S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	IRDAI Response
1	Page 14, Point 2. Eligibility of Criteria	The organisation must be a reputed IT Firm/ Company in India, with a standing of 10 years" existence.	Being a MSME can we get exemption from this. We are a 6 year old company	AS PER RFP
2	Page 14, Point 2. Eligibility of Criteria	The organisation"s annual turnover should not be less than Rs. 50 Crores per annum from the IT Solutions and Consultancy Services during last three years.	Being a MSME can we get exemption from this. Our average turnover for last 3 years is around 7 cr	AS PER RFP
3	Eligibility criteria	Point 2--The organisation"s annual turnover should not be less than Rs. 50 Crores per annum from the IT Solutions and Consultancy Services during last three years.	Request you to please relax this criteria to "The organisation"s annual total turnover should not be less than Rs. 50 Crores per annum during last three years from all services.	AS PER RFP
4	Eligibility criteria	Point 9--Letter of authorization from OEM for all quoted hardware and software. The Bidder should be an OEM or their preferred authorized partner. A letter of authorization from OEM must be furnished.	Request you to please allow consortium, and Bidder can participate along with the OEM.	AS PER RFP
5	Technical Evaluation criteria:	1. Global revenue of company from IT Solutions and Consultancy Services in BFSI sector for the financial year 2018-19 (INR Cr.) 4 marks for revenue >= INR 50 Crores and additional 1 mark each for every additional INR 10 Crores above INR 50 Crores	Request you to please relax this to " Global revenue of company from IT and ITeS for te FY 2018-19"	AS PER RFP
6	Technical Evaluation criteria:	2. No. of Indian customers where web based applications were developed and implemented in the past five years	Request you to please relax this to "No. of Indian customers where web based applications were developed and implemented in the past"	AS PER RFP

7	10,Process of Selection of Bidder	The bidding process would be in two-stages: 1. Stage –I (Eligibility & Technical bid): Eligibility of the bid/bidders will be evaluated as a first step. The eligible bidders will be required to make technical presentation and their technical bid and presentation would be evaluated by the Technical Committee formed for this purpose. 2. Stage –II (Commercial bid): Only bidders qualifying the Stage-I (Eligibility & Technical bid) will be invited to submit their Commercial bid and overall L1 (lowest) bid would be selected.	We understand for stage I, bidder has to score marks above 80 , what is use of this score in stage 2 , is it on L1 or it will be T1-L1 (marks of technical will be considerd) what is the % of T1-L1 for selection ? We request ton introduce QCBC is stage II 70% on Technical evaluation and 30% commercial	As per RFP
8	16,Eligibility Criteria	The bidder should have at least one service level agreement with minimum duration of one year with any Govt. Departments/ Regulators /Insurers/banks.	What is expected from this ? Clients will not share any contarct with IRDA, please share a format for the same.	Copy of the SLA duly signed with any Govt. dept/Regulator/Insurers/Bank may be shared. Financial details if necessary may be masked.
9	20,Technical Evaluation Criteria Table	No. of Indian customers where web based applications were developed and implemented in the past five years	Bidder to provide list of customers only ?	Undertaking from Authorized Personnel of bidder with the count and name of customers(if public site then url is preferred along with the name)
10	20,Technical Evaluation Criteria Table	No. of Insurance companies / Indian PSU / GOVT. customers acquired in the past five years	Bidder to provide list of customers only ?	Undertaking from Authorized personnel of bidder with the count of customers shall suffice.
11	25,Earnest money deposit (EMD)	General	Can we submit company standard BG for for 1000000	EMD shall be in the form of demand draft/Bankers Cheques/ Pay Order from Scheduled/Nationalised Banks drawn in favour of IRDAI payable at Hyderabad. EMD in any other form will not be accepted.
12	38,SCOPE OF WORK	During the contract period, One Technical Resource having around 4-5 years of experience in .Net Programming along with multiple technical skills (SQL database Administration, Windows Server Management) with B.Tech (IT/CS) /MCA should be deployed in IRDAI location to perform Development, Support, Maintenance,Enhancement and Future Change Request Activity.	1) What is support Window for application support ? 2) Dose IRDA want to application in .Net only and nothing like Sharepoint or other portal ?	One onsite resource with prescribed qualifications shall be part of Facility Management Service. i.e onsite support. 1. Support window shall be 9:00 am to 6.00 pm 6 days a week (Mon-Sat) 2. New system shall be developed and implemented on the upgraded version of the same technology stack(.NET) as defined in the scope of work.

#	Clause	RFP Clause	Query	Response
13	66,(20) Existing And Proposed:	b) RTO shall be 4 hrs while RPO is zero	Please confirm if you are doing synchronous replication between DC and DR today? Synchronous replication or zero RPO is possible only between two data centers within a city as it requires very high bandwidth. Request you to update the same to 15 mins	As per RFP
14	72,Payment Terms	Hosting/Co-Location charges for DC	Request to make it Monthly	AS PER RFP
15	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.	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 ontract/agreement along with the security deposit/performance bank guarantee (PBG) for IRDAI"s counter signature within **60 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).**Refer corrigendum Point-1.**
16	72,Payment Terms	Infrastructure (Hardware and Software Licenses), 60% on supply; 40% on installation	Request to make 80% on Supply and 20% on Installation	AS PER RFP
17	73,Payment Terms	e. Facility Management Charges Payment will be made on a quarterly basis at the end of every quarter post GO-LIVE. f. IGMS Solution AMS Charges Payment will be made on a quarterly basis at the end of every quarter.	Request to make it Monthly	AS PER RFP
18	38,Section-Scope of Work, Clause-7	Migration of existing Data and Development of New and Additional features as specified	AS dB size is 19.25 GB, this the only data we need to migrate, please confirm and if any additional please release in corrigendum	Apart from DB of size approximately 19.25 GB , implementating agency needs to migrate all the upload and download files and application related files Download excel folder size: 2.36GB Upload excel folder size: 15.1 GB Log files : 200 GB
19	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	Assuring uptime above 95.8% (calculated on a quarterly basis)	95.8% (calculated on a quarterly basis). **Refer corrigendum Point 2.**

