



**INSURANCE REGULATORY AND DEVELOPMENT  
AUTHORITY OF INDIA (IRDAI)  
Hyderabad**

**NOTICE INVITING TENDER**

IRDAI invites sealed tenders from reputed IT firms for design and implementation of intranet portal with web based content management, document management, work flow management and collaboration capabilities.

For details please download [the attachment](#). Last date for receipt of bids is 14<sup>th</sup>  
Dec 2015

**INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA.**

**HYDERABAD**

**TENDER NOTICE**

**FOR**

**DESIGN & IMPLEMENTATION OF INTRANET PORTAL WITH WEB BASED  
CONTENT MANAGEMENT, DOCUMENT MANAGEMENT, WORK FLOW  
MANAGEMENT AND COLLABORATION CAPABILITIES**

For details please visit [www.irda.gov.in](http://www.irda.gov.in)

**Last date for receipt of bids is 14<sup>th</sup> Dec 2015**

**No: IRDA/IT/15-16/165 dated 14<sup>th</sup> November 2015**



Issued By

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## **DISCLAIMER**

Insurance Regulatory and Development Authority of India (IRDAI) intends to implement an intranet portal with web based content management, document management system, workflow and collaboration tools capabilities. IRDAI intends to implement this facility mainly to enable user departments in maintaining department wise intranet, share documents among user group and design workflows for approval etc. For this purpose, IRDAI plans to select an IT partner who can analyze, design, and implement a software solution to enable collaborative working environment as stated above, supply necessary hardware/software licenses and maintain the same for a period of one year. This document has been prepared on the basis of available information in IRDAI and other publicly available documents which IRDAI believes to be reliable. The sole objective of this Bid document is to solicit Techno commercial offers from interested parties. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by IRDAI or any of their employees, advisors or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting their Techno commercial proposals.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever. The IRDAI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Bid document. By downloading the document, the interested party is subjected to the confidentiality clauses.

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## NOTICE INVITING TENDER (NIT)

Insurance Regulatory and Development Authority of India (herein after referred as 'IRDAI') invites sealed tenders from eligible IT firms for the purpose of '**Design & Implementation of intranet portal with web based content management, document management, workflow management and collaboration capabilities**'. In this regard, technical & financial bids are invited from the eligible IT firms. The financial bids would be opened only for the bidders qualifying based on bids and suitable applicant would then be selected for award of the contract.

1. The application form is enclosed at **Annexure – VI**. Interested parties can submit their application form along with technical bid and financial bid in separate envelopes with all the supporting documents including the (Earnest Money Deposit) EMD amount along with the technical bid.
2. At any time before the submission of bids, the IRDAI may, for any reason, whether at its own initiative or in response to a clarification requested by the bidders, carry out amendment(s) to this tender document. The amendment will be made available on website ([www.irda.gov.in](http://www.irda.gov.in)) and will be binding on all the bidders. IRDAI may at its discretion extend the deadline for the submission of proposals.
3. Only the firms satisfying the pre-qualification criteria stated in **SECTION - I** of this document and submitting all necessary documentations as per the checklist would be invited for technical presentations.
4. The Authority has a process to shortlist the technical bid which has been detailed in "Bid opening and evaluation" section. The technical bid shall be as per format given in **Annexure – VII** and the financial bid shall be submitted as per **Annexure – I**.
5. A pre-bid meeting will be convened at the Authority on **20<sup>th</sup> Nov 2015**. The purpose of this meeting is to clarify the requirements as envisaged by the

Authority and also to address the queries if any, of the bidders.

6. The scope of work has been made available in **SECTION – III** of this document. Any other available information, to the extent possible, will be provided to the shortlisted bidders to facilitate their Technical presentation.
7. The chronological events for the entire bidding process are stated under section 1 (Bid schedule)
8. IRDAI reserves the right to accept or reject any application without assigning any reason there for.
9. Bids that are incomplete in any respect or those that are not consistent with the requirements as specified in this document or those that do not adhere to formats, wherever specified may be considered non-responsive and may be liable for rejection and no further correspondences will be entertained with such bidders .
10. Canvassing in any form would disqualify the applicant.
11. IRDAI would select the suitable party for the execution of proposed System.
12. The selected Bidder is expected to commence the Assignment on the date specified in the Work Order.
13. **Brief Scope of Work:**

