RFP Ref. No.: GSTN/P&C/CISO/CI/07-2026/P-09 Date: 05/08/2026

GOODS AND SERVICES TAX NETWORK

REQUEST FOR PROPOSAL FOR RENEWAL OF CYBER-RISK INSURANCE POLICY OF GSTN

GOODS AND SERVICES TAX NETWORK (GSTN)

4th Floor, East Wing, World Mark-1, Aerocity, New Delhi – 110037

Tel: 011-49111200

Website: www.gstn.org.in

Disclaimers and Disclosures

Goods And Services Tax Network (GSTN) has prepared this document to give background information to interested parties for participating in this RFP/Tender. While GSTN has taken due care in the preparation of this RFP/Tender document and believes it to be accurate, neither GSTN nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. The information is not intended to be exhaustive.

Interested bidders/agencies/parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by GSTN in submitting a bid. The information is provided on the basis that it is non–binding on GSTN or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. GSTN reserves the right to modify the requirements as well as add or delete, as the case may be, to meet GSTN's requirements at any point of time.

GSTN reserves the right not to proceed with the RFP/Tender, to alter the Key details reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any bidder/agency/party expressing interest.

GSTN reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. GSTN does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever. GSTN also has the right to re-issue the tender without the Bidder having the right to object to such reissue.

This RFP is neither an offer from GSTN nor does it constitute any binding obligation or commitment on GSTN. This RFP is only a document that invites interested agencies/parties to, on a non-exclusive basis, express an interest with no obligation, commitment or liability of any manner devolving on GSTN, either on account of the issue of this RFP/Tender to the interested agencies/parties, or upon receipt of any response from the interested agencies/parties thereto, or any meetings or presentations made.

No reimbursement of cost of any type will be paid to persons or entities expressing interest. All expenses incurred by the interested parties as a result of responding to, or further to this RFP/Tender, are to their own account and GSTN will not be liable in this respect whatsoever. No reimbursement of cost of any type will be paid to persons or entities proposing a solution. Please note that any part or the whole of information, directly or indirectly learnt, for any other purpose, other than for conducting work under the ambit of the RFP/Tender issued by GSTN is not authorized.

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Table of Contents

GSTN Goods and Services Tax Network (A Government Enterprise)

Acronyms

Acronym	Description
EMD	Earnest Money Deposit
GCC	General Conditions of Contract
GIB	General Instructions to Bidders
GST	Goods And Services Tax
GSTN	Goods And Services Tax Network (Organization)
LD	Liquidated Damages
LOA / PO	Letter of Award / Purchase Order
LOI	Letter of Intent
OIC	Officer In-Charge
PBG	Performance Bank Guarantee
PQ	Pre-Qualification Criteria
QCBS	Quality and Cost Based Selection
RFP	Request for Proposal
SCC	Special Conditions of Contract
SIB	Special Instructions to Bidders
TBA	To be announced

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SECTION - I

Key Details

RFP reference No.	**GSTN/P&C/CISO/CI/07-2026/P-09**
RFP Details	**Request for Proposal for Renewal of Cyber-Risk Insurance Policy of GSTN**
Last date & time for submission of Bid	**26th August, 2026 at 15.00 hrs**
Pre-bid Meeting details	**11th August, 2026 at 15.00 hrs.** at GSTN office • Note: Clarifications to be submitted by **9th August, 2026 till 15.00 hrs** as per format in **Annexure-V** in excel format through e-mail only. Queries submitted after stated deadline shall not be considered. • The Pre-Bid queries may be to be sent to the following: Email id: ProcurementANDcontracts@gstn.org.in sanjaysharma.pc@gstn.org.in Ankur.tandon@gstn.org.in sourabh.mishra@gstn.org.in To attend pre-bid meeting at GSTN office, the representatives (02 Nos.) of bidders are requested to carry their company I-card/ Authorization letter (on Company's letter head). Without Company I-Card/Authorization letter, no bidder will be allowed to attend the Prebid/bid opening meeting.
Place of Bid opening	Goods And Services Tax Network "East wing, 4th floor, World Mark -1, Aerocity, New Delhi - 110037.
Bid Opening details **(Technical Bid)**	Bids shall be Opened on **26th August, 2026 at 15.30 hrs** at GSTN office.
Opening of **Financial bids**	The date of opening of financial bids will be informed separately to successful Insurance brokers/bidders after technical evaluation of bids and only those bids will be opened which are technically qualified.
Earnest Money Deposit (EMD)	**NIL.** (Bidders are required to submit bid security declaration in Lieu of EMD prescribed in Annexure VI)
Method of Selection	The method of selection is based upon Quality and Cost Based Selection **(QCBS).** The weights given to the Technical and Commercial Bids are: **Technical = 70%** and **Commercial = 30%**
Envelope details	Bid shall consist of 02 envelopes containing following: **Envelope-I (PART-A)** Response to Eligibility criterion and Technical Qualification criterion with supporting documents. **Envelope-II (PART-B)** Financial Proposal only.

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	All the Two envelopes should be sealed in another envelope and indicating Tender Number, Subject, Bid Opening Date and Time.
Address for communication	**The VP (Procurement & Contracts)** Goods And Services Tax Network "East wing, 4th floor, World Mark -1, Aerocity, Delhi – 110 037 **Email:** ProcurementANDcontracts@gstn.org.in sanjaysharma.pc@gstn.org.in Ankur.tandon@gstn.org.in sourabh.mishra@gstn.org.in **Phone no.:** 011-49111200 (Ext. 401/353)

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Notice Inviting Proposal

RFP Ref. No.: GSTN/P&C/CISO/CI/07-2026/P-09 Date: 05/08/2026

To,

***Sub:* Invitation of sealed Proposal for "Renewal of Cyber-Risk Insurance Policy of GSTN".**

1. Goods and Services Tax Network (GSTN) is a Section 8 company (under The Companies Act 2013). The Company has been set up primarily to provide IT infrastructure and services to the Central and State Governments, tax payers and other stakeholders for implementation of the Goods and Services Tax (GST).

2. Goods and Services Tax Network (GSTN) invites sealed bids from eligible Empanelled Insurance Brokers for the 'RFP for renewal of Cyber-Risk Insurance Policy of GSTN' covering all its projects/platforms (e.g. GST System, E-Way Bill, E-invoice System etc.), operations, systems and GST network.

3. Bidders mean Insurance Companies (Insurers) who will submit their bids through GSTN empaneled insurance brokers/advisors for getting quotes/bids from insurance companies on behalf of GSTN.

4. Empanelled Insurance Brokers shall ensure that their bids, complete in all respects, are submitted on or before the closing date and time indicated in the key details, failing which the bids will be treated as late and rejected.

