



Corrigendum to the Business Analytics Project Tender

Development and implementation of a Business Analytics Solution

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY
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1 Introduction

This document contains the amendments to the Business Analytics Project Tender published on 18th September, 2010.

The content of this RFP has been documented as a set of three volumes explained below:

Covering Document: This document contains Introduction, General Terms & Definitions, List of Abbreviations etc

Volume I (Functional, Technical and Operational Requirements): Volume I of RFP intends to bring out all the details with respect to solution and other requirements that IRDA deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorized as Functional, Technical, and Operational covering multiple aspects of the requirements.

Volume II (Commercial and Bidding Terms): Volume II of RFP purports to detail out all that may be needed by the potential bidders to understand the scope of work, project implementation approach, commercial terms and bidding process details.

Volume III (Contractual and Legal Specifications): Volume III of RFP is essentially devoted to explain the contractual terms that IRDA wishes to specify at this stage. It also includes a draft of Master Services Agreement.

The following section contains the summary of the corrections made in the respective volumes of the RFP. The section subsequent to that contains necessary corrections.

2 Summary of the Corrections

2.1 Summary of corrections made in Covering Document

#	Section & Page No.	Description/ Context	Existing content	Modified content
1.	Introduction Section(Page - 4, Paragraph 2)	Further clarification on the BOT model envisaged.	To implement the recommendations, IRDA has decided that it will engage a professional agency that will implement the proposed system as well as operate & maintain it on a BOT (Build, Transfer and Operate) model as specified in this RFP	To implement the recommendations, IRDA has decided that it will engage a professional agency that will implement the proposed system as well as operate & maintain it on a BOT (Build, Transfer and Operate) model as specified in this RFP where, IA will transfer the ownership of the application to IRDA including the source code of the application and the software license of the Off-the-Shelf Software (computer software product, that are ready-made and available for sale, lease, or license) products used in the application.

2.2 Summary of corrections made in Volume 1

#	Section & Page No.	Description/ Context	Existing content	Modified content
1.	Section 7.1.2 Data Migration (Page 26)	No of years of historical data to be maintained	The number of years of history data to be considered is 5 years.	The number of years of historical data to be considered is 8 years .

2.3 Summary of corrections made in Volume 2

#	Section & Page No.	Description/ Context	Existing content	Modified content
1.	Section 3.4 Prequalification proposal (Page 20) Annexure III - Prequalification Proposal Application Format (Page – 49 to 52)	Prequalification Proposal Application Format has been modified as per the Prequalification criteria		Modified Prequalification Proposal Application Format has been provided in section 3.1.1 of this document.
2.	Section 3.4 Prequalification proposal (Page 22, Point a under Quality and Processes)	CMMi Level 5 certification	The bidding party/bidder (Primary Bidder in Case of a Consortium) should have the following accreditations / certifications: Software Development: CMMi Level 5	The bidding party/bidder (Primary Bidder in Case of a Consortium) should have the following accreditations / certifications valid as on date: Software Development: CMMi Level 5
3.	Section 2.4 Future Arrangement (Page - 14, Line 1)	Support of Five years is applicable post Go Live of the BAP solution	At the end of five years of O & M period executed by the IA, the IRDA will find and appoint a replacement IA for the future.	At the end of five years of O & M period (post the go-live of the BAP solution) executed by the IA, IRDA will find and appoint a replacement IA for future.
4.	Annexure XIX Checklist of Documents (Page - 79, point no 5)	EMD – to be submitted with technical bid	Submission stage – Prequalification proposal	Submission stage – Technical proposal
5.	Section - 1.3 Key Activities and Dates(Page – 5, point no.2)	The date for final submission of prequalification	Submission of Prequalification Proposal – 8 th October, 2010 Announcement of shortlisted IT firms on website	The revised dates of the specified activities have been detailed out in the section 3.1.2 of this document.