20	85,Section-SLA and Penalty Clause: Clause-24 €	k. Providing services for backups as per the following ▪ Daily incremental backup ▪ Weekly full backup ▪ Data replication to DR site. ▪ Weekly off site backup ▪ Backup in External media (Tape Drive)	k. Providing services for backups as per the following ▪ Daily incremental backup - What is the retaintaion period, How many copies retained at the end of retaintion period. ▪ Weekly full backup - What is the retaintaion period, How many copies retained at the end of retaintion period. ▪ Data replication to DR site - What is the retaintaion period, How many copies retained at the end of retaintion period. ▪ Weekly off site backup - What is the retaintaion period, How many copies retained at the end of retaintion period. ▪ Backup in External media (Tape Drive) - What is the retaintaion period, How many copies retained at the end of retaintion period.	Daily incremental backup-30 days Weekly full backup -8 weeks Data replication to DR Site-2 copies Weekly off site backup - 8 weeks Backup in external media - All Years.
21	57,Section-SLA and Penalty Clause: Clause-24,(b)	Replying to any problem on the IDC setup within 15 mins and resolution time not exceeding 4 hrs and if the problem is not rectifiable the Implementing agency shall provide replacement of equivalent server and network equipment and make it ready for operation within 4 hours. The recovery time objective is 4 hours	4 Hrs is not practical to replace any server or part , depends on OEM response , please change this	As per RFP. It is essential to maintain 4 Hrs resolution to maintain RTO.
22	General		Please provide the database name and exact version. Also please mention the size of the current database that needs to be migrated	SQL server 2008 R2, Microsoft SQL Server Management Studio V 10.50.1600.1
23	General	Backup	Do we need to provide backup solution for both DC and DR	Shared servies for backup from hosting service provider may be proposed
24	General	Backup	What is the existing backup solution ?	Currently Backup happens Daily, Weekly and Monthly it is taken in to Tape Drive Only as per the defined policy.
25	General	Storage	details on the gateway providers, Payment to Gateway providers and any upgrade needed?	Current Storage Box Provide 600 IOPS.
26	pageno.- 22 Wipro Ltd.	SMS Gateway integration to be done. Bidder will provide the required the required SMS Gateway and the cost of the same should be factored in the Commercial Bid.	Please share the SMS volume per month to size the commercial for SMS gateway	Approximately 6000 sms per month.

27	pageno.- 87 Wipro Ltd.	Within 16 weeks from the date of P.O.	After getting PO , we need 2 week for setup and ramp up of resources. 16 weeks for project delivery is quite aggrasive , need minimum 6 months considering UAT, Pilot , Migration , Training	The portal operations are required to be takenover from the existing service provider and made operational from new location. Please note that the existing service provider uses shared resources for storage , network devices etc. The selected bidder needs to make adequate provisions for the same while taking over. New IGMS portal may be made made live within 6 months of signing of contract.**Refer corrigendum Point - 3.**
28	pageno.- 24 Wipro Ltd.	Training and Knowledge Transfer Immediately on Go- Live	Please share number of people to be traines and locations to size the training batches	There would sepate training sessions (sepately for user department on the operational aspect of newly developed IGMS and also technology related to IT deparment). 2-3 sessions will be conducted for each area. Training location will be at Hyderabad. Infrastructure for training will be provided by IRDAI.
29	pageno.- 99 Wipro Ltd.	The bidders shall furnish the masked Bill Of Materials (BOM) for the proposed solution in terms of HARDWARE and NETWORK requirements 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	Table don;'t have quantity and DC/DR sepration for HW requirment	Relevant FORM 6 amended and provided. **Refer corrigendum Point 4 Annexure-1 for revised FORM-6.**
30	pageno.- 99 Wipro Ltd.	The bidders shall furnish the masked Bill Of Materials (BOM) for the proposed solution in terms of HARDWARE and NETWORK requirements 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	IRDA will provide the network access from co hosting location ?	Refer page 66 point (h) and (i) Bandwidth at DC and between DC and DR of 10 Mbps to be provided by bidder and accounted for commercials.IRDAI will only provide Internet Bandwidth at DR only.

31	pageno.- 81 Wipro Ltd.	IRDAI intends that the contract which is contemplated herein with the Bidder shall be for a period of Seven years (7 years)	We understand IRDA wants contarcts to be for 7 years but in Scope of Work , page 38 , point 8 says "Warranty, Support and Maintenance for the supplied hardware for a period of Five (5) Years" , which means warranty for H/W sofware will be for 5 years. Also H/W and S/W OEM's dont give warranty for mre than 5 years. Please confirm the assumption. Also refer page 90 List Of Deliverables, here point B2 asks for 60 months warranty	Warranty for hardware and software shall be for 7 years. Page 38 point 8 , Page 80 point 11 and Page no 90 Point B2 are hereby modified to 7 years i.e 84 Months .**Refer corrigendum Point 5**
32	Page 34 point 13 in existing functions	Integration with TPA	How many systems are we talking of here?	Integration with Grievance Management systems of Insurers, Integration with internal IRDAI BAP System ,Integration with GOI Portal,SMS Gateway & Email Integration. Integrated will be through web services / APIs.
33	Page 38 point 1 in scope of work	Moving the operation to new location	Does this mean to indicate that all the hardware/servers/OEM Software/Developed code and data will need to be moved to new location/datacenter and made to operate from their.	Yes , the successful bidder has to take over the operations of existing project in totality and start operating from its own or colocated datacenter (primary DC) and move the DR also.
34	General	Operation support period	The support of existing application (period when the new application is being developed, and until it goes live) is included in total 7 years support period or the ask is for 7 years support of NEW application?	Support for existing application is included in this 7 years support period.
35	Page 38 point 3 in scope of work	End of Sale/Support for software/Infra	Hope this applies to new hardware/software only for revamped system deployment. Existing app will need to be supported with old software versions which incidentally are out of support already.	Yes it is applicable for new Hardware and Software only which is to be supplied by the Bidder and used for revamping.The existing hardware and software to be supported and maintained by the bidder till Go-LIVE of new solution.
36	Page 38 point 12 in scope of work	12) Buy-back of all old systems (Hardware & Software)	Can you please clarify this point as to what exactly is the expectation.	Bidder has to buy back existing hardware used for IGMS Solution as mentioned in RFP Page No.-35 along with the Software Licenses.
37	Page 40 point 7 in new requirements	Mobile tablet compatiility	Please clarify which all form factors to be supported	The UI shall be responsive design to support mobile and tablets of all dimensions .