Design and implementation of Intranet portal with the following Features:

- Core Document Management
- Integration Capabilities with MS Office Documents and MS Outlook
- Integration capabilities with other application like SAP-ERP and other Internal Applications
- Document Versioning

- Support for Links, Virtual (Compound Documents)
- Common Document Operations
- Security ( user / role based access)
- Navigation
- Tagging and Rating
- Content Deletion
- Auditing
- Information Rights Management
- Managing Document Lifecycles
- Workflows
- Storage
- Programmability
- Search

The Scope of Work mentioned above is only indicative. Detailed Scope of Work has been described in the Bid Document.

#### 14. Pre-Qualification Criteria

The bidders are required to meet all the Pre-qualification criteria as mentioned in **Section– I**.

#### 15. The Bid documents shall comprise of following:

| Sr. No. | NAME OF THE DOCUMENT                                                                                                                                                   | SECTION                    |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 1.      | General Instructions to Bidder& Terms and Conditions                                                                                                                   | Section – I                |
| 2       | General Technical Terms and Conditions                                                                                                                                 | Section –II                |
| 3       | Bid Proposal Sheets (Techno-commercial Part), Scope Of work and services to be rendered by the Bidder for development & hosting of application software at Data Centre | Section – III              |
| 4       | <b>Bid Proposal ( Annexure)</b>                                                                                                                                        | <b>Annexure –I to VIII</b> |

16. The last date for submission of bids: **14<sup>th</sup> Dec 2015**

17. The Bidder is also advised to visit the following websites as mentioned below for any updates/notification from IRDAI regarding the tender.

- [www.irda.gov.in](http://www.irda.gov.in)

EMD of requisite value has to be submitted along with the technical proposal in acceptable form as per Section-I “General Instruction to Bidders & Terms and Conditions”. In case of non-receipt of EMD of requisite value in acceptable form, the bid will not be entertained and shall be rejected.

18. IRDAI reserves the right to cancel/ withdraw the NIT without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

19. The tenders will be opened on the date and time as mentioned above in the presence of bidder’s representatives who wish to be present. The technical bids will be opened first and evaluated. The technically qualified bidders will be informed of the date of opening of financial bids. Bids which are not technically qualified will be rejected and financial bids of such applicants will not be opened. Financial bids shall also be opened in the presence of bidders representative on the specified date.

- In case the day for opening of bid becomes holiday, the bid will be opened at the same specified time on next working day. Further, in case of any change of venue, date or time, the same will be intimated /uploaded on website separately. Bidder shall submit the Bid in accordance with Section-I of Bid Document.
- IRDAI reserves the right to extend the last date and time for submission of bids.
- The Bidder has the option of sending the documents mentioned at General Instructions, Terms & Conditions to bidders, under Section-I of Bid Document by registered post/courier or submitting the same in person, so as to ensure that the same are received in the specified office of the IRDAI by the date and time indicated in this NIT. IRDAI however, shall not take any responsibility, whatsoever, for any postal/courier delay. The Bid submitted by any other mode shall not be entertained.

20. All the correspondence with regard to the above shall be made to [it@irda.gov.in](mailto:it@irda.gov.in)

:

**Senior Joint Director (IT)**  
**IRDAI, Hyderabad**



## Section-I

### GENERAL INFORMATION & INSTRUCTIONS

#### 1. Organization Profile & Place Of operation.

Insurance Regulatory and Development Authority of India (IRDAI) is a statutory body established u/s 3(1) of IRDAI Act, 1999 to protect the interests of holders of insurance policies and to regulate, promote and ensure orderly growth of the Insurance Industry and for matters connected therewith or incidental thereto. Please visit the website [www.irda.gov.in](http://www.irda.gov.in) for information about the IRDAI. IRDAI is having its head office at Hyderabad and regional offices at Mumbai & Delhi.

#### 2. Due Diligence:

The Bidder is expected to examine all instructions, forms, terms, conditions and specifications in this Bid document and modifications may also be communicated by placing the same at website. They would form a part of these terms. Bid shall be deemed to have been made after careful study and examination of this document with full understanding of its implications. The Bid should be precise, complete and strictly in the prescribed format as per the requirement of this tender. Failure to furnish all information required by this bid document or submission of a Bid not as per this document will be at the bidder's risk and shall result in rejection of the Bid and the decision of the IRDAI in this regard will be final, conclusive and binding.

