

General Clarifications

1. Only **ONE** technical proposal based on **ONE** WCMS/DXP product/solution/technology to be submitted in EOI for both website and Intranet portal.
2. Website and Intranet portal should be on same technology stack-WCMS/DXP but separate instances.
3. The eligible and technically qualified vendors cannot change their proposed technology stack initially submitted in the EOI technical proposal, hence requested to submit a technical proposal that best meets IRDAI's requirements.

SI No.	RFP Point No./Title	Page No. In RFP	Details Provided in RFP	Query	IRDAI Response
1	General	NA		We want to know if the tender qualifies for MSME Companies and Turn over and EMD requirements are relaxed for the same.	No change in turnover criteria. EMD is not required to be submitted as a part of EOI. EMD criteria for eligible MSEs may be relaxed in RFP stage.
2	7. Pre-qualification evaluation criteria # Basic requirement	19	7.4 Technical Capabilities	Request to change to Bidder must have successfully completed at least the following numbers of ICT system development and implementation engagement(s) of similar nature of value specified herein : - One project of similar nature not less than the amount INR 1.5 Crores; OR - Two projects of similar nature not less than the amount equal INR 1 crore each; OR - Three projects of similar nature not less than the amount equal INR 75 lakhs each "Similar nature" here refers to projects consisting of end-to-end web based / COTS solution Implementation including Content Management Systems/Digital Experience Platforms, supply of hardware/software licenses/ hosting, maintenance and providing technical support.	No change. As per EOI. Clarification - ICT system development and implementation engagement(s) of similar nature should have been through the WCMS/DXP proposed in the technical proposal submitted by the bidder.

3	8. Technical evaluation criteria	21	8.2 Implementation Agency Profile	<p>Request to change to :</p> <p>Successfully completed the ICT system development and implementation engagement(s) of similar nature as per Appendix I - Form 4</p> <p>“Similar nature” here refers to projects consisting of end-to-end web based / COTS solution Implementation including Content Management Systems/Digital Experience Platforms, supply of hardware/software licenses/ hosting, maintenance and providing technical support.</p>	As per EOI
4	8. Technical evaluation criteria	21	CMMi Level of the Organization	<p>Request to change to :</p> <p>Cmmi Level 3 – 5 marks & ISO 27001 - 5 Marks</p>	As per EOI
5	4. Website	5	4.1 - Support localization features and multi-lingual support. Hindi / English Mandatory	How many languages support expected?	Currently Hindi and English. Provision should be available to scale language support for other Indian languages in future. Unicode compliant WCMS/DXP is required. Translated content will be provided by IRDAI.
6	4. Website	5	4.1 - Support functionality to register with the website for mobile updates and email alerts.	<p>Point 11 related to support on Mobile alerts, please confirm these are Mobile SMS alerts to be generated?</p> <p>Is there an existing Mobile alert setup (i.e SMS gateway) that can be leveraged for to-be developed WCMS solution?</p>	The functionality for mobile alter registration should be developed by the bidder as a part of WCMS solution. Mobile SMS Gateway will also be provided by the bidder.
7	4. Website	6	Support publishing workflows. - Audit logs have to be maintained of all the updations of the website	How many days / months Audit logs to be preserved?	Minimum 6 months of Audit log should be maintained. Archive logs of Audit log should be maintained separately for 1 year. More details will be provided in RFP
8	4. Website	6	4.2 - Web Content Management System	Can Bidder proposed customised solution like Microsoft Share Point for content management?	Yes, But, the product/Solution proposed should comply to EOI requirements and qualify under WCMS/DXP.

9	4. Website	6	4.2 - Web Content Management System	In case of a cloud/Data center setup, please clarify on how AD integration is to be implemented?	Bidder is expected to implement this requirement as the Industry practice
10	4. Website	7	4.2 - Web Content Management System	Point 6: Ability to Integrate Future enhancements like Legal Management system, Asset Management System a) Kindly clarify what kind of integration to these systems are expected considering WCMS will be a cloud/data center based deployment.	Integration shall be only to the extent of extracting and publishing the data through webservices.
11	4. Website	7	4.3 - Other common considerations for Intranet portal & the website	Point 1: The uptime requirement is stated for 99.5. The WCMS database setup would also be required to have features like Oracle RAC/SQL Server AlwaysOn. Kindly confirm if database in consideration has be a CSS suggestion?	Implementation methodology is at the discretion of the bidder for uptime to be 99.50%. No such preference for CSS database. Bidder is free to propose any database based on the solution proposed.
12	4. Website	7	4.3 Other common considerations for Intranet portal & the website - High Availability (99.50%)	HA OS level or database level?	Implementation methodology is at the discretion of the bidder for High Availability.
13	4. Website	7	Solution should support regular incremental and differential automatic back-ups	IRDA is expecting image backup as well?	Implementation methodology is at the discretion of the bidder for Back up.
14	4. Website	8	4.3 Other common considerations for Intranet portal & the website - High Availability (99.50%)	CSS / OSS: a) Please clarify the non-technical parameters in consideration for evaluation the CSS or OSS b) Kindly share the weightages for the various technical as well as non-technical parameters for evaluation.	a)Refer to Corrigendum 1-Annexure 1 b)Refer to Corrigendum 1-Annexure 1
15	4.4 Hardware	9	Disaster Recovery	DR to be done for Production instance only?	Yes
16	4.4 Hardware	9	Data Synchronization	Expected RTO & RPO Time	RPO = Zero and RTO = 60 minutes
17	4.4 Hardware	9	The bidder will need to create three environments – Development, Testing, UAT	Is Bidder required to have Development & Testing Servers at their premise & UAT, Production instances in Purchasers premises?	Details will be provided in RFP