5. In the event of any of the above-mentioned dates being declared as a holiday / closed day for the purchase organization, the bids will be received/opened on the next working day at the appointed time.

6. The Bid shall be deemed to have been submitted after careful study and examination of the RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Incomplete or non-responsive bids shall be rejected. Also, the grounds for rejection of Bid should not be questioned after the final declaration of the successful Bidder.

7. The content of this RFP is copyright material of Goods and Services Tax Network (GSTN). No part or material of this RFP document should be published in paper or electronic media without prior written permission from GSTN.

8. RFP shall mean Request for Quotation. Bid, Tender, RFP and RFQ are used to mean the same.

GSTN Goods and Services Tax Network (A Government Enterprise)

9. Bidder should seek necessary clarifications by e-mail as mentioned in Key Details, if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document.

10. All entries in the Bid form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.

11. Each page of the proposal should be sequentially numbered, signed, and stamped by the authorized signatory as a token of acceptance of the terms and conditions laid down by GSTN in this RFP.

12. GSTN takes no responsibility for delay, loss or non-receipt of bid documents sent by post either way. Bids should be submitted in physical (hardcopy) form, bids received through e-mail shall not be considered.

13. Only such bids which are received through the empanelled insurance brokers will be entertained. An insurer will be allowed to submit a bid only through one of the GSTN's empanelled insurance broker agency. Any submission otherwise made will be rejected out rightly.

14. GSTN reserves the right to accept or reject any or all of the bids in full or in part including the lowest bid without assigning any reasons or incurring any liability thereof.

For **Goods And Services Tax Network**

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Sanjay Sharma
Vice President (P&C)

SECTION-II: SCOPE OF WORK

Scope of work/coverage and nature of cover:

It is intended to have a cyber insurance policy to cover first-party loss and third-party liability coverage to organization when cyber-risk materializes and/or cyber security controls at organization fails.

The Risk details are represented below:

Type	Cyber Liability Insurance
Insured	Goods and Services Tax Network (GSTN)
Business	Design, Develop, Implement and manage the Goods and Services tax platform across the country
Cover trigger	Claims Made Basis
Policy period	**From: 13.10.2026** **To : 12.10.2027** **Both days inclusive**
Limit of Indemnity	INR **100 Crores** per claim and in aggregate
Territorial limit	Worldwide including USA/Canada
Law & jurisdiction	Worldwide including USA/Canada
Deductible	**Not more than Rs. 50 lakhs** **Time deductible is not more than 12 hours**
Insurance to cover both First party and third-party liabilities, as applicable, for scope of cover/ extensions, without any sub-limits unless otherwise specified.	
Scope of cover/extensions	• Ransomware attack, Cyber extortion, cyber terrorism coverage etc. full limit • Security breach and/or Privacy Breach • Hacking / data theft Cover, Denial of service (DDOS) attacks: Rs.35 Lakh • Cover for Network Security claims and Network Access liability including liability arising from insertion of any malicious code/or virus/Trojan horse, worm or logic bomb/malware attack/Conduit Liability/ Impaired access liability • Cover for PII/SPI and the Data managed by GSTN

GSTN Goods and Services Tax Network (A Government Enterprise)

	• Cover for Disclosure/Data Privacy Liability including but not limited to virus/malware attack, introduction of malicious code or unauthorized access leading to data breach • Data recovery expenses (first and third party both) and cost of determining whether data held can be restored, recollected or recreated. • Business/network interruption coverage including System failure (Unintentional and unplanned outage of a computer system or damage, alteration, deletion, corruption or loss of Data) • Crisis management coverage • Forensic services • Professional fees for advice and representation of regulatory investigation; Professional Fees include costs incurred during 60 Hours of a qualifying breach of data security without prior consent of the Insurer- sub-limited to 10% of the limit of liability • Repair of company's Reputation • Repair of individual's Reputation • E-Communications Loss: sub-limited to INR 25,00,00,000 each and every accident and in aggregate • Media liability claims cover • Costs, Civil Fines and penalties wherever insurable by law • Defense of regulatory actions including failure to notify • Liability arising out of Outsourced Activities • Cover for non-compensatory damages, including but not limited to punitive, multiple, exemplary damages where insurable by law. • Cover for Civil fines & penalties wherever insurable by law • Cover for cleanup costs- Sub limited to 10% of the limit of Liability • Cover for Reward expenses- sub limited to 1% of the limit of liability with NIL retention • Goodwill coupon • Insured definition to include employees (full time and contractual), outsourced employees, consultants, Retainers, Trainees and subject matter experts solely under contract with and under the direct supervision of GSTN • No exclusion for Unauthorized Data Access/Intentional Act/Criminal Acts

GSTN Goods and Services Tax Network (A Government Enterprise)

	• Notice of claim/circumstance upon knowledge of the control group • Extended reporting period (90 days) • Amended discovery period: 90 days free and 365 days at 50% Annual Premium • Policy not to be cancelled except for non-payment of premium • Waiver of subrogation (wherever required by written contract) • No Unlawful or unauthorized data collected exclusion • Revamp costs Cover • Hardware and IT equipment Restoration cover • Pro Active response costs cover with Nil or retention not more than INR 5 lacs • Additional Insured Endorsement. • Psychological Support Expenses: 5% of Limitation of Liability in aggregate. • Court attendance Fee: Rs.30,000/- per employee and Rs.50,000/- per Director • Amended Insurer's Consent claue: That for any Claim where the total claim value, including Defence Costs and Damages combined, is less than 100% of any applicable Retention, the Insured may settle the Claim without the written consent of the Insurer • Multimedia claims without consent: To include defense cost incurred for Multimedia Liability without insurer's prior written consent • Cover for Credit Monitoring expenses incurred by the Insured • Cover for Proactive- forensics and investigation costs- cover to trigger in case of suspected events. • Amended computer system definition to include all GSTN systems, including but not limited to any allied or attached systems, cloud systems, GSTN's all projects/platforms (e.g. GST System, E-Way Bill, E-invoice System etc.), operations, systems and GST network.
Support Claims experience on GSTN	100% - 24x7 **Nil Claims**

Note: ***The bidder has to submit verbatim cyber insurance policy wordings (including proposed exclusion(s)) along with technical proposal.***

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(A Government Enterprise)

Also, please find attached the General and Cyber questionnaire as *Enclosure I to RFP* for ready reference.

Eligibility Criteria

2.1 Pre-Qualification Criteria

The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders / Insurers not meeting the Pre-Qualification Eligibility Criteria will not be considered for further evaluation.

The Eligibility Criteria as given below. Failure to provide the desired information and documents may lead to disqualification of the Bidder. Pre-Qualification will be scrutinized by the evaluation committee as constituted by GSTN to check all requisite and relevant documents and their authenticity.