38	Page 41 point 12	Integration with portal for granting registration	Can you please clarify this point as to what exactly is the expectation.	Integration with IRDAI regulatory application (BAP) granting registrations / renewals etc. for assessing overall status of complaints disposal by the regsitered entity for who renewals are granted.
39	EXISTING FUNCTIONALITIES OF IGMS, 32	Generic	Please share the list and details of the existing functionalities of IGMS.	Refer RFP page no-31 for details.
40	EXISTING FUNCTIONALITIES OF IGMS, 32	Generic	Who all will be the users of the new IGMS system? Please share the user wise functionality required.	Insurers, Intermediaries, IRDAI, Policyholders (existing and prospective) and General public will be the users of new IGMS.
41	EXISTING FUNCTIONALITIES OF IGMS, 32	Complaints against Unregistered Entities	What is the end to end process for this scenario? To which system would these complaints be pushed?	Such complaints are dealt only by IRDAI and these complaints will not be pushed to any other entity.
42	SCOPE OF WORK, 38	The bidder shall take over the IGMS application source code from the Existing provider and maintain the same till new system is implemented. The new system shall be developed and implemented on the upgraded version of the same technology stack.	Does that mean, the proposed tech stack has to be same as the existing one, with upgraded versions of the stack? Or the bidder can propose a different tech stack altogether?	New system shall be developed and implemented on the upgraded version of the same technology stack(.net)
43	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 40	Facility to upload complaint resolution document by the insurer. Average size of document to be uploaded is 1 MB.	Is there an existing document management system which can be leveraged for storing the documents?	No
44	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 40	Facility to policyholders to upload the attachments in IGMS portal	Is there an existing document management system which can be leveraged for storing the documents?	No
45	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 40	Currently, policyholder can complaint against brokers, TPA and Agents. The complaints are finally disposed off by the respective insurers. The new system shall capture complaints against Individual Agents, Un Registered entity, Brokers, CA, Surveyor, IMF, web aggregators, Insurance Repositories also. IGMS should provide relevant complaint statistics/reports based on the above category also.	All complaints registered against Individual Agents, Un Registered entity, Brokers, CA, Surveyor & TPA, IMF, web aggregators, Insurance Repositories etc. will be pushed to the mapped Insurer's system, who will resolve the complaint. Please confirm.	Yes.
46	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 40	New Mobile Application Development – To be developed for Android and IOS Platform. Scope is currently - Policyholder (existing / Prospective) can raise the complaint, view status of complaint and history of earlier complaints.	Is there an existing mobile application?	No.

47	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 40	New Mobile Application Development – To be developed for Android and IOS Platform. Scope is currently - Policyholder (existing / Prospective) can raise the complaint, view status of complaint and history of earlier complaints.	Is there a requirement to have offline capabilities in the mobile app? If yes, please confirm the features.	Yes, offiline capabilities required.Scope remains the same.
48	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 40	Fine Tuning of complaints flow process flow	Please elaborate the requirement.	Shall be part of detailed functionality study with the implementing agency
49	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 40	Integration of IGMS with the portal for granting registrations (through web services) to know the status of various complaints received against the respective registered entity (Insurer/Intermediary/ Ombudsman or Other registered entity)	Who all will be the users of the portal? Please share the user wise functionality required.	IGMS shall integrated with BAP through webservices.Integration with IRDAI regulatory application (BAP) granting registrations / renewals etc. for assessing overall status of complaints disposal by the regsitered entity for who renewals are granted.
50	FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM, 42	The complaints against intermediaries should be assigned to intermediaries to resolve the grievances. The Intermediary redress officer should have the privilege to only update the status. (Need to provide access to Brokers, TPAs, Surveyors. CA and IMF)	How will the Brokers, TPAs, Surveyors, CA and IMF be authenticated? Is there an existing system for user authentication which can be leveraged or the bidder has to consider user management in scope for all users?	All complaints registered against Individual Agents, Un Registered entity, Brokers, CA, Surveyor & TPA, IMF, web aggregators, Insurance Repositories etc. will be pushed to the mapped Insurer's system, who will resolve the complaint.
51	Generic	Language support	Is multilingual support required for the portal & mobile app? If yes, please confirm the languages to be supported.	The application shall be DESIGNED AND BUILT TO SUPPORT Unicode so as to support Multiple Indian languages.Currently Portal FORMS shall be Bi-lingual W.R.T LABELS ONLY. The complaint should be classsified based on Language (Hindi/English/other Indian Languages)
53	Generic	Notifications	What kind of notifications are required? SMS, Email, In-App, Push notifications?	SMS and Email notification required
54	Generic	Notifications	If Email notifications are required, is there an existing Email gateway available, which can be integrated with?	YES , NIC Email (email.gov.in) is being used and integration available.
57	Generic	Migration	What is the format of data - RDMS data, Flat files, unstructured data?	DB files format -.ldf and .mdf files, others are text and excel files.