18	4.4 Hardware	9	Existing Antivirus infrastructure of IRDAI for systems/applications deployed at IRDAI may be used for protection of server against malware.	What if IRDAI decides on 3 rd party cloud hosting?	Antivirus will be responsibility of hosting party. Please refer to Corrigendum 1.
19	4.4 Hardware	9	Existing Active Directory in IRDAI premises can be utilized for Active directory integration by the bidder.	How many active directory licenses IRDA have?	Approx 500 CALs
20	4.4 Hardware	9	Environment Setups	Environment Setups. There is a mention to have Development, testing in hosted cloud or data center. The UAT is expected to be on-premise with IRDAI. A) Please confirm that the production will be in the Hosted cloud or Datacenter. B) If yes to above, kindly clarify whether UAT would need to be in similar environment in the hosted cloud or data center?	Development/ testing and UAT may be in hosted cloud
21	4.4 Hardware	9	Existing antivirus usage:	Existing antivirus usage: In the event of Hosted cloud solution, kindly confirm how would IRDAI procured antivirus licence be leveraged ?	Antivirus will be responsibility of hosting party. Please refer to Corrigendum 1.
22	5. Indicative scope of work	10	5.1 Website and Intranet development. - Migration of existing data from the existing intranet and website to the newly developed intranet portal and website	What kind of data to be migrated in new system? Database or documents?	Pages are stored in database. Files are stored in file system. Data migration is on as-is basis where entire data in existing website and Intranet should reflect in new website and Intranet.
23	5	10		Support external Applications: a) Kindly clarify the support activities expected for the existing 4 applications mentioned? B) Please clarify on the statement "existing IRDAI website hosting at bidders location". Is it require to setup existing website and these 4 applications in the bidder location?	a) Refer to Corrigendum 1 (b) NA due to point (A) above.

24	5.4 Security Audit	11	Before deploying/hosting the application should be vetted for security Audit by CERT Empanelled Vendor for hosting on at bidder's location/IRDAI specified location or Cloud	Should Bidder consider Security audit tools in scope of work or it will be taken care by IRDA through different vendor?	Refer Corrigendum 1.
25	5.5 Site Hosting & Administration	12	Monitor Changes to SSL Certificates	Should Bidder consider SSL certificate purchase & deployment in scope of work or it will be taken care by IRDA through different vendor?	SSL certificate for irda.gov.in is valid till 12-02-2021. The existing can be used by the vendor but for period beyond that it will be the responsibility of the selected vendor to renew and update SSL.
26	10.1	33	Existing setup of IRDAI's website	Existing Website: The current website and applications are based on MS SQL and DotNet. Does IRDA has enterprise licencing with MS for data base and share point or other Microsoft software components and can it be used by bidder to develop the new application under this EOI . If , please confirm. If IRDA does not have enterprise licence, please indicate the number of MS licences product wise IRDA has got and if same can be used for new application	No existing licenses will be provided for re use or revamp.
27	General	-	Support & Maintenance Timeframe	IRDA is expecting support & maintenance from Bidder for how many years ?	Five Years
28	Section 7	19	Pre-qualification evaluation criteria	We would request that the eligibility criteria of being any CMMi Level/ISO Certified be eased/relaxed for the development of new website and Intranet	As per EOI

29	(Point no. 10)	6	There must be custom publishing workflows e.g. which on updation of English content on the website, send a notification to the Official languages department for the translation of the said document and OLD may be allowed to upload it on the website after translation. Till the time translation is done, a suitable message should display. "Page not found" error must not appear	For Custom publishing workflow implementation, can third party solutions be used on top of the WCMS platform.	Implementation methodology is at the discretion of the bidder
30	Section 4.2: Intranet Portal (Point no. 7)	7	Facility for applying different level of encryption (different bit-size) based on sensitivity of data.	Shall the encryption be applicable for files/ folders available on the intranet portal or across all pages of the portal.	Encryption is required for all Intranet portal pages.
31	Section 4.3:	8	IRDAI would prefer technologies/products/solutions that are Leaders or Challengers in Gartner Magic Quadrant 2018/2019 for Digital Experience Platforms(DXP) or Web Content Management Systems(WCMS) so that IRDAI is at the forefront of information dissemination platforms.	Is it a mandatory requirement. Who will bear the license cost of the Content Management Solution?	It is not a mandatory requirement only preference. License cost will be part of the commercials to be submitted by the bidder (in response to RFP)
32	Section 5.2:	10	Website and Intranet Portal Maintenance	Does the maintenance to also cover hardware maintenance. Whether onsite or remote based support needs to be planned.	Yes. More details will be provided in RFP.
33	Section 7: (Point No.5)	20	The bidder should have a Tier-3 data center and ISO-20000, ISO-20001 and ISO-27001 certifications OR Should have arrangement with hosting provider/cloud service provider having Tier-3 data center or above in India and ISO-20000, ISO-20001 and ISO-27001 certifications	Can the development agency and the hosting provider be different entities. What is the engagement terms for such association. Will partner status be okay to cover this engagement.	Yes. For the prequalification , MoU/Partner status can be provided. Selected bidder has to enter into a tripartite agreement between hosting provider, selected bidder and IRDAI.