#	Section & Page No.	Description/ Context	Existing content	Modified content
		proposal	– 12 th October, 2010 Last Date for Sending Clarification by Bidders – 19 th October	
6.	Section – 1.10 (Page – 8, 3 rd Line)	Number of parties allowed in Consortium	A maximum of 3 parties can form the consortium.	A maximum of 4 parties can form the consortium.
7.	Section 3.4 – IV Prequalification Proposal (page - 24, IV (People and Processes), Point No. d)	Experience of the proposed project manager	The project manager of the proposed team having not less than 10 years experience in developing similar solutions and not less than 5 years experience in the insurance industry domain and should have a Project Management Professional (PMP) certification by the Project Management Institute (PMI).	The project manager of the proposed team should fulfill following criteria: <ul style="list-style-type: none"> • not less than 10 years experience in developing similar solutions • not less than 5 years experience in the insurance industry domain • Project Management Professional (PMP) certification by the Project Management Institute (PMI) (desirable).
8.	Annexure 1- Covering letter for submission of prequalification proposal(Page45, Point No.2)	Do Terms of Reference refer to: <ul style="list-style-type: none"> • Terms and Conditions • Volume 3 – MSA and SLA 	Having examined the Terms of Reference, we, the undersigned, submit our prequalification proposal for the IRDA Project, in full conformity with the said TOR.	Modified Covering letter for submission of prequalification proposal has been provided in section 3.1.3 of this document
9.	Annexure XI – Compliance to general terms and conditions (page 66)	Reference to Terms of Reference	<ul style="list-style-type: none"> • Please specify all deviations from the contractual conditions as given in the General terms and conditions (Section I), along with the relevant clause as mentioned in the RFP document as per the template below • Each of the clause mentioned in the General terms and conditions (Section J) shall be rated against the responses of the bidders as per the 	The sections should refer to section 3.19 of the volume II of the RFP document. Please refer to section 3.1.4 of this document for detailed correction.

#	Section & Page No.	Description/ Context	Existing content	Modified content
			scoring methodology below:	
10.	Annexure VI- Organizational References (Page 54)	Experience in Similar Assignments	<p>Please mention the details for the following reference types:</p> <ol style="list-style-type: none"> 1. Relevant Services Carried out in the Insurance Sector / Regulatory Sector/ PSUs/ Government Sector in India for value of over ₹ ____ Crores each during the Last three Years Which Best Illustrate Qualification 2. Service level agreements with minimum duration of one year with any Govt Departments Boards /Corporations 3. Experience in implementing the insurance solutions worldwide. 	Please mention the details for all the reference mentioned in Section 3.4 Pre-qualification Proposal, point No. II (Experience in Similar Assignments), page – 21 of Volume II of the RFP document.
11.	Annexure VII: PROFILE OF THE IT FIRM / IMPLEMENTING AGENCY (Page 56)	The latest completed Financial Year (2009-10) need to be considered Both domestic and international experiences to be considered		Please refer to Section 3.1.5 of this document for revised Annexure VII

Note :

1. Companies which deploy separate units or other companies in their groups for Indian and Foreign clients in a discriminatory fashion need not apply.
2. IRDA reserves the right to relax any one of the conditions in case of any reputed company who otherwise qualify and is found suitable based on the criteria prescribed.

3 Detailed corrections

3.1 Detailed corrections made in Volume 2

3.1.1 Prequalification Proposal Application Format

S.No	Particulars	Eligibility Information	
		Details	Reference document
1	Name of the Applicant		--
2	Contact Information	Details of the development centers.	--
	Address		
	Telephone		
	E-Mail		
	website		
3	Certification	CMMi Maturity Level 5	Copy of the Certificate
		ISO - 27001	Copy of the Certificate
		ISO - 20001	Copy of the Certificate
		Web hosting center standards (Tier III and Above)	Supporting Document
		Authorizations from and active relationship with Software licensor of Off-the-Shelf Software (computer software product, that are ready-made and available for sale, lease, or license), preferably for a minimum period of one year prior to the awarding of this project.	<u>Copy of the relevant certificates from software licensor</u>
		PMP certificate of the project manager awarded by PMI	Relevant Certifications
	Issue date		Applicable for all certificates mentioned above
	Validity upto		
	Authority		