58	SECTION – E : Scope of Work , Page no. 38	The selected service provider will take over the portal operations from the current service provider and make the same operational from their location within 2-3 weeks on receipt of work order. The transition shall be seamless and smooth. The service provider shall maintain the existing system till the GO-LIVE of the new solution	Where is the current DC located ? If it is located at the current Vendor premises, it will be practically impossible to shift it to another data centre in 2-3 weeks	DC is located in current vendor premises at Greater Noida. New service provider will have 3-4 weeks for shifting .
59	SECTION – E : Scope of Work , Page no. 38	7) Migration of existing Data and Development of New and Additional features as specified in the following section.	Is the expectation to develop all the functionalities (existing & additional) in the new platform OR develop only the the additional functionalities on exisiting platform	All existing and additional functionalities to be developed and deployed in the new platform.The existing system will be decommissioned on GO-LIVE of revamped solution.
60	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.	In Section D - 3) , it is mentioned that "For MIS reports SSRS reporting tool is used." Which is the tool used for reporting & what licenses should be reused here MS SQL Server or Business Object ? Please clarify	Currently, SSRS reporting tool is used for generation of reports. There are no exclusive tool available in IGMS for prepation of dashboard in IGMS. It is felt that power BI or Similar tool may be proposed by the bidder for dash Boards and reporting.**Refer Corrigendum Point-6.**
61	SECTION – F : (4) Changes in Current Report and requirement of new Reports , Page no. 47	Reporting requirements	Are there any reports that will be exposed through the Portal UI ?	Yes, we have set reports which IRDAI and insurer can view apart from dash board report.
62	Page 57 , Point "u"	Replying to any problem on the IDC setup within 15 mins and resolution time not exceeding 4 hrs and if the problem is not rectifiable the Implementing agency shall provide replacement of equivalent server and network equipment and make it ready for operation within 4 hours. The recovery time objective is 4 hours	We understand that expectation of IRDAI on RPO is 15 mins and RTO is 4 hours. Please confrim	RPO = 0 AND RTO=4 HRS
63	Page 57 , Point "x"	Providing services for backups as per the following Daily incremental backup Weekly full backup Data replication to DR site. Weekly off site backup Backup in External media (Tape Drive)	Is IRDAI expecting dedicated backup solution (Backup software and Tape Library) for proposed solution in DC OR bidder can propose shared services for Backup from Hosting Service provider ? Please confirm	Shared servies for backup from hosting service provider may be proposed

64	Page 57 , Point "y"	Monitoring of entire IT infrastructure and of link management	Is IRDAI expecting dedicated monitoring solution for Infrastrcture DC OR bidder can propose shared services for monitoring tool from Hosting Service provider ? Please confirm	Shared services my be proposed by the bidders for monitoring DC / DR .
65	Page 52, Design consideration,Point 2	Applications will failover automatically from DC to DR in case of failure of DC	Is IRDAI expecting DR automation tool to automatic failover from DC to DR. Please confirm	Bidder is free to choose implementation strategy to have automatic failover from DC to DR.
66	Page 56, point K	While perimeter security may be on shared basis, Firewall and Antivirus shall be exclusive for IRDAI	Can we use the Shared Firewall Services with Logical separation?	**Yes. Refer Corrigendum Point-7**
67	Page 55, Security	Shared IDS and IPS services	Can we propose shared services for Other security services?	**Yes.Refer Corrigendum Point -8**
68	SECTION- H : (14) Support and Maintenance, Page 81	IRDAI intends that the contract which is contemplated herein with the Bidder shall be for a period of Seven years (7 years)	Is the 7 years including the duration required for application revamp ?	Yes, including the duration required for application revamp.
69	SECTION – F : (1) New Functionalities Required	SMS Gateway integration to be done. Bidder will provide the required the required SMS Gateway and the cost of the same should be factored in the Commercial Bid	Do we need to provide SMS Gateway as part of the solution OR can any existing SMS Gateway used by IRDA and solution can be integrated with it ?	SMS gateway to be provided as part of the proposed solution.No sms gateway available with irdai for integration.
70	Pg 40 , New Functionalities required	New Mobile Application Development – To be developed for Android and IOS Platform. Scope is currently - Policyholder (existing / Prospective) can raise the complaint, view status of complaint and history of earlier complaints.	Is there any requirement for document scanning/upload through mobile app? Is there a requirement for push notifications? Is IRDA looking for any specific MADP platform to build the applications ?	There is no requirement of document scanning . Only uploading of document through app as part of raising complaint by policy holder. Push notifications should be enabled. No specific MADP platform preferred.
71	Pg 40 , New Functionalities required	Mobile/Tablet other Gadgets rendering compatibility.	Our understanding is the website should be responsive. In addition IRDAI requires native Android and IOS mobile application. Please confirm.	Yes, IGMS portal shall be responsive and in addition to that irdai requires mobile app to run on android and ios.
72	pg 81, Support & Maintenance	The Bidder is expected to provide for Technical helpdesk Service	Is the bidder to leverage any existing ticketing/helpdesk tool or porpose a new tool	Currently no ticketing tool is available.Bidder can propose as per their solution.
73	Pg 40 , New Functionalities required	New reports format should be developed : 20 Nos.	What will be the mode of delivery of reports ? Is it just via the portal, or do we need delivery or reports through e-mail?	Reports to be made available through portal and also through mails. option in the portal login for sharing through email , download,print and export as pdf, xlsx,html formats.
74	Pg 40 , New Functionalities required	New reports format should be developed : 20 Nos.	Does this include dashboards as well?	Including dashboard.