34		5	Section : 4.1 Point #2 : Be easy to use and accessible for differently abled persons	In ease of use, is there any specific feature that is being looked into for access to differently abled people? Or is it purely from the point of usability.	Covered under GIGW and WCAG guidelines.
35		5	Section : 4.1 Point #4 : Support Social media integration and capable of multiple channel information delivery – webcasts, RSS feeds, etc	Any specific preference/list of social media that the new system should be linked to ?	Details will be provided in RFP
36		5	Section : 4.1 Point #4 : Support Social media integration and capable of multiple channel information delivery – webcasts, RSS feeds, etc	Would the integration involve sending/receiving data between different social media.	Provision for social media integration should be available. Details will be provided in RFP.
37		5	Section : 4.1 Point #5 : Load fast – loading time through internet should be within 1 second during peak time (9AM-9PM)	What would be the approximate database size currently ? To be able to load the page in 1 second during peak period.	900MB as provided in EOI.
38		7	Section : 4.2 Point #7 : Facility for applying different level of encryption (different bit-size) based on sensitivity of data	Is there any particular encryption method suggested or any generic like CRC would also suffice ?	Details will be provided in RFP.
39		7	Section : 4.3 Point #3 : Responsive web design – should be supported on multiple browsers and multiple devices.	Any other specific devices barring PC and Mobile/Tab ?	No.
40		7	Section : 4.3 Point #5 : Solution should support regular incremental and differential automatic back-ups.	Would it be backup of just the data or would it include the artifacts as well ?	Backup of complete solution to be implemented for IRDAI

41		10	Section : 5.2 Point #11 : Consuming web services from RTI portal/other government or financial institution portals for disclosure of applications and appeals or other information in IRDAI website.	Is there any defined list of how many external portals / entities should it be linked with ?	Not defined except RTI portal as of now. As and when basis.
42		10	Section : 5.2 Point #6 : CMS should support rich text editing, document, image, zip, etc uploading/attaching, hyperlinking functionality. The user should be able to upload files in multiple extensions (doc, docx, odf, ppt, pptx, xls, xlsx, jpeg, tiff, png, zip, rar, video, audio etc)	What approximately would be the volume of files that are uploaded ? At a time, the system should allow single or multiple file upload/download ?	Size of file to be provided in RFP. System should allow multiple file upload/download.
43		11	Website Monitoring and Reporting	This activity would be owned by IRDAI?	As a part of scope, this work would be the responsibility of the bidder
44		N.A.	N.A.	What is the level of functionality involved ? or features that involve business logic ?	As per EOI.
45		N.A.	N.A.	Are there any payments to be made to/from the web-site ? If yes, is there any particular gateway ? And, what all methods of payments would it involve ?	No.
46		N.A.	N.A.	Are there going to be a shake-hand between the IRDAI intranet and web-site ?	No.
47				Website solution shall be designed to get Website Quality Certification issued by STQC Website Quality Certification Services - Is the Quality certification from STQC is the responsibility of the bidder or IRDAI gets the certification?	Please refer to corrigendum 1.

48				Please elaborate on Intranet workflows to be handled in the application.	Publishing of orders, regulations, exposure drafts etc by the department user. Approval by the HOD and subsequent publishing by IT dept. In case english content is uploaded, the OLI department is notified and subsequently OLI dept can publish Hindi content. Any further details will be provided in RFP.
49				Study the existing setup of intranet, external website (www.irdai.gov.in) and other existing intranet / external applications. – How can we get access to Intranet applications?	Intranet applications are simple utilities that only need to be hyperlinked.
50				Consuming web services from RTI portal/other government or financial institution portals for disclosure of applications and appeals or other information in IRDAI website. – How many API calls? Any samples?	As and when required.
51				Are you open to host the application on public clouds like AWS, Azure or Google Cloud?	As per MEITY's Meghraj policy.
52	Section 4.1, Point 4	5		As you have mentioned "Support Social media integration and capable multiple channel information delivery – webcasts, RSS feeds, etc." What do you mean by Webcasts? Do you want to broadcast the video or Live video? Or you want to broadcast any text data? Please share more information for the same.	Broadcast of both live video/ video /text data is desirable.
53	Section 4.1, Point 9	6		How many users will be there in this system and what will be their roles and responsibilities?	Publishing workflow should be customizable (max 3 - 4 levels). Details will be provided in RFP
54	Section 4.1, Point 12	6		As provision for Customizable discussion forum is to be given so who will be responsible for managing it? Do you want the customers to be able to create the group/ topic for the discussion or only admin will be able to do the same? Please inform in detail.	Admin from IRDAI side only. Customizable discussion forum should have the facility to be moderated by the admin. Discussion threads should have facility to be enabled/disabled/hidden.

55	Section 4.1, Point 13	6		What kind of automated chat facility is needed? Do you want an AI based Chatbot for helpdesk? Please share more details for the same.	Automated chatbot. Details will be provided in RFP.
56	Section 4.2, 1st Line	6		Do you want to create the Public website and Intranet portal under the same domain? Which means the functionalities will be displayed based on the Login done, please confirm.	Intranet portal will be a sub-domain of irdai.gov.in with SSO facility. It shall be decoupled from the website.
57	Section 4.2, Point 1.	7		Which LDAP directory do you use currently? Which is to be integrated with the Intranet Portal and we assume that you will provide the API for the same.	Active Directory 2016/2019 is currently under implementation. Currently Active directory of Windows 2003/2008 are available.
58	Section 4.2, Point 3.	7		What do you mean by Departmental Sub sites here? Please inform.	Departmental subsite at subdomain like legal.intranet.xyz which can also be accessed from Home page containing information pertaining to that department e.g. court cases, etc.
59	Section 4.3, Point 7.	7		Any other institutional portals are to be integrated? If yes, then what is the purpose for the same and who will provide us the API for those portals? Please inform.	RTI portal is currently in scope. API will be provided by IRDAI in RFP stage. Others may come in future.
60	Section 10.1, Point 6.	33		Which 4 web Applications are to be integrated with the external Website? What are the type of applications? And Who will provide the API for the same? Please mention in detail.	Refer Corrigendum 1.
61	Section 10.2, Point 7.	7		Which 11 web Applications are to be integrated with the Intranet Portal? What are the type of applications i.e. any kind of POS system or attendance system? And Who will provide the API for the same? Please mention this in detail.	Integration is only hyperlinking on the homepage.
62	General			We assume that all the pages in the Website will be CMS pages containing Text, Images, PDF's, etc. as added by admin from backend.	Most of the pages should be added and managed through CMS. However, sometime pages also should be created (with out CMS) during AMC.