Sr. No	Description	Documentary Proof to be attached
1	The Insurer must have an IRDA license for carrying on insurance business in India.	IRDA license copy
2	The Insurer must have a track record of minimum 3 years of operations in General insurance business in India as on 31st March 2026	IRDA Renewal Certificates for last three (03) Years i.e. 2023-24, 2024-25 & 2025-26
3	Insurer's Annual Average Gross written premium collection for the year's 2023-24, 2024-25 & 2025-26 should be at least ₹ 1000 Crs. (including Reinsurance)	Audited Annual Report OR CA Certified Financial Statement
4	The Insurer must have an existing relationship with at least 2 clients regarding the offer of cyber insurance. One client should be from Banking and/or Financial Sector.	The insurer should provide client's Name, Policy sum insured, and policy period. Wherever there is a problem in providing a name due to Non-disclosure agreements with the clients, the bidder can provide a certificate from an independent auditor or Company Secretary. The certificate should include the scope of work and policy sum insured and policy period.
5	The Insurer should not be blacklisted by Government/ Government Agency/ Bank / Institution in India.	Declaration as per ***Annexure II***

Evaluation of Proposal:

Method of Selection	The method of selection is Quality and Cost Base Selection **(QCBS).** The weights given to the Technical and Commercial Bids are: **Technical = 70%** and **Commercial = 30%**

GSTN Goods and Services Tax Network (A Government Enterprise) GSTN

- ***Technical Evaluation:-***

Each Technical bid will be assigned a technical score out of a maximum of **400 marks** (marks breakup described in **point 4 Section II**). Only the bidders who get a technical score of **65 percent or more** in each section and **70 percent or more** overall will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the bid.

The normalized technical score of the bidder shall be calculated as follows:

Normalized Technical Score of a bidder = {Technical Score of that bidder/Score of the bidder with the highest technical score} X 400 (adjusted to 2 decimals)

Final score calculation through QCBS (Quality and Cost Based Selection)

Example: Technical Score

Bidders	Technical score (B)	Normalized Technical Score	Normalized Technical Final Score
1	350	(350/390)*400	358.97
2	360	(360/390)*400	369.23
3	370	(370/390)*400	379.49
4	380	(380/390)*400	389.74
5	390	(390/390)*400	400.00

- ***Commercial Evaluation:-***

Technically qualified bidders as per technical evaluation process will participate in commercial bid opening process. The bidder will quote as per Price Format provided by GSTN **(Annexure–I)** and further evaluated as per following method:

Commercial Score

#	Citation	Citation Details	Documentary Evidence	Score
1.	Premium quoted	Normalised Score = (Lowest premium amongst the bidders /Premium by the bidder)*300	As per quote	
2.	Policy deductible	Normalised Score = (Lowest deductible amongst the bidders /Deductible by the bidder)*100	As per quote	
		Final Commercial Score		400

GSTN Goods and Services Tax Network (A Government Enterprise)

Example: Commercial Score

Bidders	Premium Quoted by bidders (in Lakhs)	Policy Deductible Quoted by bidders (in Lakhs)	Normalized Commercial Score for Premium Quoted	Normalized Commercial Final Score for Premium Quoted	Normalized Commercial Score for Deductible Quoted	Normalized Commercial Final Score for Deductible Quoted	Normalized Commercial Final Score
1	10	1	(10/10)*300	300.00	(1/1)*100	100.00	400.00
2	11	2	(10/11)*300	272.73	(1/2)*100	50.00	322.73
3	12	3	(10/12)*300	250.00	(1/3)*100	33.33	283.33
4	13	4	(10/13)*300	230.77	(1/4)*100	25.00	255.77
5	14	5	(10/14)*300	214.29	(1/5)*100	20.00	234.29

Final score calculation through QCBS

1. The final score will be calculated through Quality and Cost based selection method with the following weightage:

Technical: 70% and Commercial: 30%

Final Score = (0.70*Normalized Technical Final Score) + (0.30* Normalized Commercial Final Score)

Bidders	Normalized Technical Final Score	Normalized Commercial Final Score	Final Score (70:30)
1	**358.97*.7**	**400*.3**	**371.28**
2	369.23*.7	322.73*.3	355.28
3	379.49*.7	283.33*.3	350.64
4	389.74*.7	255.77*.3	349.55
5	400*.7	234.29*.3	350.29

The bids with Highest Final Score will be selected.

Quality and Cost Based Selection (Evaluation):

4.1 Technical Evaluation Framework:

The bidder's technical solution proposed in the technical evaluation bid document will be evaluated as per the evaluation criteria mentioned in the table below:

#	Evaluation Criteria	Total Marks	Minimum Qualifying normalized Marks (Cut-off)
1	Gross underwritten premium for Standalone Cyber Liability policies for IT / ITES industries in last financial year ending 31st March, 2026	100	>=65 (65%)
2	Highest Sum Insured contributed for Standalone Cyber Liability policy for IT/ ITES industries for last financial year ending 31st March, 2026	100	>=65 (65%)
3	Solvency Ratio	100	>=65 (65%)

4	Maximum own net and treaty capacity cyber insurance policies for IT/ ITES sector in last financial year ending 31st March, 2026	50	>=32.5 (65%)
5	Time deductible(i.e. waiting period for network interruption)	50	>=32.5 (65%)
Total		***400**	**>=280 (70%)**

*** Exclusion(s) incorporated in cyber insurance policy may result in negative marking subject to a maximum forty (40) marks in final technical score depending upon the impact of exclusion(s) on the coverage. GSTN decision in this regard will be final and binding on the bidder.**

GSTN (or a nominated party) reserves the right to check/validate the authenticity of the information provided in the pre-qualification and Technical evaluation criteria and requisite support must be provided by the bidder.

The following sections explain how the Insurers will be evaluated on each of the evaluation criteria.