75	Section D, Page 35	Current IGMS Technology Stack	list of Network & Security devices details not mentioned (please covering granular information of devices i.e. make, model, warranty etc)	only the existing hardware mentioned in page no. 35 -36 to be considered for buy back.
76	Section E, Page 38, point no. 4	Colocation/Hosting of Infrastructure in Primary Data Centre (DC).	Can we propose shared services for Network services? (Which includes Coneecting LAN switches and DMZ switches)	Bidder is expected to supply dedicated hardware and SAN storages for IGMS. Bidder can propose shared services for Network.**Refer Corrigendum -9**
77	Section E, Page 38, point no. 12	Buy-back of all old systems (Hardware & Software)	Do Networking Switches need to be Buy-back ? Pls clarify	only the existing hardware mentioned in page no. 35 -36 to be considered for buy back.
78	Section G, Page 52	MPLS, Replication & Internet links considered to be 10 Mbps each on 1G Copper.	do service provider need to give commercials of the links or customer will procure directly from Internet service provider and We are just supposed to managed it ? Please clarify	Refer page 66 point (h) and (i) bandwidth from a isp of 10 mbps to be provided as part of scope at DC and replication link between DC and DR by the bidder and included in commercials.only internet bandwidth at DR site shall be provided by IRDAI.
79	Section G, Page 66	proposed bandwidth between DC and Dr for Synchronous replication is 10 Mbps	Do Service Provider need to just size the Bandwidth or give commercial as well, please clarify what is under scope?	Bidder to include in the commercials cost of bandwidth of 10 mbps at DC and also between DC and DR.
80	Infrastructure (Hardware and Software Licenses) , Page : 72	60% on supply; 40% on installation	Request IRDAI to make payment 100% on Supply	AS PER RFP
81	b. Hosting/Co-Location charges for DC, Page : 72	Payment will be made on a quarterly basis at the end of every quarter.	Request IRDAI to make Payment on a monthly basis at the end of every month	AS PER RFP
82	c. Existing Application Maintenance, Page : 72	Payment will be made on a quarterly basis at the end of every quarter after making the portal live from new location.	Request IRDAI to make Payment on a monthly basis at the end of every month	AS PER RFP
83	e. Facility Management Charges , Page : 73	Payment will be made on a quarterly basis at the end of every quarter post GO-LIVE.	Request IRDAI to make Payment on a monthly basis at the end of every month	AS PER RFP
84	f. IGMS Solution AMS Charges, Page : 73	Payment will be made on a quarterly basis at the end of every quarter	Request IRDAI to make Payment on a monthly basis at the end of every month	AS PER RFP

85	EMD , Page : 25	The Technical bids should be submitted along with an EMD of Rs. 10,00,000/- (Rupees Ten Lakhs Only). Those bids without this EMD will be summarily rejected. The Demand Draft/ Banker"s Cheque / Pay Order of Scheduled or Nationalized Banks should be drawn in favor of "Insurance Regulatory and Development Authority of India" Payable at Hyderabad. The EMD will not carry any interest	Request IRDAI to accept the EMD in the form of Bank Guarantee.	AS PER RFP
86	SECTION- H - General Terms and Conditions (3) Payment Terms; page 71	i. No advance payment shall be made in any case. ii. All payments will be made to the Bidder in Indian Rupees only. iii. All payment made during the contract shall be on-account payment only. Final payment will be made to the implementing agency on acceptance of completion of all works & discharge of all liabilities by the implementing agency as per the contract. iv. Any objection / dispute to the amounts invoiced in the bill shall be raised by IRDAI within reasonable time from the date of receipt of the invoice. v. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. vi. IRDAI also reserves the right to prescribe additional documents for release of payments and the successful bidder shall comply with the same. vii. The successful bidder shall cover the	Request to add/modify/change to: All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by IRDAI and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement	AS PER RFP

87	4) Intellectual property rights: 74-77	a. Except to the extent otherwise expressly provided in this Agreement, IRDAI shall retain exclusive intellectual property rights to the IGMS Application Software, forms and the compilations of the project to which, IRDAI has sovereign rights and nothing herein shall or will be construed or deemed to grant to the Implementation agency any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights. b. The IPR on the IGMS application software shall vest with the IRDAI as soon as the system is certified by the 3rd party audit agency. A copy of the source code shall be kept in the custody of the IRDAI on a monthly basis, with proper version control. c. Without limiting the generality and except to the extent otherwise expressly agreed by the Parties to this Agreement or the SLA in writing nothing contained in this Agreement or the SLA shall or will be construed or deemed to grant to the Implementation agency any right, title, license or other	Request tp add and change to: a. Except to the extent otherwise expressly provided in this Agreement, IRDAI shall retain exclusive intellectual property rights to the IGMS Application Software, forms and the compilations of the project to which, IRDAI has sovereign rights and nothing herein shall or will be construed or deemed to grant to the Implementation agency any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights. b. The IPR on the IGMS application software <u>solely and exclusively developed for IRDAI by IA</u> shall vest with the IRDAI as soon as the system is certified by the D49D48D47D48D493rd party audit agency. A copy of the source code shall be kept in the custody of the IRDAI on a monthly basis, with proper version control. c. Without limiting the generality and except to the extent otherwise expressly agreed by the Parties to this Agreement or the SLA in writing nothing contained in this Agreement or the SLA shall or will be construed or deemed to grant to the Implementation agency any	AS PER RFP
88	(5) Taxes; page 77	F	Request to add and change to: The Bidder has to quote the rates excluding <u>of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, IRDAI shall be responsible to pay or reimburse Bidder the amount of such taxes.</u> The taxes as per prevailing rates shall be settled along with the invoices of respective periods. <u>Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority. Each party is responsible for its own income taxes /corporate taxes.</u>	As per RFP

| | (6) Confidentiality; page 77 | All information which is marked as "confidential" or if disclosed orally will be identified as "confidential". The Purchaser and the bidding parties shall keep confidential and shall not, without the written consent of the either party hereto, divulge to any third party. The bidding party may use in its business activities the ideas, concepts and know-how contained in the confidential information which are retained in the memories of bidding party"s employees who have had access to the confidential under this contract. The bidding parties shall take all necessary steps to ensure confidential handling of all information developed or acquired by the party from IRDAI. | Request to add and change to:
All information which is marked as "confidential" or if disclosed orally (which is reduced to writing within a period of 3 days of the disclosure) will be identified as "confidential". The Purchaser and the bidding parties shall keep confidential and shall not, without the written consent of the either party hereto, divulge to any third party. The bidding party may use in its business activities the ideas, concepts and know-how contained in the confidential information which are retained in the memories of bidding party"s employees who have had access to the confidential under this contract. The bidding parties shall take all necessary steps to ensure confidential handling of all information developed or acquired by the party from IRDAI.
This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it:
a. Is obtained from another source without restriction.
b. Is in the possession of, or was known to | AS PER RFP |
| 89 | | | | |

