Though price is a very important factor of the decision-making.
6. Splitting of the award decision over a number of Service Providers or over time (as in the case of staggered deliveries) will be at SUD Life's discretion.
7. You agree to furnish the techno-commercial compliance statement as per the enclosed format along with this statement.

I agree to have read, to understand and agree to abide by this statement. I agree to the fact that the information provided by my organization constitutes a legal, binding quotation. My quote is considered firm and reflects Star Union Dai-ichi Life Insurance's requirements stipulated in request for quotation (RFP).

Dated this .... day of .... 20….

________________________________ ________________________________

(signature) *(In the capacity of)*

Duly authorized to sign Proposal for and on behalf of

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ANNEXURE- C

TECHNO-COMMERCIAL COMPLIANCE STATEMENT

Clause No	Technical specifications/ commercial terms	Compliance (Yes/No)	Please indicate reasons in case of No and counter offer
1	Scope of Services		
2	Operating Days & Hours		
3	Selection Process		
4	Award Decision		
5	Service & Penalty		
6	Payment		
7	Order Cancellation		
8	Force Majeure		
9	Inspection and Audit		
10	Use of Contract Documents and Information		
11	Confidentiality		
12	Continuity of business		
13	Disposition of responses		
14	Termination		

I understand and agree to the fact that above information constitutes a legal, binding quotation. My quote is considered firm and reflects Star Union Dai-ichi Life Insurance's requirements stipulated in request for quotation (RFP).

Dated this .... day of .... 20….

___________________________________ __________________________________

(Signature) *(In the capacity of)*

Duly authorized to sign Proposal for and on behalf of

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ANNEXURE –D

Following are the components of the solution delivery, listed. Service Provider must add/ change if required to the below -

Description	Amount
Tool Cost	
Implantation Cost	
AMC Cost	

A Brief Project Implantation plan with timelines should also be included in the same.

Vendor should provide the details of terms & condition along with the applicable taxes %.

- All prices should be excluding applicable Taxes
- The quantity provided herewith is to ease vendors to arrive at unit cost for each slab.
- The above numbers may vary (decrease/increase) basis business requirement.
- Purchase Orders will be placed on actual business demand basis.

PROPOSAL FORM (PRICE PROPOSAL)

Date: ………………....

Unit no. 1101, 11th Floor Building No. 1,
Raheja Mindspace Juinagar Plot No. GEN 2/1/E,
TTC Industrial Area, MIDC Industrial Area,
Juinagar, Navi Mumbai, Maharashtra 400706

Dear Sir,
Re: Request for Proposal for Identity and Access Management (IDAM) having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render services in conformity with the said Proposal documents for the sum of....................................... *(Total Proposal amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by SUD life.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this .... day of .... 20….

__________________________________ __________________________________

(Signature) *(In the capacity of)*

Duly authorized to sign Proposal for and on behalf of

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