**3. Estimated Cost of the project:** The approximate cost of the work on this tender is RS 99.00 lakhs (Cost of hardware, software licenses, development & implementation with 6 months warranty and maintainance)

#### 4. Bid Schedule

**A pre bid conference will be held on 20<sup>th</sup> November 2015 at 3 PM in main conference hall, IRDAI Head Office, Hyderabad. Interested bidders are expected to attend this for seeking any clarification related to tender.**

|   |                                                 |                                                                                                                                                                                               |
|---|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I | Bid inviting Authority, Designation and Address | SENIOR JOINT DIRECTOR<br>(INFORMATION TECHNOLOGY)<br>INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA<br>3 <sup>RD</sup> FLOOR, PARISHRAM BHAVAN,<br>BASHEERBAGH,<br>HYDERABAD -500004 |
|---|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|      |                                                     |                                                                                                  |
|------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------|
|      |                                                     | TELANGANA                                                                                        |
| II   | Bid documents available place                       | Bid documents can be freely downloaded from <a href="http://www.irda.gov.in">www.irda.gov.in</a> |
| III  | Bid Notification                                    | 14 <sup>th</sup> November 2015                                                                   |
| IV   | Last date/time for clarifications                   | 20 <sup>th</sup> November 2015                                                                   |
| V    | Briefing and Pre-Bid Meeting                        | 20 <sup>th</sup> November 2015 at 3.00 PM                                                        |
| VI   | Publishing of pre-bid queries and answers           | 24 <sup>th</sup> November 2015                                                                   |
| VII  | Last date for submission of bids                    | 14 <sup>th</sup> December 2015                                                                   |
| VIII | Opening of the pre-qualification and Technical bids | 14 <sup>th</sup> December 2015                                                                   |
| X    | Deployment Location                                 | IRDAI, HYDERABAD                                                                                 |

### 5. Pre-qualification Criteria

The Bidders should have the following Eligibility for participating in the Tender. The Bidders should submit documentary evidence for fulfilling the Eligibility in the Technical Tender.

| SR.No. | Eligibility Conditions                                                                                                                                                                                                                                                                                                            | Documentary proof to be submitted                                                                                                                                           |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A      | Bidder should be Registered Company in India under Companies Act <b>since last 5 (Five) years.</b>                                                                                                                                                                                                                                | Certificate to be submitted                                                                                                                                                 |
| B      | IT firms / Systems Integrators capable of providing a turnkey solution including supply of required hardware & software for the proposed solution, implementation & maintenance of the same and posses require certifications ( <b>CMMi Level 3 and above</b> ) and satisfy the eligibility criteria stipulated in this document. | Copy of the certification                                                                                                                                                   |
| C      | Bidder should be a <b>profit making firm</b> and shall have an Average Annual Turnover of at least <b>INR 30 Lakhs</b> in the last three Audited                                                                                                                                                                                  | The Bidder shall submit relevant pages of Audited Balance Sheet & Profit Loss account for the last three financial years or certification to this effect showing profit and |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                  |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
|   | Financial years i.e.) <b>2012-2013;</b> <b>ii) 2013-2014;</b><br><b>iii) 2014-2015</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | turnover issued by Company Auditor (Chartered Accountant ) to be submitted                                       |
| D | The Bidder should not have been black listed by any State Government, Central Government or any other Public Sector undertaking or IRDAI or any other Autonomous Organization of Central or State Government as on Bid calling date and there has been no litigation with any government department on account of similar services.                                                                                                                                                                                                                                                                                                | The Bidder shall submit an undertaking to this effect.                                                           |
| E | The Bidder should be registered with the Service Tax department and carry a valid PAN / TAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Copies of PAN card and Service tax registration is to be submitted                                               |
| F | The Bidder must have experience of having successful completion of Designing, Development and Implementation of similar solution .The bidder must fulfil either of the following requirements of work:<br><br><ul style="list-style-type: none"> <li>i. Three similar completed works each costing not less than <b>Rs.30 lacs.</b></li> <li>or</li> <li>ii. Two similar completed works each costing not less than <b>Rs. 40 lacs</b><br/><b>Or</b></li> <li>iii. One similar completed work costing not less than <b>Rs. 90 lacs</b></li> </ul> <p>Bidder should provide reference of 3 clients who have implemented similar</p> | Copy of Work order along with documentary evidence in respect of satisfactory completion of Work to be submitted |