| | (8) Termination; page 78-79 | In case the successful bidder fails to fulfill the Contractual obligation within stipulated time frame without any valid reason, 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. Upon receipt of such notice, the implementing agency will terminate all tasks in an orderly manner, as soon as practical or in accordance with a schedule agreed to by the parties. In the event of termination, Customer agrees to pay the implementing agency for services and deliverable items provided, furnished, developed or otherwise prepared through the termination of all tasks. Such deliverable items will be delivered to Purchaser, if such delivery is reasonably possible and they have not yet delivered. I.In the event there is any material breach of any of the terms and conditions of this Agreement by any party to this Agreement the other Party may terminate this Agreement provided that the party shall serve a non-compliance one month notice to the defaulting party to rectify the breach or restore the same within the said notice period. After the expiry of said notice period | Request tp add and change to: In case the successful bidder fails to fulfill the Contractual obligation within stipulated time frame without any valid reason, IRDAI reserves the right to terminate the contract by giving <u>30</u> days notice provided the failure is <u>solely attributable by the Bidder and the failure is not cured within such 30 days</u>" notice period. Upon receipt of such <u>written</u> notice, the implementing agency will terminate all tasks in an orderly manner, as soon as practical or in accordance with a schedule agreed to by the parties. In the event of termination, Customer agrees to pay the implementing agency for services and deliverable items provided, furnished, developed or otherwise prepared through the termination of all tasks. Such deliverable items will be delivered to Purchaser, if such delivery is reasonably possible and they have not yet delivered. I.In the event there is any material breach of any of the terms and conditions of this Agreement by any party to this Agreement the other Party may terminate this Agreement provided that the party shall serve a non-compliance one month notice to the | Only 15 days is replaced with 30 days. **Refer corrigendum Point 10** |
| 90 | | | | |

| | 10) Force majeure; page 79 | Neither IRDAI nor the bidders shall be held responsible or considered to be in default if the execution of the contract is delayed/ interrupted due to the cause absolutely beyond their control, such as acts of God, natural calamities, war, major civil commotion, fire, storms, strikes and floods. However, only these causes which have a bearing of more than 7 days will be considered as being causes of „Force Majeure". In such event neither party shall compensate the other for the loss that might accrue or might have accrued because of the effect of such event upon the execution of the contract.

If the implementing agency is unable to perform the contract beyond 7 days due to the reasons attributable to force majeure conditions, IRDAI reserves the right to make immediate arrangement for engaging another supplier(s) for the same work without assigning any liability to the original supplier. | Request to add and change to:
Neither IRDAI nor the bidders shall be held responsible or considered to be in default if the execution of the contract is delayed/ interrupted due to the cause absolutely beyond their control, such as acts of God, natural calamities, war, major civil commotion, fire, storms, strikes and floods. However, only these causes which have a bearing of more than 30 days will be considered as being causes of „Force Majeure". In such event neither party shall compensate the other for the loss that might accrue or might have accrued because of the effect of such event upon the execution of the contract.

If the implementing agency is unable to perform the contract beyond 30 days due to the reasons attributable to force majeure conditions, IRDAI reserves the right to make immediate arrangement for engaging another supplier(s) for the same work without assigning any liability to the original supplier. However Bidder shall be entitled to receive payments for all services rendered by it under this Agreement. | AS PER RFP |
| 91 | | | | |

| | (19) User Acceptance Testing, & (20) Final Acceptance : : page 83; (25) Deemed Acceptance: page 86 | (19) User Acceptance Testing: The bidder shall develop the acceptance test procedures in mutual agreement with IRDAI and shall conduct tests to demonstrate the conformance to the required process maps and operations response times. The acceptance tests should be carried out before the Go-live functions and a report be submitted on the successful conclusion of these tests. Any function will be allowed to Go-live only after the successful conclusion of these tests. (20) Final Acceptance : The final acceptance would be based on adherence to required response time, the integrity of the software after installation and no operational bugs. This would include fine tuning of the software, ensuring all required related component software are installed and no debugging is required. The acceptance tests should be carried out within a month of Go-live for each major module and a report be submitted on the successful conclusion of these tests (The IA would make the necessary changes to the application to ensure that implemented IGMS solution successfully goes through | please add and change to: (19) User Acceptance Testing: The bidder shall develop the acceptance test procedures in mutual agreement with IRDAI and shall conduct tests to demonstrate the conformance to the required process maps and operations response times. The acceptance tests should be carried out before the Go-live functions and a report be submitted **on the conclusion o**f these tests. Any function will be allowed to Go-live only after **the conclusion** of these tests. (20) Final Acceptance : The final acceptance would be based on adherence to required response time, the integrity of the software after installation and no operational bugs. This would include fine tuning of the software, ensuring all required related component software are installed and no debugging is required. The acceptance tests should be carried out within a month of Go-live for each major module and a report be submitted **on the conclusion** of these tests (The IA would make the necessary changes to the application to ensure that implemented IGMS **solution goes** through UAT). The commissioning/ implementation of | AS PER RFP |
| 92 | | | | |