		Eligibility Information	
S.No	Particulars	Details	Reference document
	Field Area		
4	Registration Details		Certified copy of
			incorporation
	Certificate Number		under Indian
	Date of Incorporation		Companies Act, 1956
	Authority		(Applicable for all the parties in case of consortium)
5	Service Tax Regn Detail		
	Sales Tax No.		
	Date		
	Regn. Authority		
6	Sales Tax Regn Detail		Certified copy of
	Service Tax No.		valid Service Tax
	Date		Registration in
	Regn. Authority		India
7	PAN Card Number Detail		Certified copy of
	Sales Tax No.		valid Sales Tax
	Date		Registration in
	Regn. Authority		India
8	Financial Turnover, Net Profit (Profit After Tax) and Net worth of the IT Solutions and Consultancy Services for:		Extracts of audited profit & loss statements and balance sheets duly certified by a Chartered Accountant (Applicable for all the parties in case of consortium)
	a) 2007-08		
	b) 2008-09		
	c) 2009-10		
9	Name of Authorized		Original Power of Attorney
	Signatory		

S.No	Particulars	Eligibility Information	
		Details	Reference document
	a) Position		
	b) Telephone		
	c) Fax		
	d) Mobile		
	e) E-mail		
9a	Banned or Blacklisted Companies by any State / Central Government or any Government Agency will not be eligible to participate. An undertaking in the shape of affidavit, to this effect, signed by authorized signatory, has to be submitted. In case of a consortium, this will be applicable for all the partners in the consortium		Self declaration
10	No. of IT professional employees on the organization's payrolls as on 31st March 2010		
11	No. of developers having experience in developing similar business analytics solution.		
12	Project Team Details	Experience of the project manager in developing similar solutions and experience in the insurance industry domain	
		No. of MBAs in the project team	
		Insurance subject matter expert with no. of years of experience of not less than 10 years in the insurance industry.	

		Eligibility Information	
S.No	Particulars	Details	Reference document
13	Implementation Experience	Web based application development experience (both completed and ongoing) in the Regulatory Sector/ PSUs/ Government Sector in India in the last five years in the Regulatory Sector/Insurance Sector / Financial Sector / Government Sector in India/ internationally for value over ₹4 crores (including the cost of system design, development, implementation and support but excluding the cost of hardware, networking equipment, software licenses, hosting costs etc.).	Copies of the Completion Certificates. For ongoing assignments, relevant credential letters or contracts. The project should be in running from last two years
		IT project of value not less than ₹ 15 crores in any one regulatory sector/ insurance sector/ Financial Sector / Government Sector client in India/ internationally	Completion certificate for successfully completed assignments.
		Service level agreements with minimum duration of one year with any Regulators / Insurers/ Financial Sector Entities / Government Sector Entities in India / Internationally	Relevant Credential Letters or Contracts
14	OEM (BA tools)	Implementation details of the proposed business analytics off the shelf solution in the Regulatory Sector/Insurance Sector /Financial Sector / Government Sector in India/ internationally	OEM's self certificate to be attached
		Whether the tool/product requires any proprietary hardware or not	OEM's self certificate to be attached

		Eligibility Information	
S.No	Particulars	Details	Reference document
		Whether the software license is perpetual	OEM's self certificate to be attached
		Whether heterogeneous OS platforms are supported by the tool	OEM's self certificate to be attached
		Whether deployment and integration with various Applications & RDBMS is supported by the tool	Supporting letters from at least two customers where similar solutions have been implemented.
		The software OEM should provide SLA based support and the support cost should be the same for 5 years from the date of order.	Self declaration

Date:

Authorized Signatory

Name:

Place:

3.1.2 Key Activities and Dates

Activity	Current Timeline	Modified Timeline
Submission of Prequalification Proposal	Friday, October 08, 2010	Friday, October 15, 2010
Announcement of shortlisted IT firms on website	Tuesday, October 12, 2010	Wednesday, October 20, 2010
Last Date for Sending Clarification by Bidders	Tuesday, October 19, 2010	Monday, October 25, 2010

3.1.3 Annexure I: Covering Letter for submission of Prequalification Proposal

The Executive Director (Administration & IT)
Insurance Regulatory and Development Authority
3rd floor, Parisram Bhavan
Basher Bagh
Hyderabad – 500 028

