

CORRIGENDUM TO “Revamping and maintenance of Integrated Grievance Management System (IGMS) Portal” RFP REF NO: IRDA/IT/19-20/03

	RFP Page No	EXISTING CLAUSE	REVISED CLAUSE
1	Page 24 Bidder shortlist and process	Subsequent to the price bid evaluation, the successful L1 bidder shall be issued a Letter of Acceptance (LOA). The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance bank guarantee (PBG) for IRDAI's counter signature within 21 days from the receipt of LOA.	The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance bank guarantee (PBG) for IRDAI's counter signature, within 3-4 weeks of receipt of LOI(Letter of Intent). However, the takeover process shall commence on issuance of LOI.
2	62,Section-Service Level Objective, Clause-16	99% uptime of the Infrastructure proposed in Infrastructure as a Service & 99 % annual uptime for DC physical infrastructure.	95.8% uptime of the Infrastructure proposed in Infrastructure as a Service & 95.8 % annual uptime for DC physical infrastructure.
3	Pageno.- 87 . 29) Project Delivery Schedule	SNO. Item (1) Total Time required for roll out of solution proposed end-to-end up to GO LIVE. Maximum no. Of Weeks from the date of Purchase Order Within 16 weeks from the date of P.O.	Refer Annexure-1
4	pageno.- 99 FORM-6.	Existing FORM -6	Amended FORM -6 to capture quantity and heading for DC and DR. Refer Annexure-2for revised FORM-6 to be submitted.
5	<ol style="list-style-type: none"> 1. Page 38 Scope of Work Point (8) 2. Page 80 Point (11) 3. Page 90 Point B2 	<ol style="list-style-type: none"> 1. 8) Warranty, Support and Maintenance for the supplied hardware for a period of Five (5) years. 2. (11) Warranty & On-Site Maintenance Hardware shall be supplied with 5 years Comprehensive onsite Warranty. 3. B2. On-site post installation warranty for a period of 60 months from the date of installation/Last Go Live (Should be 	<ol style="list-style-type: none"> 1. 8) Warranty, Support and Maintenance for the supplied hardware for a period of Seven (7) Years. 2. (11) Warranty & On-Site Maintenance Hardware shall be supplied with 7 years Comprehensive onsite Warranty. 3. B2. On-site post installation warranty for a period of 84 months from the

		from date of supply)	date of installation/Last Go Live (Should be from date of supply)
6	SECTION – E : Scope of Work , Page no. 39	15) Reporting and BI Tool with Insight-based dashboard The existing Reporting & BI Tool (Business Objects) with IRDAI duly licensed shall be used for generating MIS reports.	15) Reporting and BI Tool with Insight-based dashboard. Power BI or Similar tool may be proposed by the bidder for dash Boards and reporting
7	Page 56, point K	While perimeter security may be on shared basis, Firewall and Antivirus shall be exclusive for IRDAI	Perimeter security and Firewall may be on shared basis. Antivirus shall be exclusive for IGMS servers.
8	Page 55, Security	Shared IDS and IPS services	IDS, IPS and other security services shall be on shared basis.
9	Section E, Page 38, point no. 4	Colocation/Hosting of Infrastructure in Primary Data Centre (DC).	Colocation/Hosting of Infrastructure in Primary Data Centre (DC). Bidder is expected to supply dedicated hardware and SAN storages for IGMS. Bidder can propose shared services for Network, Security services ,Backup and archival solution, monitoring tool and ticketing tool etc.
10	Page No.-78,SECTION- H General Terms and Conditions: (8) Termination	IRDAI reserves the right to terminate the contract by giving 15 days notice provided the failure is not cured within such 15 days" notice period.	IRDAI reserves the right to terminate the contract by giving 30 days' notice provided the failure is not cured within such 30 days" notice period.
11	Page 58 Sizing and scalability	b. The solution should support minimum of 200 concurrent users.	b. The solution should support minimum of 400 concurrent users.
12	Page 66 (20) Existing And Proposed:	c) Solution has to be sized for 200 concurrent users with 20% growth y-o-y over 7 years	c) Solution has to be sized for 711 concurrent users with 10% growth y-o-y over 7 years. Refer Table -A below
13	Page 52 (3) Sizing Assumptions:	Expected User concurrency up to 200 users with 20% growth y-o-y over 7 years.	Expected User concurrency up to 711 users with 10 % growth y-o-y over 7 years. Refer Table-A below.

Table A - Concurrency with 10% YoY growth							
	Y1 (2019)	Y2	Y3	Y4	Y5	Y6	Y7
Concurrency	400	440	484	533	587	646	711

Annexure-1 – Revised Project Delivery Schedule

PROJECT DELIVER SCHEDULE

SNO.	Item	Time from the date of signing of Contract/Agreement
1.	Total Time required for roll out of solution proposed end-to-end up to GO LIVE.	Within 6 months
2.	Delivery and Installation of all hardware and software licenses, establishing new architecture including delivery of customized and configured application on the new hardware in both DC & DR.	Delivery 6-8 weeks.
3	Migration of Data	Within 3.5 months
4	UAT Acceptance with Migrated Data	Within 4 months
5	Pilot launch with UAT completed migrated data	Within 5 months
6	Training and Knowledge Transfer	Immediately on Go- Live
7	Commencement of Facility Management	FM shall commence only after the bidder certifies and the Company signs off the roll out of the solution on LIVE.

The above schedule is only for delivery and installation of new IGMS applications. However, the existing portal operations shall be taken over on issuance of LOI.

Annexure-2 :Revised FORM-6 format

FORM – 6 : HARDWARE SPECIFICATIONS (MASKED BOM)

Date:

[Bidders are required to submit the covering letter as given here on their letterhead. The bidders shall furnish the masked Bill Of Materials (BOM) i.e without price for the proposed solution in terms of HARDWARE and NETWORK requirements for DC & DR and same shall be incorporated in the following form. The bidder can provide with better specifications keeping in view of the performance requirements specified in this RFP.]

To,
The Chief General Manager (IT)
Insurance Regulatory and Development Authority of India
115/1, Financial District
Nanakramguda, Gachibowli.
Hyderabad – 500 032

Ref: IRDAI/IT/19-20/03: RFP FOR REVAMPING AND MAINTENANCE OF IGMS PORTAL

Dear Sir,

Below is the masked bill of materials for the proposed solution in terms of HARDWARE and NETWORK item requirements.

DC HARDWARE DETAILS

S.No	Item Description	Specifications Proposed	Make	Model	Product Code	Quantity

DR HARDWARE DETAILS

S.No	Item Description	Specifications Proposed	Make	Model	Product Code	Quantity

Authorized Signatory:

Name and Title of Signatory:

Name of the Firm:

Address:

Company Seal :