63	General			We assume that we only need to suggest you about the specifications for Hardware and Hosting needed for this new system, it will be purchased by IRDAI. Please confirm.	Hardware purchase/Software Licenses/Hosting arrangement is the responsibility and supplied by the bidder in the name of IRDAI as part of turn-key project. More details will be provided in the RFP
64	General			Do you want to move your existing Website and Intranet (Currently hosted on In house server) and 11 applications mentioned by you to be moved to a single cloud server where everything will be hosted together? Or do you want to keep them as it is and host the new applications on the New Server? Please inform in detail.	The 11 internal applications will be hosted internally by IRDAI.
65	General			Do you have any existing infrastructure (Server) which we can use for newly developed software? Please inform with details.	The entire deployment architecture including hosting enviroment, hardware, software licenses etc. will be provided by the bidder as a part of solution proposed.
66	4.1 Point 9 Workflow	6		How many levels of workflow approval required? As per the document it is mentioend 1 level (ie Head of Department will approve), do we expect other levels as well?	Minium 3-4 levels however the same should be customizable. More details in RFP.
67	4.2 Intranet Portal	6		Could you please specfically let us know how many departmental sites exists today to be re-developed with new CMS/DXP?	Departmental sites will be arround 12-15. However, ,more details will be provided in RFP
68	10.1 Website	33		What is the max size of content to be uploaded for each file types jpg, pdf, audio/video files etc?	Details will be provided in RFP
69	4.3 Point 3 Website	7		Please specifcy name of the browsers to support and minimum version no of those browsers?	Browser agnostic and compatibility with browser versions in last 5 years.

70	4.3 Point 7 Website	7		<p>"Consuming web services from RTI portal/other government or financial institution portals for disclosure of applications and appeals or other information in IRDAI website"</p> <p>a) Do we have details of those web services? What format those web service provides the data eg json, xml etc b) What authentication mechanism those external WebServices are using?</p>	a) We have details of RTI web service. Details will be provided in RFP. (b) Details will be provided in RFP.
71	General			Do you have any specific preference for development location eg Onsite (at IRDAI) /Or Bidders Location?	Development shall be at bidder's location. Remote access to code repository shall be available to IRDAI.
72	5.4 Security Audit	11		<p>"The IRDAI reserves the right to conduct third party audit on the newly developed portal, hosting web server & networking equipment's etc.,"</p> <p>Please clarify whether IRDAI or Bidder has to bear the cost of audit</p>	Please refer to corrigendum 1.
73	5.2 Website and Intranet Portal Maintenance	10		Please provide the warranty & support period, post deployment?	5 years.
74	5.1 Website and Intranet development	10		<p>"Single Sign on access to all the internal users of IRDAI with AD Integration providing secured authenticated access to the new redesigned intranet portal"</p> <p>Is the single-sign-on expected to work across all internal applications? For eg if an internal user is logged into intranet portal then re-directing to any of the internal applications must be seamless and must not require the user to re-login into individual application</p>	Yes. SSO should work for all internal applications.

75	5.4 Security Audit	11		<p>"Follow Security audit protocol and provide security audit of web portal quarterly basis."</p> <p>The understanding is that the security audit is to be performed internally by the bidder. Please confirm</p>	Please refer to corrigendum 1.
76	5.4 Security Audit	11		<p>"Annual STQC Certification"</p> <p>The understanding is that IRDAI shall be bearing the cost of annual STQC certification. Please confirm</p>	Please refer to corrigendum 1.
77	4.1 Website Point 5	5		<p>"Load fast – loading time through internet should be within 1 second during peak time (9 AM-9PM) also. Load time and Start render should ideally be under 1 second"</p> <p>Please confirm if IRDA expects any CDN (Content Delivery Network) kind of Solution to achieve the given <u>response time</u></p>	Please refer to Corrigendum 1. Implementation methodology is at the discretion of the bidder.
78	4.2 Intranet Portal	7		<p>"Should be able to integrate with LDAP/AD to display user account information, aid authentication and authorization."</p> <p>Please share details of existing <u>LDAP/AD setup</u></p>	Windows based Active directory 2016/2019 is currently under implementation. Currently Active directory 2003/2008 are available.
79	4.3 Other common considerations for Intranet portal & the website	7		<p>"High Availability (99.50%) to the application users with average downtime time being less than 2 hours monitored on monthly basis."</p> <p>Mentioning uptime requirement of 99.50% along with 2 hours average downtime is very ambiguous. Request to either mention 99.5% uptime OR 2 hours of average downtime (which will be ~99.75% <u>uptime</u>)</p>	Please refer to corrigendum 1.