|   |                                                                                               |                                                                                                                                                                                                                                                                                                                          |
|---|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | solution through the bidder.                                                                  |                                                                                                                                                                                                                                                                                                                          |
| G | Bidder should have technically qualified manpower to execute IT /workflow automation projects | CV of technically qualified and experienced manpower in the following positions who have implemented similar solution are to be submitted: (1) Project Architect (1 Nos): with at least 8 years of work experience in implementing intranet portal. (2) Team leader (1 Nos): with at least 5 years of work experience. . |

**The Bidders are required to meet all the above mentioned criteria.** Only those bidders who meet all the Pre-Qualification Criteria shall be considered for subsequent evaluation. The bidders, who do not meet all the Pre-Qualification Criteria as above, shall not be considered for subsequent evaluation.

**Note:**

IRDAI reserve the right to establish the veracity with respect to documents mentioned above, with bidder's customers before placing the award of contract.

**6. Other Documents:** The following documents should also be submitted along with the tender:

- a. Project plan that includes how the Bidder will approach the project and time table for completion with proposed technology for development/ implementation of the application software.
- b. List of works in hand indicating description of work, contract value and date of award and approximate value of balance work yet to be done, including an undertaking that completion of pending work will not impact the present work implementing IRDAI Intranet portal .

**The instructions to be followed for submitting the Bid are set out below:**

**7. SCOPE OF PROPOSAL**

- a. The Bidder has to quote for entire scope of work as per **Section-III & IV**. The scope of the proposal shall be on the basis of a single Bidder's responsibility, completely covering all the works as specified under the scope of work mentioned in the Bid Documents.

- b. Tenders not covering the entire Scope of Work shall be treated as incomplete and hence may be rejected
- c. The Bidder is expected to examine all the instructions, terms and conditions in the Bid documents. Failure to furnish all requirements / information required as per Bid documents may result in the rejection of his tender.
- d. Bidder shall make his own arrangements for transportation and accommodation during the warranty / AMC period for attending the review meetings.

## **8. Authorized Signatory**

- a. Persons signing the tender shall state in what capacity he/she / they is / are signing the tender e.g. as a sole proprietor of a firm or as a Secretary/Manager/Director etc., of a body corporate. In the case of partnership firm, the names of all the partners should be disclosed and the tender shall be signed by all the partners or their duly constituted attorney, having authority to bind all the partners in all matters pertaining to the contract, including the Arbitration Clause. An attested copy of the partnership deed shall be furnished along with the tender. In case of a limited company (a) the name of the Directors shall be mentioned and (b) it shall be certified that the person signing the tender is empowered to do so on behalf of the company.
- b. The person signing the tender form or any documents forming part of the tender on behalf of another or on behalf of a firm shall be responsible to produce a proper power of attorney duly executed in his favor, stating that he has authority to bind such other person or the firm as the case may be, in all matters pertaining to the contract including the Arbitration Clause. If the person so signing the tender fails to produce the said power of attorney, his tender shall be liable to be summarily rejected without prejudice to any other rights of the IRDAI under the law. The 'Power Of Attorney' should be signed by all the partners in the case of partnership concern, by the proprietor in the case of proprietary concern and by the person who by his signature can bind the company in the case of a limited company or a Co-operative Society.

## **9. EARNEST MONEY DEPOSIT**

- 9.1 The bidder shall furnish Earnest Money Deposit (EMD) of Rs 5,00,000/- (Rupees five Lakh only) through demand draft drawn in favour of IRDAI payable at Hyderabad issued by any Nationalized /Schedule Bank . The original demand draft should be submitted along with the technical bid. EMD shall remain valid for a period of 90 days beyond the original Bid validity period or any extension thereof.

9.2 The EMD submitted by an unsuccessful Bidder shall be forfeited in any of the following events:

- 9.2.1 If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder in the Bid Proposal Sheet;
- 9.2.2 If the Bidder does not accept the correction of errors of its Bid price.
- 9.2.3 If the Bidder does not withdraw any deviations listed in Deviation Schedule at the cost of withdrawal indicated by him;
- 9.2.4 If a Bidder refuses to withdraw without any cost to the owner, any deviation not listed in Deviation Schedule but found elsewhere in the tender;
- 9.2.5 If Bidder found involved in Fraudulent Practice; if the Bidder submits false, dubious, forged or tampered documents.