4.2 Technical Score

#	Citation	Citation Details	Documentary Evidence	Score
1.	Gross underwritten premium for Standalone Cyber Liability policies for IT / ITES industries in last financial year ending 31st March, 2026 ***(Amount in Cr.)***	Insurer must have underwritten Cyber insurance policies for IT/ ITES sector. The premium to be taken into account shall be own share in a policy having multiple insurers if any. The marks shall be allotted as below: Gross Premium >=3 Cr. & < 4 Cr. = 65 marks >=4 Cr. & < 5 Cr. = 70 marks >=5 Cr. & < 8 Cr. = 80 marks >=8 Cr. & < 10 Cr. = 90 marks >=10 Cr. & = 100 marks **(Max. Marks = 100)**	Certified by Independent/ Statutory Auditor	
2.	Highest Sum Insured contributed for Standalone cyber insurance for IT/ ITES industries for last financial year ending 31st March, 2026 ***(Amount in Cr.)***	Insurer's highest sum insured placed for cyber insurance policies The marks shall be allotted as below: Highest Sum insurance >=25 Cr. & <30 Cr. = 65 marks >=30 Cr. & < 35 Cr. = 70 marks >=35 Cr. & < 40 Cr. = 80 marks >=40 Cr. & < 50 Cr. = 90 marks >=50 Cr. = 100 marks **(Max. Marks = 100)**	Certified by Independent/ Statutory Auditor	

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3.	Solvency Ratio	Please indicate the Solvency ratio as per your Public Disclosure for the period ending March, 2026 The marks shall be allotted as below: Solvency Ratio >= 1.5 & < 1.65 = 65 marks >=1.65 & <1.75 = 75 marks >=1.75 & <2.00 = 85 marks >=2.00 =100 marks **(Max. Marks = 100)**	Copy of Public Disclosure report OR Certified by Independent/ Statutory Auditor	
4.	Maximum own net and treaty capacity you have for cyber insurance policies for IT/ ITES sector in last financial year ending 31st March, 2026 ***(Amount in Cr. only)***	The marks shall be allotted as below: Net and Treaty Capacity >=20 Cr. & < 25 Cr. = 32.5 marks >=25 Cr. & < 30 Cr. = 35 marks >=30 Cr. & < 40 Cr. = 40 marks >=40 Cr. & < 50 Cr. = 45 marks >=50 Cr. = 50 marks **(Max. Marks = 50)**	Certified by Independent/ Statutory Auditor	
5.	Time deductible (i.e. waiting period for network interruption)	Please mention the Time deductible in the technical proposal The marks shall be allotted as below: Time deductible 12 Hours = 35 marks 08 Hours = 40 marks ≤04 Hours = 50 marks **(Max. Marks = 50)**	Bidder has to mention the Time deductible in their Technical Proposal	
Final Technical Score				*400
The minimum aggregate qualifying score				280

***Exclusion(s) incorporated in cyber insurance policy may result in negative marking subject to a maximum forty (40) marks in final technical score depending upon the impact of exclusion(s) on the coverage. GSTN decision in this regard will be final and binding on the bidder.**

Note:

It is clarified that maximum marks 100 for solvency ratio ranging from 1.5 to 2.00 (S. No. 3 of clause no. 4.1 Technical Evaluation Framework and 4.2 Technical Score) will be exempted for Public Sector Insurance Companies in line with directive of Ministry of Finance order no. F.No - EG- 14017/64/2020-InsII dated 02.07.2022. Hence, marks obtained by Public Sector Insurance Companies on basis of remaining 300 marks will be extrapolated / rationalized to 400 marks on basis of formula given below:-

Total Marks obtained by Public sector Company (from a total score of 400 marks)= {Total Marks Obtained by Public sector Company (from a total score of 300 marks)/300}*400

GSTN Goods and Services Tax Network (A Government Enterprise)

SECTION – III: GENERAL INSTRUCTIONS TO BIDDER

1. SUBMISSION OF PROPOSALS:

a) All bidders are required to submit their bids as per Quotation Sheet attached as **Annexure I** on Insurance Company's Letter Head only. Bids submitted in any other format shall not be accepted and treated as non-responsive. The bidder shall quote for all the items listed in the Quotation sheet **(Annexure I)** failing which the bid shall be considered nonresponsive and shall not be considered for evaluation.

b) All the bidders are requested to quote as per IRDAI guidelines. Any quotation found to be in breach of IRDAI guidelines shall be rejected. Bid should be mapped with Indian Regulation only.

c) Empaneled Insurance Brokers are requested to submit the Compliance declaration as per the format enclosed at **Annexure-VI** and No deviation certificate as per format enclosed at **Annexure -IV** alongwith their bids on Insurance Companies letter head**.** The selected Insurer (Insurance Company) have to sign the Non-Discloser Agreement (NDA) as per **Annexure-III**.

d) The Empaneled Insurance Brokers are expected to scrutinize all instructions, inclusions/exclusions, terms and conditions of the bidding document (insurance policy being offered by Insurance companies). Bid with any deviation is liable to be rejected.

2. BID PRICE:

a) The prices should be quoted in Indian Rupees with delivery of item at GSTN, failing which the bid would be rejected. The price shall be written both in figures & words in the prescribed offer form.

b) If, in the price structure quoted by a bidder, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.

c) If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected; and

d) If there is a discrepancy between amount in words and figures, the amount in words will prevail.

e) If, one of the conditions mentioned above a, b, c & d occurs, the same will be conveyed to the L1 bidder by e-mail. If the L1 bidder does not agree to the observation of GSTN so conveyed, the bid will be ignored.

f) Incomplete and/or conditional bids shall be liable to rejection.

3. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS:

a) Proposals, in its complete form in all respects as specified in the RFP, must be submitted to Goods and Services Tax Network (GSTN) as specified in the Key details Table.

b) Last Date & Time of submission: As given in the Key details Table

c) Goods and Services Tax Network (GSTN) may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum, in which case all rights and obligations of Goods and Services Tax Network (GSTN) and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

4. LATE BIDS:

Bids received after the due date and time as specified in the RFP Notification Table (including the extended period if any) for any reason whatsoever, shall not be entertained by Goods and Services Tax Network.

5. VALIDITY OF QUOTATION:

Proposal shall remain valid for a period of **90 days** from the date of bid opening.

6. LANGUAGE:

The bid and all related correspondence and documents in relation to the bidding process shall be in English language.

Supporting documents and printed literature furnished by the bidder with the bid may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the bidder.

Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the bid, the English language translation shall prevail.

7. ACCEPTANCE OF TERMS & CONDITIONS:

Empaneled Insurance Brokers are requested to get a sealed and signed copy of this RFP document from Insurance Companies and submit it along with quotation as acceptance of all terms & conditions. In case signed & stamped copy of this RFP is not submitted, it will be assumed that the Insurance Company will, by responding to GSTN's RFP/Tender document, be deemed to have accepted all the terms as stated in this RFP/Tender document.

8. GOODS AND SERVICES TAX NETWORK'S RIGHT TO TERMINATE THE PROCESS:

a) Goods and Services Tax Network (GSTN) reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of agreement, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for actions taken by Goods and Services Tax Network.

b) GSTN is accepting the bids on a no cost no commitment basis.

GSTN GSTN Goods and Services Tax Network (A Government Enterprise)

c) Goods and Services Tax Network (GSTN) makes no commitments, express or implied, that this process will result in a business transaction with anyone.