80	4.4 Hardware	8		<p>"Pay and Use Cloud based hosting – No hardware or software licenses for hosting DC -DR will be purchased by IRDAI."</p> <p>Please confirm if Bidder can propose Public Cloud Hosting solution like AWS / Azure</p>	As per MEITY's Meghraj policy.
81	4.4 Hardware	8		<p>"Hosting model – IRDAI will purchase the hardware and software licenses for hosting DC and DR, which may be hosted at bidder's location/IRDAI location"</p> <p>Please clarify on the exact requirement: Bidder's location OR IRDAI location. Based on the inputs the overall Architecture would change and will have cost implications</p>	More details will be provided in RFP
82	4.4 Hardware	9		<p>"All components of the proposed infrastructure should be configured in a fail over mode"</p> <p>Please confirm if expected High Availability Solution is Active-Active OR Active-Passive. Based on the inputs the overall Architecture would change and will have cost implications</p>	High Availability (with no single-point-of-failure) will be configured in Primary . Primary - DR (Active - passive)
83	4.4 Hardware	9		<p>"The bidder will need to create three environments – Development, Testing, UAT. UAT will be hosted at IRDAI and will be used for staging and STQC audits"</p> <p>Please confirm on the % of compute and storage for each of these environments compared to the Production env.</p>	Details will be provided in RFP

84	4.4 Hardware	9		<p>"The bidder will need to create three environments – Development, Testing, UAT. UAT will be hosted at IRDAI and will be used for staging and STQC audits."</p> <p>Please confirm if bidder needs to propose Dev. & Test environment at DR site as well</p>	Development and test environment will be only for primary site
85	4.4 Hardware	9		<p>"Existing Antivirus infrastructure of IRDAI for systems/applications deployed at IRDAI may be used for protection of server against malware"</p> <p>Please provide OEM and version details of existing AV solution so as to aptly design the solution</p>	Please refer to corrigendum 1.
86	4.4 Hardware	9		<p>"Existing Active Directory in IRDAI premises can be utilized for Active directory integration by the bidder"</p> <p>Please clarify if IRDAI has any existing IDAM/SSO solution in place as well and if same can be leveraged by the bidder</p>	Only AD implementation at IRDAI is available.
87	4.4 Hardware	12		<p>"Website Security & Performance Monitoring: The selected vendor must maintain the integrity of the site against spam, ransomware, hackers, viruses and electronic attacks via firewalls, security software and passwords."</p> <p>a) Please clarify if Bidder can proposed these Security requirement on shared basis (As-a-Service model) on Cloud b) Please confirm if IRDAI is expecting any DDoS protection</p>	a) Yes b) Yes

88				Please state any milestones related to this engagement that we should factor in the implementation plans? Also, specify any dependent projects or work streams on which the current project is dependent?	New site should be ready and made live within 3-4 months. There is no other dependent project to achieve this time line
89				What is the total number of sites to be re-platformed? List of ULRs of all the sites to be replatformed?	IRDAI website and Intranet
90				Are the websites related to each other? Does changing content in one website lead to related changes in the other sites (Site hierarchy) ?	No.
91				How many use cases will vary from existing website? Are there any new use case to be added in replatformed site?	Details will be provided in RFP
92				What are use cases for Logged In users?	Details will be provided in RFP
93				How many workflows are involved?	Publishing workflow should be customizable (max 3 - 4 levels). Details will be provided in RFP
94				Are we dealing with structured data ?	Web page content is stored in database and is structured but associated files are present on filesystem.
95				Do you need the ability to modify uploaded document on the fly.	Yes.
96				Will we get translated content from agencies or we need to translate content automatically. Though from the RFP we understand translation would be taken care by Government, confirming the same.	Yes. Translated content will be provided by IRDAI
97				Is localization the only criteria or we want to have a multilingual site as well.	As per Ans to Question (5)
98				How would the stake holders interact with the website? Is it just to avail documents from the website?	Information addition, management and consumption is the primary focus.
99				What is the size of image assets that we are dealing with?	Details will be provided in RFP
100				What is the exact requirement for search functionality? Are we looking for a full text search or any other requirement.	Full text search (English & Hindi) through web pages and files.

101				What are the number of forms involved in the website.	Details will be provided in RFP
102				Do you have any process that needs paper work and you look forward to get rid of it ?	Not currently in scope.
103				Will mock up for replatformed site be provided by IRDAI ?	mock up sites will be provided by the bidder for selecting the appropriate site
104				Is there a need to migrate content from the old CMS to new CMS? Or will content be authored afresh?	Yes is migration from old website and Intranet is mandatory. Entire content on as-is basis.
105				What is the total number of pages in each site?	Intranet - Approx 2600 , Website - Approx 3800
106				Do you have an existing federated search engine that drives search across the various websites? Please specify the details of the search engine (Elasticsearch, Solr, GSA etc)	No
107				In RFP you mentioned - "integrate future enhancements". What kind of integration - Multi Site or any data exchange?	Any integration will be through web services
108				Is there any enterprise systems that need to be integrated with the websites for any of the functionalities? If so, please provide the details	Any integration will be through web services
109				How many third party services are integrated with the websites?	2-3 Third party services.
110				Which all Social media integration to be taken care of?	Details will be provided in RFP
111				Which Automated Chat is being used?	Currently there are no automated chat facility is available. However, it is expected that to have a chatbot for all generic queries related to registrations etc ?
112				Blog feeds will be interactive ?	Details will be provided in RFP
113				Any User generated contents such as comments, ratings is part of scope?	Details will be provided in RFP
114				Please highlight any transactional functionality in the sites (Registrations, Subscriptions etc)	Registration, subscriptions is for feeds/email/mobile alerts.
115				What is the content creation & approval process followed ?	Details will be provided in RFP

116				Which all reports to be taken care of?	Details will be provided in RFP
117				How authorizations are handled for different user type?	Details will be provided in RFP
118				What is the number of Concurrent Users for Asset Management?	Implementation of Asset Management is out of scope of this EOI.
119				How current Assets are managed ? Are those on shared filesystem or managed in DAM? Are they all available in one location or spanned across multiple loactions?Are there more than a single repository that requires consolidation?	Implementation of Asset Management is out of scope of this EOI.
120				How many different users types are involved in asset creation and approval?	Implementation of Asset Management is out of scope of this EOI.
121				Average Size of Asset by Type?	Implementation of Asset Management is out of scope of this EOI.
122				What is the number of revisions of the Assets per month?How many versions do you need to keep active?	Implementation of Asset Management is out of scope of this EOI.
123				What is number of new assets added per day?	Implementation of Asset Management is out of scope of this EOI.
124				Are there any data auditing and version management requirements?	Audit logs and Versioning of CMS pages is required.
125				Is there a documented data retention/archival strategy? Are there any data purging requirements that we should be aware of?	Details will be provided in RFP
126				Which all Analytics KPI reports are required?	Details will be provided in RFP
127				In RFP you mentioned - "issue-tracking software". Would government provide the same software? Who will monitor? What is the role of bidder?	Issue tracking software can be suggested by the bidder.Additional details will be provided in RFP
128				In RFP you mentioned - "Audit Gap Closure". How frequently the audit is going to happen - just one time before the go-live or periodic after go-live?	Please refer to Corrigendum 1.