93	(28) Limitation of Liability and Indemnity; page 86-87	a. Notwithstanding what has been stated elsewhere in this Agreement, there shall be no limitation of liability in case of any damages for bodily injury, death or damage to tangible personal property and wilful fraud. b. In all other cases, the total financial liability of the Implementation agency shall be limited to the total value of the contract i.e. the Total IGMS Solution Cost (TC) quoted by the IA in its commercial proposal to IRDAI in response to the RFP. c. Neither this Agreement nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this Agreement or the SLA, as the case may be. d. Any claim or series of claims arising out or in connection with this Agreement or the SLA shall be time barred and invalid if legal proceedings are not commenced by the relevant Party against the other Party within such period as may be permitted by applicable law without the possibility of contractual waiver or limitation	Reuest to add and change to: a. Notwithstanding what has been stated elsewhere in this Agreement, there shall be no limitation of liability in case of any damages for bodily injury, death or damage to tangible personal property and wilful fraud. b. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. In all other cases, the total financial liability of the Implementation agency shall be limited to the total amount paid to Bidder by IRDAI in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). c. Neither this Agreement nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this Agreement or the SLA, as the case may be. d. Any claim or series of claims arising out or	AS PER RFP.
94	SECTION-K FORM – 1 : APPLICATION FOR BID; page 91	2. . We have read the all the provisions of NIT and confirm that these are acceptable to us.	Please add and change to: We have read the all the provisions of NIT and confirm that the deviations submitted along with the bid proposal these are acceptable to us.	AS PER RFP
95	FORM – 5: STATEMENT NIL DEVIATION; page 97	There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.	Request to change to: **Subject to the deviations submitted along with the bid proposal** All the terms and conditions of the tender are acceptable to us.	AS PER RFP
96	28	There is real time sync which is happening between the IGMS and the insurer"sapplication. Real time sync through web services should happen between insurers complaints management system (around 55 Nos) and IGMS.	How many webservices are there? Is it Bidder responsibility to support those web services?	Currently, all insurers are connected to IGMS through webservices for status update. Bidders should support these webservices and also services to be developed.

97	38	5) Disaster Recovery will be setup at IRDAI Premises in Hyderabad.	Hope IRDIA will provide rack, stac, Power for the servers with network?	Rack space, cooling, power shall be IRDAI responsibility.IRDAI will provide internet bandwidth for DR only.But DC-DR replication link, hardware, network equipment and software at DR shall be provided by bidder and scoped in commercials.
98	38	8)Warranty, Support and Maintenance for the supplied hardware for a period of Five (5) Years.	Is the support for 5 years or 7 years?	7 Years
99	40	5) New reports format should be developed : 20 Nos.	Please specify more details on reporting requirements	AS PER RFP
100	51	The proposed solution should have necessary security and audit trail features	Please share us the security features	As per RFP and best security practices.
101	51	All components of the package should be accessible using standard Web-All components of the package should be accessible using standard Web-Browsers without any need for extra application client software.	Which browsers and version please?	all supported older and latest version of popular browsers like ie, edge,chrome,mozilla firefox,safari etc.
102	57	Backup in External media (Tape Drive)	Hope backup on disk, Please cofirm.	Backup to be disk based.
103	59	c) All application components of the solution shall be accessible through a Single Sign-on through encrypted password.	Hope the login is forms based authentication and not AD login. Please confirm.	To be forms based and not AD login.
104	72	Existing Application Maintenance: Payment will be made on a quarterly basis at the end of every quarter after making the portal live from new location.	This payment cannot be dependent on the portal live. This should be paid as soon the bidder starts supporting the existing application. Please change accordingly.	Payment will be on quarterly basis after successful takeover from existing service provider and making the current portal operational from new location.
105	81	Disaster Recovery (DR) site should be provided with same as the DC.	DR is at IRDIA. So this needs to be taken care by IRDIA.	IRDAI WILL ONLY PROVIDE RAC SPACE, POWER, COOLING AND INTERNET BANDWIDTH FOR DR SETUP. However, DR Servers and connected equiptments related to IGMS will be managed by the selected service provider.
106	General	Site to be in English and Hindi	Who will provide the labels in Hindi? Is it Bidders resposibility?	IRDAI
107	General	Anivirus	What Antivirus IRDAI is looking for on the servers?	BIDDER IS FREE TO CHOOSE appropriate Anti Virus Software.
108	General	Dashboard for top level management	Please specify what kind of dashboard reports are requried for top level management	Refer page 48 for dashboard reports requirement. Any further details shall be provided to the Implementing Agency during Functional Requirement Specifications study.

109	General	Email integration	Hope Bidder can use the existing email intergration for the new system as well.	YES
110	General	SSL certificates	Will IRDIA provide SSL certificates?	YES
111	General	Integration with BAP	Please provide mode details on the same	Webservices based integration.
112	General	SIT and UAT	Hope IRDIA will provide sample datafor both SIT and UAT. Please confirm.	UAT will be done in controlled environment with selected insurers (4-5 insurers). Test data for UAT will be provided by the insurers
113	Page No.-11,Process of Selection of Bidder	The selected bidder is expected take over the portal operations from the existing service providers **within 3-4 weeks of receipt of purchase order**	**NOTE : Please extend the time to 8-10 weeks**	3-4 weeks for takeover
114	Page No.-63,SECTION-G TECHNICAL REQUIREMENTS: (18) Services to Be Rendered By The Bidder During Maintenance Period:	d) All changes/Change Requests are part of AMC Agreement.	Our understanding is all changes / Change requestes will be process through the change management process to consider and approve required time and cost.	As per procedure laid down for Change Management (RFP Pg. No.66)
115	Page No.-69,(21) Change Management g. Change Control Notice (CCN) Format	It is also clarified that any change in report /formats /portal software which **requires an estimated effort of not more than 10 man days during the period of warranty /maintenance period,** shall be executed by the implanting agency without any charge to IRDA.	Propose to change it as It is also clarified that any change in report /formats /portal software which r**equires an estimated effort of not more than 2 man days during the period of warranty /maintenance period,** shall be executed by the implanting agency without any charge to IRDA.	AS PER RFP
116	Page No.-72,SECTION- H General Terms and Conditions: (3) Payment Terms	a. Infrastructure (Hardware and Software Licenses) 60% on supply; 40% on installation	Propose to change it as a. Infrastructure (Hardware and Software Licenses) 90% on supply; 10% on installation	AS PER RFP
117		b. Hosting/Co-Location charges for DC Payment will be made on a quarterly basis at the end of every quarter.	Propose to change it as b. Hosting/Co-Location charges for DC Payment will be made on a **Monthly** basis at the end of **Month**.	AS PER RFP
118		c. Existing Application Maintenance Payment will be made on a quarterly basis at the end of every quarter after making the portal live from new location.	Propose to change it as c. Existing Application Maintenance Payment will be made on a **Monthly** basis at the end of **Month**.	AS PER RFP
119		d. Software Development and Project Implementation 5. After completion of **6 months** of post-go live stabilization support from the last go-live 10%	Propose to change it as d. Software Development and Project Implementation 5. After completion of **30 days** of post-go live stabilization support from the last go-live 10%	AS PER RFP