9. ACCEPTANCE OF PART / WHOLE BID / MODIFICATION – RIGHTS THERE OF:

Goods and Services Tax Network (GSTN) reserves the right to accept or reject wholly or partly bid offer, or modify the requirements mentioned in this RFP including addition/ deletion of any of the item or part thereof after pre-bid, without assigning any reason whatsoever. No correspondence in this regard shall be entertained.

10. COSTS TO BE BORNE BY THE BIDDER:

All costs and expenses (whether in terms of time or money) incurred by the intended bidder in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by GSTN, will be borne entirely and exclusively by the bidder itself.

11. ALTERATION AND WITHDRAWAL OF RFP:

a) The bidder, after submitting its RFP, is permitted to alter / modify its RFP so long as such alterations / modifications are received duly signed, sealed and marked like the original RFP, within the deadline for submission of RFPs. Alterations / modifications to RFPs received after the prescribed deadline will not be considered.
b) No RFP should be withdrawn after the deadline for submission of RFP and before expiry of the RFP validity period.

12. JURISDICTION:

This Agreement shall be subject to exclusive jurisdiction of courts at Delhi only.

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SECTION – IV: GENERAL CONDITIONS OF THE CONTRACT (GCC)

1. DELIVERY PERIOD:

The risk acceptance cover letter shall be delivered within two working days and formal Insurance policy document confirming cover shall be delivered within 30 days from the date of the Payment.

2. PAYMENT TERMS:

100% payment would be released through RTGS/NEFT on receipt of the following details:

1. Proforma invoice duly signed by the authorized signatory.
2. PAN Card, Bank Account Details, Bank address & RTGS details of the Agency are to be forwarded along with the Invoice.

3. COMMERCIAL BID EVALUATION CONSIDERATIONS:

Commercial bid evaluation shall be considered as below in case of any kind of discrepancy:

Commercial Bid Evaluation

a. Only fixed price financial bids indicating total price, as specified in **Annexure-I**, Financial Proposal 'Commercial Quotation' for all the services specified in this RFP document will be considered.

b. The bidder shall quote the price as per specified format for the entire policy period on a single responsibility basis. The price shall be quoted entirely in Indian Rupees and taxes will be paid on actual basis. The price shall be written both in figures & words in the prescribed offer form.

c. For all the quoted prices and the numbers used during the process defined above, only two digits after decimal will be considered for calculation purposes and the same will be subject to standard rounding rules.

d. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of policy. A bid submitted with an adjustable price quotation or incomplete or conditional bid may be rejected as non-responsive.

e. Any change in tax upward/downward as a result of any statutory variation in tax taking place within contract terms shall be allowed to the extent of actual quantum of Tax paid by the Insurance Company. In case of downward revision in tax, the actual quantum of reduction of tax shall be reimbursed to GSTN by the Insurance Company.

f. Errors & Rectification: Arithmetical errors will be rectified on the following basis:

   i. If, in the price structure quoted by a bidder, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.

   ii. If there is an error in a total price, which has been worked out

GSTN GSTN GSTN GSTN Goods and Services Tax Network (A Government Enterprise)

through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected; and

iii. If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail,

iv. If, as per the judgment of GSTN, there is any such arithmetical discrepancy in a bid, the same will be suitably conveyed to the bidder by post or e-mail. If the bidder does not agree to the observation of GSTN, the bid is liable to be ignored.

ANNEXURE-I: PRICE FORMAT

Table A

Sr. No.	Description	Premium Amount (INR) (A)	Tax Rate %	Tax Amount (INR) (B)	Total Premium Amount (INR) inclusive of Taxes (C = A+B)
1.	Cyber Risk Insurance				
	Total Bid Price inclusive of Taxes:				
Amount in words: Rupees...					

Table B

Sr. No.	Description	Amount (INR)
1.	Policy deductible	
Amount in words: Rupees		

Note: i. Price quoted should be inclusive of all taxes and all other additional charges
ii. Taxes will be paid on actual basis.

Signature with Stamp of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

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Goods and Services Tax Network
(A Government Enterprise)

ANNEXURE-II: PROFORMA FOR NOT BEING BLACKLISTED

(To be submitted on the Letterhead of the Insurance company as well as Agent)

(Place) (Date)

To
VP (P&C)
Goods and Services Tax Network
4th Floor, Worldmark-1, East Wing, Aerocity,
New Delhi-110037

Dear Sir,

We confirm that our company is not blacklisted in any manner whatsoever by Goods and Services Tax Network, any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous organisation of Central or State Government as on Bid submission date.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

[on behalf of *Insurer Name]*

Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:
Address:
Seal/Stamp of Insurer:

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Goods and Services Tax Network
(A Government Enterprise)

ANNEXURE-III: NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("Agreement") is entered into on this the ____ day of ______________, 2026 between:

Goods and Services Tax Network, a company registered under section 8 (under new companies Act, not for profit companies are governed under section 8), having its registered office at 4th Floor, Worldmark – 1, East Wing, Aerocity, New Delhi – 110037, India (Hereinafter referred to as "GSTN", which term shall, unless repugnant to the context or meaning thereof, mean and include its successors and permitted assign) of the FIRST PART;

AND

M/s________________________, ("_____________"), a company incorporated under the _________________, having its Registered office at ______________________, (which expression shall, unless repugnant to the context thereof, mean and include its successors and assigns) of the SECOND PART;

(Hereinafter individually referred to as "Party" and collectively referred to as "Parties".)

RECITALS:

A. The Party of the FIRST PART is desirous to hire the Party of the SECOND PART for certain services ("Services"). The Party of the SECOND PART has agreed to provide the said Services by entering into a separate agreement ("Service Agreement") for that purpose. During the time of negotiation and after the execution and term of the aforesaid Service Agreement, while the Party of the SECOND PART will be providing the aforesaid Services to the Party of the FIRST PART, the Parties may disclose certain confidential information with each other which could be sensitive, critical and peculiar to their respective businesses.

B. This Agreement looks at determining and regulating the disclosures made by the Parties hereto of confidential information in connection with the negotiations and execution and performance of the Service Agreement between the Parties (hereinafter "the Purpose").

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. The Parties agree to execute this Confidentiality Agreement and be bound by the terms and conditions hereof as a precondition to the proposed negotiations/discussions and agreement between the Parties in relation to the Purpose.