129				What are the other channel of delivery we are looking at, not described by etc?	Details will be provided in RFP
130				The EOI mentions about social media integration, will it be just restricted to sharing the content and commenting? If not, what are the other parts that needs to be integrated with social media?	Details will be provided in RFP
131				The EOI mentions about an admin configurable search. What needs to be configurable in the search?	Number of results per page, Advanced key word search parameters and combinations
132				Quality of search on the pdf or any other document is directly proportional to quality of the document and the data in the document. Do we have a minimum defined for the quality of PDF or other document?	We will have a minimum defined for the quality of PDF or other document. More details, will be made available in the RFP
133				Do we have a defined timeline for which old audit logs should be maintained before they get deleted(Like 5 years, 10 years)? Or All the audit logs from when the website goes live should be stored for perpetuity?	Suggestions accepted. Details will be provided in RFP
134				Will there be more custom publishing workflows than the ones mentioned in EOI ? If yes, will the list be provided by IRDAI?	Should be customizable. Details will be provided in RFP
135				When we are talking about mobile updates, the medium of receiving updates will be just SMS or that will include Push Notifications as well?	SMS Gateway will be provided by IRDAI
136				There is a point in EOI which mentions customizable discussion forum. What will be options should be included in those customizations?	Customizable discussion forum should have the facility to be moderated by the admin. Discussion threads should have facility to be enabled/disabled/hidden.
137				The common queries that will be answered by automated chat bot will be provided by IRDAI or the Bidder needs to extract and collate them from past data?	the Bidder needs to extract and collate them from past data.

138				What type of features is IRDAI envisioning in the custom applications that will be built on Intranet as base layer?	Authentication, Authorization, Web forms, Consuming web services, etc.
139				There is a point in EOI which states Intranet should have "Departmental sub-sites". Does this only include the integration with the current & new departmental sub-sites? Or there is a need of website builder of some extent in the solution to build sub-sites on intranet?	Departmental subsite needs to be built using WCMS/DXP features as and when required.
140				Open Source/ Licensed preference	No preference
141				Is Headless CMS is Ok?	As per EOI
142				Any integrations are expected?	Any integration will be through web services
143				Are documents to be templated or migration AS-IS?	Details will be provided in RFP.
144				Migration strategy - in scope or out of scope	Migration of existing content on website and Intranet is in scope.
145				User Management - In Scope?	Yes
146				User Roles and Management - In Scope?	Yes
147				Howmany CR's (<10 days) are expected to be included during proposal?	Details will be provided in RFP
148				SSO - is there any tool or Access Manager or IDP exists or a new solution proposed?	No. Only Active Directory is present.
149				Any Workflow tools or simple custom built applications are expected?	Workflow capabilities will be part and parcel of CMS
150				Howmany department and Sub Department sites are expected?	Departmental sites will be around 12-15. However, more details will be provided in RFP
151	4.1 Website	5	Support Social media integration and capable multiple channel information delivery – webcasts, RSS feeds, etc.	Are there any specific social media we are talking about or is it in general all the social media?	General. Details will be provided in RFP.
152	4.1 Website	5	Load fast – loading time through internet should be within 1 second during peak time (9 AM-9PM) also. Load time and Start render should ideally be under 1 sec.	How will be the website loading performance analysed in case of poor network connectivity.	Text only version should be available in case of poor connectivity at the customer end.

153	7 Pre-qualification evaluation criteria	18	Annual sales turnover generated from services related to system integration during each of the last three financial years (as per the last published Balance sheets), should be at least INR 7,50,00,000/- (Seven Crores and Fifty Lakhs only).	Can we request you to consider Sales revenue generated from technologies/solutions turnover.	As per EOI
154	6.11 Consortiums/Sub contracting	17	Consortium way of bidding and subcontracting will NOT be entertained.	Can we request for permission to have consortium or Sub contracting.	As per EOI.
155	8 Technical evaluation criteria	21	Demonstration of in-depth understanding of the IRDAI 's project requirements through the technical proposal and presentation covering- Feasibility Coverage of IRDAI's requirements Challenges foreseen in Implementation	When does this proposal needs to be submitted?Is it before RFP getting released or after the actual RFP getting released or after EOI technical submission.	High level document as per Form 5 is required for technical presentation on how the proposed solution meets IRDAI requirements for EOI.
156	5 Technical evaluation criteria	21	Solution Architecture of the proposed system (Best proposed architecture, technologies proposed demonstration of robustness of the proposed solution, quality control, BCP mechanism, hardware deployment and project support, etc.)	When does this proposal needs to be submitted?Is it before RFP getting released or after the actual RFP getting released.	High level document as per Form 5 is required for technical presentation on how the proposed solution meets IRDAI requirements for EOI.
157	General	22	Website and Intranet	What is the existing technology platform on which the Website and Intranet has been developed on	Ref. Pg.No : 33-34 of EOI
158	General		Data base	Does your content server/web mangement server /External applications have any dependency on specific OS like linux or windows.	No
159	General		Website and Intranet	What will be the new website development needed to be on anything specific.	As per EOI