9.3 In the case of a successful Bidder, Bid Security /EMD is liable to be forfeited in the

Following cases:

- 9.3.1 If Bidder fails to accept the letter of award.
- 9.3.2 If Bidder fails to furnish the required Contract Performance Guarantee /Security deposit by the due date without prejudice to any other rights and remedies of the IRDAI under the contract and law.

9.4 The Earnest Money will be returned to all unsuccessful bidders **within 15 days** of decision on tenders and award of contract to successful bidder.

**No interest shall be payable on the amount of Earnest Money in any case.**

## **10 AMENDMENTS OF TENDERING DOCUMENTS**

10.1 At any time prior to the deadline for submission of tenders, the IRDAI may, for any Reason, whether at its own initiative, or in response to a clarification requested by a Prospective bidder, issue amendments / addendums /corrigendum /Clarifications to the bidding documents.

10.2 The amendments / addendums / corrigendum / clarifications to the bidding documents will be notified by uploading the same on the website of IRDAI ([www.irda.gov.in](http://www.irda.gov.in)) as mentioned in the NIT and will be binding on them. It will be assumed that the information contained therein will have been taken into account by the bidder in its bid.

10.3 In order to afford prospective bidders reasonable time in which to take the

amendment / addendums / corrigendum / clarifications into account in preparing their tender, the IRDAI may, at its discretion, extend the deadline for the submission of tenders.

## 11. BIDDING PROCESS

### 11.1 Bid Submission

| Sr. No. | Name of the Document                                                      | Instructions to submit                                                          |
|---------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| a       | EMD                                                                       | As mentioned in <b>Section I</b>                                                |
| b       | The supporting documents of Pre-Qualification Criteria for each criterion | Submit the supporting documents for each criterion mentioned under (section –I) |
| c       | Duly filled Technical Bid                                                 | As per the format prescribed                                                    |
| d       | Duly filled Price Bid comprising of<br>i) Price Schedule                  | As per the format prescribed                                                    |
| e       | Power of attorney                                                         | Power of attorney copy                                                          |

Authorized signatory holding Power of Attorney shall submit copy of Power of attorney.

11.2 Bidders are advised to study the Bid Document carefully. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the Bid document with full understanding of its implications. Tenders not complying with all the given clauses in this Bid document are liable to be rejected. Failure to furnish all information required in the Bid Document or submission of a Bid not substantially responsive to the Bid document in all respects will be at the Bidder's risk and may result in the rejection of the tender.

## 12. CLARIFICATION ON DOCUMENTS AND SPECIFICATIONS

The Bidder is required to carefully examine the specifications and documents and fully inform himself as to all the conditions and matters which may in any way affect the performance of the Contract or the cost thereof. If any Bidder finds discrepancies or omissions in the specifications and documents or is in doubt as to the true meaning of any part, he shall request in writing for an interpretation / clarification to the IRDAI before the pre-bid meeting. The IRDAI then will issue interpretation or clarification as it may think fit, in writing or by placing on website on completion of pre-bid meeting. After receipt of such

interpretations and clarifications the Bidder may submit his Bid but within the time and date as specified in the Invitation to Bid/ NIT. All such interpretations and clarifications shall form a part of the specifications and documents and accompany the Bidder's proposal.

### **13. MODIFICATION AND WITHDRAWAL OF TENDERS**

Tenders once submitted should not be modified. However in exceptional cases where modification is inevitable, the following procedure for the same should be adopted.

13.1 Bidder shall be allowed to submit modified Bid in before or up to Bid submission date and time only.

13.2 A Bidder wishing to withdraw its Bid shall notify the IRDAI in writing prior to the deadline prescribed for Bid submission. The withdrawal notice shall be forwarded to the IRDAI at the address named in the Bid Documents and bear the Contract name, and the words "BID WITHDRAWAL NOTICE." and also a copy to [it@irda.gov.in](mailto:it@irda.gov.in). Bid withdrawal notices received after the Bid submission deadline will be ignored and the submitted Bid will be deemed to be a validly submitted tender.