Dear Sir,

Sub: Proposal for IRDA Business Analytics Project

1. Having examined the Terms and conditions stated in Section 3.19 of the Volume II of RFP, we, the undersigned, submit our prequalification proposal for the IRDA Project, in full conformity with the said terms and the conditions.
2. We have read the Terms and conditions stated in Section 3.19 of Volume II of RFP and confirm that, these are acceptable to us. We further declare that additional conditions, variations, deviations to the general terms and conditions if any have been provided in the specified format as mentioned in annexure IX of this document.
3. We agree to abide by all the terms and conditions of Request for Proposal issued by IRDA for empanelment.
4. We declare that we do not have any interest in the downstream business which may ensue from the RFP prepared through this assignment.
5. If we are entrusted a consultancy assignment, we undertake to provide a Performance Bank Guarantee in the form and amount prescribed.
6. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any proposal you receive.

Dated [date / month / year]

Authorized Signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign this Proposal for and on behalf of [Name of Vendors]

Name of Firm:

Address:

3.1.4 Annexure XI: COMPLIANCE WITH GENERAL TERMS AND CONDITIONS

Please specify all deviations from the contractual conditions as given in the terms and conditions (**Section 3.19**), along with the relevant clause as mentioned in the RFP document as per the template below

S. No.	Clause number	Text in the clause	Description of the deviation

Each of the clauses mentioned in the terms and conditions (**Section 3.19**) shall be rated against the responses of the bidders as per the scoring methodology below:

S.No	Parameters	Rating			
		0	1	3	5
8.a.I	List all deviations across all contractual terms	Major deviation- can impact delivery	Significant deviation	Minor deviation	No deviations

The total score achieved by each bidder shall be normalized to the weight-age of this parameter (10/ 100) as given in the Evaluation criteria mentioned in this document

Score of the bidder = Score achieved/ Maximum score achievable * Weightage of the parameter

3.1.5 Annexure VII: PROFILE OF THE IT FIRM / IMPLEMENTING AGENCY

Information in this form aims to gain an understanding of the suitability of the IT firm to meet IRDA's business needs. The information provided in this Form may or may not pertain to the experiences together with the proposed implementer.

Schedule – 4.A Company stability

S.No	Parameters	Rating				Vendor response
		0	1	3	5	
I	Global revenue of company in the financial year 2009-10 (₹ Cr.)	< 250	250 -1000	1000 -5000	> 5000	
II	Global revenue of company from IT Solutions and Consultancy Services in the financial year 2009-10 (₹ Cr.)	< 50	50 -250	250 -1000	> 1000	
III	No. of Indian IT professionals (Including support and maintenance personnel) as on date	< 500	500 -1000	1000 -2500	> 2500	
IV	No. of Indian/ International customers web based applications were developed	< 10	10 -25	25 -50	> 50	

	and implemented, acquired in the past five years					
V	No of Insurance Professionals (including domain specialists)	< 50	50-100	100-500	> 500	
VI	No. of IT professionals leaving the organization as % of total IT professional at the start of year (FY 2009-10)	> 25%	20 -25%	10 -20%	<10%	
VII	No. of global customers acquired in the past five years	< 75	75 -150	150 -250	> 250	
VIII	No. of Indian customers in the past five years	< 10	10 -25	25 -50	> 50	

Schedule – 4.b Additional information

Please provide the information of the top 5 Indian/ **International** customers referred to in Schedule 4(a) as per the template below:

S. no.	Name of the customer	Customer revenue (₹ Cr.)	Name of customer reference	Email address and phone number of contact

Schedule 4C: Experience in Indian/ **International PSU/GOVT ORGANISATIONS**

S.No	Parameters	Rating				Vendor response
		0	1	3	5	
i	No. of Indian/International PSU / GOVT customers acquired in the past five years	< 10	10 -15	15 -20	> 20	

Additional information required

Ref: 4.c.1 Please provide the information of the **Indian/International** PSU / GOVT customers referred to in 4.C.(i) - subject to a maximum of 5 customers - as per the template below:

Sl. no.	Name of the customer	Year of award of contract	Name of customer reference	Email address and phone number of contact