2. "Confidential Information" shall mean all information, know-how, ideas, designs, documents, concepts, technology, manufacturing processes, industrial, marketing, commercial knowledge, and other materials of a confidential nature and includes but is not limited to, information of a commercial, technical or financial nature which contains amongst other matters, trade secrets, know-how, patent, IPRs and ancillary information and other proprietary or confidential information, regardless of form, format, media including without limitation written or oral, and also includes those communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site or place including without limitation:

   i) research, development or technical information, confidential and proprietary information on products, intellectual property rights;

GSTN GSTN Goods and Services Tax Network (A Government Enterprise)

ii) business plans, operations or systems, financial and trading positions;
iii) details of customers, suppliers, debtors or creditors;
iv) information relating to the officers, directors or employees of the Disclosing Party and background verification in relation thereto;
v) formulae, IPRs, patterns, compilations, programmes, devices, methods, techniques, or processes, that derive independent economic value, actual or potential, from not being generally known to the public.

3. Except as otherwise provided in this Agreement, the Party receiving Confidential Information ("Receiving Party") shall keep confidential all information of the Party disclosing Confidential Information ("Disclosing Party") which:

(a) is disclosed, communicated or delivered to the Receiving Party in furtherance to the Purpose for which the Parties are entering into negotiations/discussions;

(b) comes to the Receiving Party's knowledge or into the Receiving Party's possession in connection with negotiations/discussions towards the Purpose.

Notwithstanding whether such Confidential Information is received before or after the date of this Agreement.

4. Except as otherwise provided in this Agreement, the Receiving Party shall not disclose to any other person the status, terms, conditions or other facts concerning the negotiations/discussions as contemplated between the Parties in terms hereof.

5. The Receiving Party shall not use or copy the Confidential Information of the Disclosing Party except in connection with the Purpose and as both Parties may agree in writing from time to time.

6. In the event of the Receiving Party visiting any of the facilities of the Disclosing Party, the Receiving Party undertakes that any further Confidential Information which may come to its knowledge as a result of any such visit shall be kept strictly confidential and that any such Confidential Information will not be divulged to any third party and will not be made use of in any way, (whether for its benefit or that of any third party) except in connection with the Receiving Party's negotiations with the Disclosing Party in terms hereof.

7. Except as otherwise provided in this Agreement, the Receiving Party shall not disclose or communicate, cause to be disclosed or communicated or otherwise make available Confidential Information to any third party other than:

(a) the Receiving Party's directors, officers, employees, or representatives to whom disclosure is necessary for the purpose of negotiations/discussions;

(b) the Receiving Party's professional adviser only to the extent necessary for that adviser to advice or protect the rights of the Receiving Party under this Agreement;

(c) the Receiving Party's appointed financial adviser or appointed banker only to extent necessary for the financial adviser or appointed banker to provide financial advice and/or financial services to the Receiving Party.
(each an "Authorised Person", and collectively, the "Authorised Persons").

8. The Receiving Party hereby agrees to bind such Authorised Person(s) and Re-insurer(s) with similar obligations of confidentiality. In any event, the Receiving Party shall remain liable for any disclosure by the Authorised Person(s) and Re-insurer(s) to any other person.

Goods and Services Tax Network
(A Government Enterprise)

9. The Receiving Party's obligations hereunder shall not apply to Confidential Information if the same is:

   (a) **in or enters the public domain, other than by breach by the Receiving Party or any of its Authorised Person(s) or**

   (b) **known to the Receiving Party on a non-confidential basis prior to disclosure under this Agreement, at the time of first receipt, or thereafter becomes known to the Receiving Party or any of its Authorised Person(s) without similar restrictions from a source other than the Disclosing Party, as evidenced by written records, or**

   (c) **is or has been developed independently by the Receiving Party without reference to or reliance on the Disclosing Party's Confidential Information.**

10. Except as otherwise provided in this Agreement, a Receiving Party may not disclose the Confidential Information of the Disclosing Party except if the disclosure is made pursuant to a directive or order of a Government entity or statutory authority or any Judicial or governmental agency provided however that the Receiving Party shall promptly notify the Disclosing Party so as to enable the Disclosing Party to seek a protective order or other appropriate remedy;

11. The Receiving Party shall exercise no lesser security or degree of care than that Party applies to its own Confidential Information of an equivalent nature, but in any event, not less than the degree of care which a reasonable person with knowledge of the confidential nature of the information would exercise.

12. The Receiving Party acknowledges that any breach of this Agreement by the Receiving Party may cause the Disclosing Party irreparable damage for which monetary damages may not be an adequate remedy. Accordingly, in addition to other remedies that may be available, the Disclosing Party may seek injunctive relief against such a breach or threatened breach.

13. All written Confidential Information or any part thereof (including, without limitation, information incorporated in computer software or held in electronic storage media) together with any analyses, compilations, studies, reports or other documents or materials prepared by the Receiving Party or on its behalf which reflect or are prepared from any of the Confidential Information provided by the Disclosing Party shall be returned to the Disclosing Party or destroyed by the Receiving Party, when requested by the Disclosing Party at any time, or when the Receiving Party's need for such information has ended or when this Agreement expires or is terminated, whichever is earlier. In the event of destruction, the Receiving Party shall certify in writing to the Disclosing Party within thirty (30) days, that such destruction has been accomplished. The Receiving Party shall make no further use of such Confidential Information nor retain such Confidential Information in any form whatsoever. Provided, however, Receiving Party may retain copy of such Confidential Information for the purposes of and for so long as required by any law, court or regulatory agency or authority or its internal compliance procedures and for archival, back-up purposes only, the confidentiality obligation shall continue until such information is retained.

14. This Agreement shall be effective and binding from the date of execution hereof and will continue during the term of the Service Agreement, until and unless terminated in accordance with clause 15 herein.

15. This Agreement shall terminate upon the occurrence of the earlier of the following events:

   (a) the termination of the Service Agreement before the completion of the term thereof;

GSTN Goods and Services Tax Network (A Government Enterprise)

(b) by written agreement between the Parties;

(c) when either Party notifies the other in writing electing to discontinue the negotiations and discussions in respect of the Purpose;

16. Notwithstanding the expiration/termination of this Agreement, the obligation to maintain confidentiality of the Confidential Information provided hereof and the undertakings and obligations in this Agreement shall continue for a period of five (5) years from the date of expiration or termination of the Agreement, as the case may be.

17. Nothing contained in this Agreement shall be deemed to grant to the Receiving Party either directly or by implication, any right, by license or otherwise, under any patent(s), patent applications, copyrights or other intellectual property rights with respect to any Confidential Information of the Disclosing Party nor shall this Agreement grant Receiving Party any rights whatsoever in or to the Disclosing Party's Confidential Information, except the limited right to use and review the Confidential Information as necessary to explore and carry out the proposed Purpose between the Parties.

18. This Agreement is not intended to constitute, create, give effect to, or otherwise recognize a joint venture, partnership or formal business entity of any kind and the rights and obligations of the Parties shall be limited to those expressed set forth herein. Any exchange of Confidential Information under this Agreement shall not be deemed as constituting any offer, acceptance, or promise of any further contract or amendment to any contract which may exist between the Parties. Nothing herein shall be construed as providing for the sharing of profits or losses arising out of the efforts of either or both parties. Each Party shall act as an independent contractor and not as an agent of the other Party for any purpose whatsoever and no Party shall have any authority to bind the other Party.