160	4.1 Website	5	Load fast – loading time through internet should be within 1 second during peak time (9 AM-9PM) also.	Can we request for this loading time to be 5 sec minimum as it is not possible for the any site to load within 1 sec depending on various reasons like Network strength,Processor speed,Application size.	As per Corrigendum 1.
161	7 Pre-qualification evaluation criteria	20	The bidder should have a Tier-3 data center and ISO-20000, ISO-20001 and ISO-27001 certifications	Can we request you to consider any Data center with any one ISO certificate.	As per EOI.
162	7 Pre-qualification evaluation criteria	20	Manpower strength	What is the minimum manpower strenght we are talking about and please specify the profile accordingly.	No minimum. Please provide details as per EOI requirements.
163	8 EOI Technical Presentation	21	Solution Architecture of the proposed system (Best proposed architecture, technologies proposed demonstration of robustness of the proposed solution, quality control, BCP mechanism, hardware deployment and project support, etc.)	What level document is needed here for presentation high or low? And is it needed after actual RFP submission or after EOI technical submission.	High level document as per Form 5 is required for technical presentation on how the proposed solution meets IRDAI requirements for EOI.
164	7 Pre-qualification evaluation criteria	19	Bidder must have successfully completed at least the following numbers of ICT system development and implementation engagement(s) of similar nature	Can we request to let go this clause and only focus on annual turnover	As per EOI.
165	Section 7 Point 5	19		It is mentioned that The bidder must be CMMi level 3 or above certified. We request this condition not to be mandatory for this RFP. We are a company specializing in Open Source development & distribution and adhere to Agile Way of building software.	As per EOI.
166	Section 6.11	17		We request the Consortium Bidding & Subcontracting be allowed for the benefit of IRDAI getting a better solution for their requirements.	As per EOI.

167	Section 5.1	10		Is there any design agency engaged or planned to be engaged for building the UI/ UX or mapping the customer journey that the implementaiton partner needs to work with? Who create the wireframe, visual designs PSDs and HTML?	No. It's a turnkey project.
168	Section 5.1	10		Does IRDAI has digital marketing agency in place? what is the expectation from the solution provider in order to meet the objective	IRDAI does not have any digital marketing agency.
169	Section 5.1	10		WHat kind of integration is desired with the Social Media channels - FB, Linkedin, Instagram, Whatsapp, Youtube & other social media channels? Is there any Smart Chat application in place or identified that needs to be integrated with?	Provision for social media integration should be available. Details will be provided in RFP.
170	Section 5.1	10		Are there any expectations to ceate a logged-in section of the website where only designated users are able to perform specific actions, tasks, workflows etc.? If Yes please provide details.	log-in section required. Details will be provided in RFP
171	Section 5.1	10		From where does Intranet picks users' profiles? Is it an HR (HRMS) system? If Yes please provide details.	User profile will be pickup from HR system
172	Section 5.1	10		What all internal core systems such as CRM, HRMS, ERP etc. that need to be integrated with the Intranet? Please specify	Integration shall be using web services.
173	Section 5.1	10		What are acceptance requirments? Please elaborate in context of Service Providers what is desired as scope of implementation.	Details will be provided in RFP.
174	Section 5.1	10		Please provide details of User Acceptance Criterion and User Acceptance Test Cases. Will these be provided by IRDAI?	Details will be provided in RFP.

175	Section 5.1	10		Is there any middleware in place that provides service interface for the various systems? There will be need for a services layer interfacing with the backend systems with digital frontends - would like to know the present state of readiness for it or the plans to have this in place	No.
176	Section 5.1	10		Is there any Sigle Sign On (SSO) system in place? Is there an expectation from intranet user to automatically log into other internal application once the user logs into the intranet.	Only Active Directory is in place. SSO will be implemented by the bidder
177	Section 5.1	10		There are expectations to have within 1 second load time of the website. Would like to know what is the current Latency of your backend core system. Also provide details on whether a CDN system in place to cache the website and render it fast.	Full page loading time as per https://gtmetrix.com is 7.2 s. CDN sysytem is not in place.
178	Section 5.1	10		Could the Google Anlaytics access of the current IRDAI website be shared to study the current usage pattern and also know the errors coming on to the website.	website statistics provided in Corrigendum 1-Annexure 2.
179	Section 5.1	10		Please specify the different type of Users and Roles that will manage and access the website and intranet.	Details will be provided in RFP.
180	Section 5.1	10		Should the Intranet be accessible by IRDAI staff publicly or only within the firewal of the organization only?	Intranet will be available through a public IP/URL
181	Section 5.1	10		Should the website and Intranet be Mobile Responsive or Mobile Adapted? Please provide details of devices and OS it should be rendering properly to.	Yes.
182	Section 5.1	10		Is SEO strategy, implementation, and on-going SEO optimization be part of the Scope of the SI vendor?	Yes.
183	Section 5.1	10		Does IRDAI have a DevOps environment in place or there is an expectation from the SI to bring their DevOps for this engagement?	This is turnkey project.