13.3 No Bid may be withdrawn or modified in the interval between the Bid submission deadline and the expiration of the Bid validity period specified in Bid documents. Withdrawal or modification of a Bid during this interval shall result in Bidder's forfeiture of its EMD and black listing for three years.

### **14. Financial BID.**

Financial Bid will be quoted as per the **Annexure-I**. The Financial Bid should include the

- i) Cost of software
- ii) Cost of hardware
- iii) Design and implementation of IRDAI intranet as per the SRS document to be finalised and provide warranty for a period of 6 months
- iv) Cost of maintenance of the application for a period of **one year extendable up to one more year.**

#### **14.1 BID PRICES & PRICE BASIS**

Bidders are required to quote price both in figures as well as in words for Commercial, contractual and technical obligations outlined in the bidding Documents.

14.2 The quoted charges shall be FIRM.

14.3 IRDAI will issue Letter of Award during the period of Bid validity and



as per Terms of Bid document.

## **15. BID OPENING AND EVALUATION**

- 14.4 Technical bids will be opened by the tender committee in the presence of Bidder's representatives who choose to attend the opening at the time, on the date and at the place specified in the NIT. Bidder's representatives shall sign a register as a proof of their attendance. In the event of the specified date for the opening of tenders being declared holiday for the IRDAI, the Tenders will be opened at appointed time on the next working day.
- 14.5 Prior to the detailed evaluation, the IRDAI will determine whether each Bid is prima facie complete and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive Bid is one that conforms to all the terms, conditions and specifications of the bidding documents without objectionable deviations, conditionality and reservations. A material deviation, objection, conditionality or reservation is one (i) that affects in any substantial way the scope, quality or performance of the contract; (ii) that limits in any substantial way, inconsistent with the bidding documents, the IRDAI's rights or successful bidder's obligations under the contract; or (iii) whose rectification would unfairly affect the competitive position of other bidders, who are presenting substantially responsive bids.
- 14.6 The IRDAI will examine the bids to determine whether they are complete and meet the Pre-Qualification Criteria, whether any computational errors have been made, whether required sureties have been furnished, documents have been properly signed and whether the tenders are generally in order.
- 14.7 In particular, Bids with deviations from, objections to or reservations on provision such as those concerning Bid Security / EMD, Bid Validity, Work Completion Period, Contract, warranty, Governing Laws, Taxes and duties, Response Time, Payment Terms, Firm Price, as well as provisions specified in the bid documents, if any, that the Bidder is not prepared to withdraw will be treated as non-responsive. The IRDAI determination of the bidder's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 14.8 If a Bid is not substantially responsive, it will be rejected by the IRDAI, and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

14.9 The bidders of the substantially responsive bids will be shortlisted and they will be required to make a technical presentation of their proposal to the committee formed for this purpose. The date & venue of the presentation will be communicated separately. The technical proposal / presentations would be evaluated in the following manner:

| S. No | Evaluation Criteria                                                                                                                                          | Maximum Marks | Marks Obtained |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| 1.    | Bidder's responsiveness and understanding of requirements / Scope of work                                                                                    | 20            |                |
| 2.    | Bidder/ firm's background & Financials                                                                                                                       | 10            |                |
| 3.    | Qualification & Previous Experience of similar nature and track record (on the basis of competency & Technical expertise requirements Specified in the EOI). | 20            |                |
| 4.    | <b>Proposed Solution approach and Architecture of the proposed system</b>                                                                                    | 25            |                |
| 5.    | Technical presentations                                                                                                                                      | 40            |                |
| 6.    | Support ( for hardware, software and application) , Service Level requirement(SLA) & Help Desk arrangement                                                   | 10            |                |
| 7     | Availability & Scalability                                                                                                                                   | 10            |                |
| 8     | Project Management , Governance and References                                                                                                               | 15            |                |
|       | <b>TOTAL</b>                                                                                                                                                 | 150           |                |

The bidders who score more than 75% will be shortlisted for commercial bid opening.

14.10 The Price Bid part of technically shortlisted bidder shall be opened on the date, time and place, which will be communicated to the bidders. The bidders may send their representatives to attend the opening of Price Bid.

14.11 The final selection of implementing agency will be made by adopting the Combined Quality Cum cost based System (CQCCBS), in which the Technical proposal will be allotted weightage of 70% while the financial position will be allotted weightage of 30%.