19. This Agreement contains the entire understanding between the Parties with respect to the safeguarding of said Confidential Information and supersedes all prior communications and understandings with respect thereto. No waiver, alteration, modification, or amendment shall be binding or effective for any purpose whatsoever unless and until reduced to writing and executed by authorized representatives of the Parties.

20. The rights, powers and remedies provided in this Agreement are cumulative and do not exclude the rights or remedies provided by law and equity independently of this Agreement.

21. This Agreement shall be governed and construed in all respects in accordance with the laws of India.

IN WITNESS WHEREOF BOTH PARTIES HAVE PUT THEIR SIGNATURES ON THE DAY HEREIN ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED	SIGNED, SEALED AND DELIVERED
For and on behalf of the GSTN by: (Signature) (Name) (Designation)	For and on behalf of the (name of company) by: (Signature) (Name) (Designation) GSTN GSTN GSTN GSTN Goods and Services Tax Network (A Government Enterprise)

IN WITNESS WHEREOF the Parties have by duly authorized Representatives set their respective hands and seal on the date first above Written in the presence of:

For GSTN	For ______________(name of company)
Witness 1:	Witness 1:
Witness 2:	Witness 2:

ANNEXURE VI – COMPLIANCE DECLARATION

(to be submitted on the Insurance company letter head)

1. I/We, ... Proprietor / Partner / Director / Authorized Signatory of M/s. ___Name of Insurance Company___ have carefully read and understood all the terms and conditions of the RFP and hereby express that all the required coverage/features, terms and conditions stated in the RFP are acceptable to us.

2. I/We confirm that the decision of GSTN with regard to this RFP will be binding on us.

3. The information / documents contained in our bid are true and authentic to the best of my/our knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my/our bid at any stage besides liabilities towards prosecution under appropriate law.

Date:

Signature of Authorized Signatory:

Name & Designation:

Seal of the Company

Annexure VII BID SECURITY DECLARATION IN LIEU OF EMD/BID SECURITY

(to be submitted on the Insurance company letter head)

I/We ....(Insert Name and Address of Bidder) am/are submitting this declaration in lieu of Bid Security/Earnest Money Deposit for the Bid document for (Insert Title of the Tender)

(Bid Number), thereby fully accepting that I/We will be suspended and shall not be eligible to participate in the bids invited by GSTN, for a period of Two years from the date of such Suspension Orders, under the following circumstances: -

a) If after the opening of Tender, I/We withdraw or modify my/our Bid during the period of validity specified in the Bid Documents

b) If after the award of work, I/We fail to furnish the required Performance Security or sign the Contract, within the time limits specified in the Departmental Tender Document.

(Authorised Signatory)

Signature:

Name:

Designation:

Seal:

Date:

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ANNEXURE VIII – VENDOR INFORMATION FORM

(To be submitted by Broker(s) on their Letter Head)

Agency Name:				
Address of the Agency				
Name & Designation of Authorised person				
Contact information	Mobile no:	Telephone No :	Fax No:	Email :
Bank details of the Agency				
Bank Name				
Bank Address				
Bank Account No				
IFSC Code				
PAN No.				
GST No.				
IRDAI Regn no. & Date				
IRDAI Regn Valid upto.				

Signature & Stamp of the Bidder

Date:

ANNEXURE IX – TENDER RESPONSE COVER LETTER

(To be submitted by Broker(s) on their Letter Head)

[Date]
To,

Vice President (P&C)
Goods and Services Taxes Network
4th Floor, World Mark-1, East Wing,
Aerocity, Delhi – 110 037

Dear Sir,

Ref: Response to RFP for _____________________________.

With reference to above referred Tender, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to '**RFP for renewal of Cyber-Risk IInsurance policy of GSTN** as required and outlined in the Tender and agree to abide by this response for a period of **90 days** from the last date for opening of bid.

The following persons will be the authorized representative of our company/ organisation for all future correspondence between the Goods and Services Tax Network (GSTN) and our organization till the completion of the project.

Details	**Primary Contact**	**Secondary Contact**	**Executive Contact**
Name:			
Title:			
Company Name:			
Address:			
Phone:			
Mobile:			
E-mail:			

We fully understand that in the event of any change in our contact details, it is our responsibility to inform GSTN about the new details. We fully understand that GSTN shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication from the GSTN to us, in the event that reasonable prior notice of any change in the authorized person(s) of the company is not provided to GSTN.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the GSTN is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead GSTN in its short-listing process.

GSTN Goods and Services Tax Network (A Government Enterprise)

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be dismissed from the selection process or, in the event of our selection, our contract is liable to be terminated.

We agree for unconditional acceptance of all the terms and conditions set out in this Tender document.

We agree that you are not bound to accept any response that you may receive from us. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company /corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.
Dated this Day of .... 2026.

Signature:...

Name:..

Designation:......................................

Date: ....

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Goods and Services Tax Network
(A Government Enterprise)

Check list of the documents to be submitted with bid

Sr. No.	Particulars	(Yes/ No)
1.	All pages serially numbered, signed & stamped on each page and *Hard/Spiral bound.*	
2.	Letter of Authorization/ Power of Attorney/ Board Resolution **(To be submitted by Insurance Company)**	
3.	Non-blacklisting Declaration as per **Annexure-II** of bidder. **(To be submitted by Insurance Broker)**	
4.	Non-blacklisting Declaration as per **Annexure-II** of Insurance Company. **(To be submitted by Insurance Company)**	
5.	No Deviation Certificate as per Annexure-**IV** **(To be submitted by Insurance Company)**	
6.	Compliance Declaration as per Annexure-**VI** **(to be submitted by Insurance Company)**	
7.	Bid Security Declaration In Lieu Of EMD/Bid Security as per **Annexure-VII** **(to be submitted by Insurance Company)**	
8.	Vendor Information Form as per Annexure-**VIII** **(To be submitted by Insurance Broker)**	
9.	Tender response cover letter as per Annexure-**IX** **(To be submitted by Insurance Broker)**	

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Enclosure- I

General & Cyber Questionnaire

1. GENERAL INFORMATION

(a) Name of Policyholder — Good and Services Tax Network

(b) Address of Principal Office — Worldmark 1, East Wing, 4th Floor, Aerocity, New Delhi, Delhi 110037