120		e. Facility Management Charges Payment will be made on a quarterly basis at the end of every quarter post GO-LIVE.	Propose to change it as e. Facility Management Charges Payment will be made on a **Monthly** basis at the end of every **Month** post GO-LIVE.	AS PER RFP
121		f. IGMS Solution AMS Charges Payment will be made on a quarterly basis at the end of every quarter.	Propose to change it as f. IGMS Solution AMS Charges **Payment will be made in advacne on a quarterly basis.**	AS PER RFP
122	Page No.-78,SECTION- H General Terms and Conditions: (10) Force majeure	If the implementing agency is unable to perform the contract beyond 7 days due to the reasons attributable to force majeure conditions, IRDAI reserves the right to make immediate arrangement for engaging another supplier(s) for the same work without assigning any liability to the original supplier.	Consider removing the said portion of clasue and adding below clause under Force Majeure existing clause from RFP If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.	AS PER RFP
123	Page No.-8,Schedule - Last date	Last date for submission of Technical bids 14/10/2019	Request for Last date of Submission of bid to be atleast a month from date of uploading of pre bid responses	AS PER RFP
124	Page No-16,3. Other terms	Consortium way of bidding will NOT be entertained. Bidder is requested to submit a self –declaration to this effect. Subcontracting of Colocation of Primary Data Center / Hosting only is permitted. Subcontracting of any other activity is not permitted.	Consider allowing Consortium and Subcontracting with Bank's prior written approval.	AS PER RFP
125	Page No-84,(23) Annual Maintenance Support (AMS):	This shall include maintenance of IGMS and all other standard third party software wherever applicable as a solution for the contract period.	What's the IRDAI agreement with 3rd Party software products for support ?	THIRD PARY SOFTWARE support shall be the responsibility of the bidder as part of solution scope (if used any).
126	Page 15 Point 8	The data centre should be Tier-3 and have ISO- 20000 & 27001 certifications	Kindly allow Agreement / MOU with any 3 Tier Data Centre with Service Provider/ Bidder along with relevant certificate of Data Centre.	Subcontracting for CO-LOCATION of primary DC is permitted with TIER -3 DATACENTER which have ISO- 20000 & 27001 certifications.

127	Page 20 Point 2 Technical Evalua	Global revenue of company from IT Solutions and Consultancy Services in BFSI sector for the financial year 2018-19 (INR Cr.)	Global revenue of company from IT Solutions and Consultancy Services in BFSI /Insurance companies / Indian PSU / GOVT. customers i.e. Citizen Services sector for the financial year 2018-19 (INR Cr.) or IT solutions and consultancy service in BFSI Sector for the 2018-19, including Current FYI (with in Date of Submission BID).	AS PER RFP
128	Page 23 Point 12 Technical Score	A minimum score of 80% shall be required to qualify for the Commercial Bid.	A minimum score of 70% shall be required to qualify for the Commercial Bid. So that there will good price competition among the bidders & IRDA can get best Commercial Deal	AS PER RFP
129	Page No 28 SECTION – C, (2) Integrated Grievances Management System (IGMS)	Real time sync through web services should happen between insurers complaints management system (around 55 No's) and IGMS.	Assuming there are existing web services to integrate with Insurers application	YES available.
130	Page No 28 SECTION – C, (2) Integrated Grievances Management System (IGMS)	Email integration is available.	Details on the gateway providers, Payment to Gateway providers and any upgrade needed?	Email integration with nic emailing solution(email.gov.in). provision available and no payment to be scoped in commercials and no upgrade required,
131	Page No 31 SECTION – D, EXIST	Complaint details are transferred to the respective insurer"s system along with IRDAI Token number	Assuming detail transfer happens through web services and no manual intervention or upload functionality	We have both WS and upload/download functionality, upload/download functionlity will be used by insurer, only if there is a problem in WS sync
132	Page No 31 SECTION – D, EXISTING FUNCTIONALITIES OF IGMS	When a user registers a complaint in Entity (Insurance Company / Broker) system, complaint details are immediately transferred into IGMS System	Assuming detail transfer happens through web services and no manual intervention or upload functionality	We have both WS and upload/download functionality, upload/download functionlity will be used by insurer, only if there is a problem in WS sync
133	Page No 38 SECTION – E, SCOPE OF WORK	The selected service provider will take over the portal operations from the current service provider	Assuming Transition happens at a single location and with a SPOC. The documentation is up to date about the application	YES, the documentation is upto date.
134	Page No 40 SECTION – F, (1) New Functionalities Required	New Mobile Application Development – To be developed for Android and IOS Plaqorm	Mobile App to be developed in Native or Hybrid?	Hybrid preferrable

135	Page No 40 SECTION – F, (1) New Functionalities Required	The system has a facility for setting priority handling tags for complaints from Government Portal, Ministry etc However, complaints received from „VIP Sources can neither be accessed in the „Query Mode" nor report of MIS / Compliance Reports be generated for this category.	How many such VIP sources are there? Were the priorities identified and followed?	There should be provision in the system for clasifications complaints based on source of complaints (Govt./Ministry/VIP sources etc) and generate reports based on these classifications