184	Section 5.1	10		We assume that all the graphics, logos and other artifacts related to user experience and UI implementation will be provided by IRDAI. Please confirm our assumption.	Graphics, logos and other artifacts specifically pertaining to IRDAI (e.g. IRDAI Logo) will be provided by IRDAI but except for these all others to be provided by the bidder.
185	Section 5.1	10		Is there any requirement for native or hybrid mobile app and progressive web app (PWA)?	Mobile App is Out of scope.
186	Section 5.1	10		We assume that for Search Engine Optimization, preserving website search ranking the Site Content (page content/page title/keyword phrases/header tags etc..) will be provided by IRDAI.	Yes.
187	Section 5.1	10		Please share requirements of the backup solution - OS/Application/DB Versions to be supported, Retention Requirements etc.	No. backup separate solution is required. Backup / restoration should be provided under SaaS model
188	Section 3	4		Is the last date to submit the response to the EOI 5th Aug or 19th Aug 2019? Please clarify.	Last date of submission: 19th Aug 2019
189	4.2 Intranet Portal	7	Departmental sub-sites.	Please share list of departments of IRDA for which sub sites will be required	Departmental sites will be around 12-15. However, more details will be provided in RFP
190	4.4 Hardware	8	3. The hardware should have headroom for 20-25% growth yoy for 5 yrs.	Kindly share total user base and expected user concurrency for both Website and Intranet.	Website - Concurrency Approx 500. User base - As per shared statistics in Annexure 2. Intranet- User base for Intranet is 250. Concurrency approx 200. Details will be provided in RFP.
191	4.4 Hardware	8	3. The hardware should have headroom for 20-25% growth yoy for 5 yrs.	Kindly share expected growth in %age for both Website and Intranet.	20% YoY
192	4.4 Hardware	9	The bidder will need to create three environments – Development, Testing, UAT. UAT will be hosted at IRDAI and will be used for staging and STQC audits.	Please confirm hardware, software, cloud subscription etc. will be provided by IRDA for these environments as well.	Hardware purchase/Software Licenses/Hosting arrangement is the responsibility and supplied by the bidder in the name of IRDAI as part of turn-key project.
193	5.2 Website and Intranet Portal Maintenance:	10	5.2 Website and Intranet Portal Maintenance:	What will be duration of engagement for Maintenance and Support phase?	5 years.

194	5.2 Website and Intranet Portal Maintenance:	10	Provide user guidance and training support for content uploading and website and Intranet portal administration	Please share number of training Participants/batches and training location details.	Details will be provided in RFP. Training will be in Hyderabad.
195	10.1 Appendix III: Information about existing setup of IRDAI website and Intranet	33	6) There are 4 web applications developed on .NET and MS-SQL platform which are presently integrated with External website with Secured authenticated access provided to limited users.	Kindly share details of these applications: -User manual/SRS -Technical and Deployment Architecture -Infra Sizing -Number of users & concurrent users -Ticket details of last 3 months	Details will be provided in RFP.
196	4.4 Hardware	8	IRDAI is looking at two models for development and hosting of the proposed website and Intranet solution – 1. Pay and Use Cloud based hosting – No hardware or software licenses for hosting DC -DR will be purchased by IRDAI. 2. Hosting model – IRDAI will purchase the hardware and software licenses for hosting DC and DR, which may be hosted at bidder's location/IRDAI location	Can Bidder propose DC and DR on public cloud along with devp and Test enviroment	As per MEITY's Meghraj policy.
197	5.1 Website and Intranet development.	9	Hyperlinking of existing internal applications on the Intranet portal	We understand that exiting dept applications revamp or devp is out of scope and new site will only provide hyperlink. But will use singsign to connnect to internal application for which chnages will be done by IRDA.	SSO facility is required. More details will be provided in the RFP

198	5.4 Security Audit	11	<p>1) Before deploying/hosting the application should be vetted for security Audit by CERT Empanelled Vendor for hosting on at bidder's location/IRDAI specified location or Cloud.</p> <p>2) Follow Security audit protocol and provide security audit of web portal quarterly basis</p> <p>3) Annual STQC Certification</p>	what is expected from Bidder , this will be EOI response, so bidder agrre for this in EOI as compliance?	Yes.
199	7. Prequalification evaluation criteria - Technical capability	19	<p>Bidder must have successfully completed at least the following numbers of ICT system development and implementation engagement(s) of similar nature of value specified herein : - One project of similar nature not less than the amount INR 1.5 Crores; OR - Two projects of similar nature not less than the amount equal INR 1 crore each; OR - Three projects of similar nature not less than the amount equal INR 75 lakhs each "Similar nature" here refers to projects consisting of end-to-end web based application development and implementation using Content Management Systems/Digital Experience Platforms, supply of hardware/software licenses, hosting, maintenance and providing technical support.</p>	We request the department to accept ongoing projects also, so that multiple bidders can participate for quality and cost effective services.	As per EOI

200	8. Technical evaluation criteria	21	2. Minimum marks as per PQ references – 10 marks Each Additional Reference for amount INR >= 1.5 Cr carries 10 Marks Each Additional Reference for amount INR >= 1 Cr carries 5 Marks Each Additional Reference for amount INR >= 75 lakhs carries 3.5 Marks	We request the department to amend this criteria as Minimum marks as per PQ references – 10 marks Each Additional Reference for amount INR >= 50 Lacs carries 10 Marks Each Additional Reference for amount INR >= 15 Lacs carries 5 Marks Each Additional Reference for amount INR >= 10 lakhs carries 3.5 Marks	As per EOI
201	8. Technical evaluation criteria	21	4. CMMi Level of the Organization Cmmi Level 3 – 5 marks Cmmi Level 4 – 7.5 marks Cmmi Level 5 – 10 marks	We request the department to also include ISO Certificates for marking & amend the clause as - ISO 9001: 2015 - 5 marks ISO 27001: 2013 - 7.5 marks CMMi Level 3 with ISO Certifications - 10 marks	As per EOI
202		7	In addition, IRDAI would prefer technologies/products/solutions that are Leaders or Challengers in Gartner Magic Quadrant 2018/2019 for Digital Experience Platforms(DXP) or Web Content Management Systems(WCMS) so that IRDAI is at the forefront of information dissemination platforms.	We request to the department to omit the clause, because there are solution who are capable enough to meet the requirement. But not registered in Gartner	As per EOI
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