(c) Country of incorporation of the Policyholder — India

(d) Date of establishment. — March 28, 2013

(e) Website address — https://www.gstn.org.in/

2. BUSINESS INFORMATION

(a) Please provide a clear description of the business activities

Goods and Services Tax Network (GSTN) has built Indirect Taxation platform for GST to help taxpayers in India to prepare, file returns, make payments for indirect tax liabilities and do other compliances

(b) Please provide the following information for your Company

	INDIA	USA	EU[1]	ROW[2]
Employee Numbers	131			
Turnover	NA	NA	NA	NA
Turnover from Web based trading	NA	NA	NA	NA
Estimate of customer numbers	Government Of India	Nil	Nil	Nil
Total Assets				

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(A Government Enterprise)

[1] European Union
[2] Rest of World

3. INSURANCE PROGRAMME

Please provide the following information

	Limit Requested	Deductible Requested	Current Insurer	Current Premium	Current Retention
Standard Cyber Covers	Rs 100 Cr	Not more than Rs 40 Lakh	National Insurance Company		
Business Interruption	Rs 100 Cr	12 Hours			

It includes the following coverage as standard

- Privacy and data breach
- Network security
- Media liability
- Regulatory costs
- Regulatory fines & penalties
- Hacker theft
- Cyber extortion
- Crisis communication
- Consultant services
- E-payment contractual penalties

Some covers may have additional terms and conditions imposed and sub-limits applied.

4. POLICIES AND PROCEDURES

(a) Has data security and information technology risk in general been added to your company risk register?

☒ YES ☐ NO

If **"NO"**, please provide details:

(b) Do you have a written data protection/information security policy?

☒ YES ☐ NO

If **"NO"**, please provide details:

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Goods and Services Tax Network
(A Government Enterprise)

(c) Does the policy (or in the absence of a policy do you) provide guidance on;

	Yes	No	Comments
Responsibilities of the Information Security Officer or equivalent	Yes	☐	
Network security (access rights, passwords, encryption etc)	Yes	☐	
Mobile device security (inc. laptops, smart phones and memory devices)	Yes	☐	
Use and storage of personally identifiable information & notification in case of a breach.	Yes	☐	
Employee's use of social networking websites	Yes	☐	
Use of unsecured WiFi networks	Yes	☐	
Data backup procedures (please comment on how often backup takes place and whether this is offsite)	Yes	☐	

(d) Are all employees trained and/or made aware of the requirements of the policy?

☒ YES ☐ NO

If "**NO**", please provide details:

(e) Are the security standards set by the policy tested, have this involved a qualified security assessor?

☒ YES ☐ NO

Please briefly describe:

(f) Is the policy reviewed and updated on a regular basis?

☒ YES ☐ NO

If so how frequently? At least once in a year or in-case of Major changes

(g) Do you maintain up to date (generally accepted) data security techniques?

☒ YES ☐ NO

If you comply with any industry standards e.g. ISO 27001, please briefly describe:

ISO27001, ISO20000, and ISO22301

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5. PAYMENT CARD INFORMATION

(a) Do you collect credit/debit or any other type of payment information?

☐ YES ☒ NO

(b) Do you process payments on behalf of any other individual or organization?

☐ YES ☒ NO

If **"YES"**, please provide details:

(c)Are you fully compliant with the applicable Payment Card Industry Data Security Standards (PCI DSS)?

☐ YES ☐ NO - **NA**

Is compliance self-certified?

☐ YES ☐ NO - **NA**

If no, who carries out certification

6. THIRD PARTY SERVICE PROVIDERS

(a) Does the firm use any third-party service providers to remotely host any activities (e.g web site maintenance, data backup, payment services etc)?

☒ YES ☐ NO

If **"YES"**, please provide details:
MSP's are – Infosys and Vision Plus (for Helpdesk). Ref RFP

(b) Describe the due diligence carried out by or on behalf of the firm to ensure the service provider's security arrangements are adequate.
Periodic Internal / External Reviews & Audits

(c) Does the contract ensure that the third party service provider has a contractual liability for any losses suffered by the insured for the failure of the service provide to adequately protect the insured's data?

☒ YES ☐ NO

If **"YES"**, please provide details:
Contract covers the Indemnification and Limitation of liability

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Is this liability limited, if so at what level? Up-to the Contract value

7. CRISIS MANAGEMENT

(a) Do you have a written crisis management plan that address breaches of data and network security?

☒ YES ☐ NO

(b) How often is this reviewed and updated? At least once in a year or in-case of Major changes

(c) Have you identified third party service providers to help you with crisis management and response?

☒ YES ☐ NO

If **"YES"**, please provide details: MSP (Infosys Team), Ref RFP

8. HISTORICAL LOSSES AND INCIDENTS

In the last 5 years;

(a) Have you notified any claims or circumstances under a liability policy (e.g. Cyber liability, general liability, D&O liability, E&O etc) or any other insurance policy (property, B.I etc) arising from a breach of privacy, loss or theft of personal or commercial information or the unauthorised access of your computer network?

☐ YES ☒ NO

If **"YES"**, please provide details:

(b) Has a regulator or recognised industry body ever investigated you in respect of personally identifiable information or requested information from you in this regard?

☐ YES ☐ NO - **NA**

If **"YES"**, please provide details:

(c)Have you ever received a complaint form a customer, employee or service provider in respect of their personally identifiable (or corporate) information?

☐ YES ☒ NO

If **"YES"**, please provide details:

GSTN Goods and Services Tax Network (A Government Enterprise)

(d) Have you been the subject of a targeted attack on your computer system?

☐ YES ☒ NO

If **"YES"**, please provide details:

(e) Has your computer network/system been suspended or interrupted (voluntarily or otherwise) for any reason (e.g targeted or generalised attack, loss of data etc)?

☐ YES ☒ NO

If **"YES"**, please provide details:

(f) How long did the suspension or interruption last?

(g) Was there a loss of profits or an increase of costs associated with suspension or interruption?

☐ YES ☒ NO

If **"YES"**, please provide details:

9. DISCOVERY PERIOD OPTED:

- ☐ 60 Days
- ☐ 90 Days
- ☐ 120 Days
- ☐ 180 Days
- ☐ 365 Days

10. WAITING PERIOD UNDER BUSINESS INTERRUPTION LOSS:

- ☐ 6 hours
- ☒ 12 hours
- ☐ 18 hours
- ☐ 24 hours
- ☐ 36 hours

11. WARRANTY STATEMENT

(a) Are you aware, after inquiry of any facts or circumstances that may give rise to a claim under the proposed policy?

☐ YES ☒ NO

If **"YES"**, please provide details:

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Goods and Services Tax Network
(A Government Enterprise)

12. DO YOU WISH TO LIMIT THE PRIOR ACTS COVERAGE BY ADDING A RETROACTIVE DATE TO THE POLICY

☐ YES ☒ NO

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