14.12 The final points scored by the IT firms on the above methodology, will be tabulated as follows:

| Weightage | 70        |            | 30         |            | Final Score | Rank |
|-----------|-----------|------------|------------|------------|-------------|------|
|           | Technical |            | Commercial |            |             |      |
|           | Actual    | Normalized | Actual     | Normalized |             |      |
| Vendor-1  |           |            |            |            |             |      |
| Vendor-2  |           |            |            |            |             |      |
| Vendor-3  |           |            |            |            |             |      |
| Vendor-4  |           |            |            |            |             |      |

## 15. CORRECTION OF ERRORS

15.2 The errors/discrepancies in respect of the specified amount in Bid Proposal Sheets for an individual item and/or sub-item and/or in the sub-total of a Bid Proposal Sheet and/or in the Grand total of a Bid Proposal Sheet, either due to discrepancy between figures and words and/or simple arithmetical error while adding and/or multiplying and/or due to wrong extension of unit rates etc. the error will be rectified and computed by IRDAI as per the following method:

- a.) In case of discrepancy between figures and words, the value specified in the words will be considered for computation.
- b.) In case unit rates are not indicated in words, then unit rates indicated in figures will be considered and will be used for deriving the amount from the quantities specified in the Bid documents.
- c.) In case error is due to wrong extension of quantities, the quantities as specified in the Bid documents will be considered and multiplied by the quoted unit rates to obtain the amount. The amounts will be computed as per the extension of amount on the basis of unit rates of individual item, sub-item, sub -total of a Bid Response Sheet, grand total of a Bid Response Sheet and lump sum price of the package based on the above consideration.
- d.) The items for which Bidder does not quote the price i.e. indicated as 'Nil', leaves the rate/amount columns blank, puts a (-) mark or indicates 'NA' etc. in the rate/amount column; cost of that item shall be considered as "inclusive" for Bid evaluation for such items.

16.2 After computation of the amounts as above, the values as computed shall be considered separately for evaluation as well as for award. If the Bidder does not accept the above consideration, his Bid will be rejected and the Bid security/EMD may be forfeited.

## **16. ACCEPTANCE OF TENDER**

16.2 IRDAI reserves the right to reject any or all the tenders, without assigning any reasons thereof and does not bind itself to accept the lowest or any other tender. When a Bid is accepted, the successful Bidder will be advised of the acceptance of his Bid by E-mail, as formal 'Acceptance of Tender'. Where acceptance is communicated by E-mail, the formal acceptance of Bid will be forwarded to the bidder, as soon as possible, but the E-mail must be acted upon immediately. The successful Bidder shall execute the agreement, preceded by furnishing of prescribed Bank Guarantee within a week's time and take up the assignment within Fifteen days (Inclusive of original one week provided for agreement) from the date of acceptance of the Bid by the IRDAI or such later date as may be decided by the IRDAI.

## **17. Validity of the Bids**

17.2 The Bid should be kept valid for a period of ninety days (90) days from the date set for opening of Commercial Tenders.

17.3 The Bid valid for a period shorter than specified period shall be rejected.

17.4 In exceptional circumstances, prior to expiry of the original Bid validity period, IRDAI may request the Bidder for a specified extension in the period of validity. A Bidder may refuse the request without forfeiting his EMD. A Bidder agreeing to the request will neither be required nor permitted to modify his Tender, but will be required to extend the validity of his EMD correspondingly.

## **18. IRDAI's DECISION**

18.2 In respect of all matters which are left to the decision of IRDAI including the granting or with-holding of the certificates, the IRDAI shall, if required to do so by the bidder, give in writing a decision thereon.

18.3 If, in the opinion of the Bidder, a decision made by IRDAI is not in accordance with the meaning and intent of the Contract, the Bidders may file with the Sr.JD (IT) within fifteen (15) days after receipt of decision, a written objection to the decision. Failure to file an objection within the allotted time will be considered as an acceptance of the IRDAI's decision and the decision shall become final and binding.

## Section –II

### TERMS AND CONDITIONS GOVERNING THE CONTRACT

#### 1. DEFINITIONS

- (i) Implementation of Intranet Portal shall mean Design, development and deployment of Intranet portal as per IRDAI requirement and Complete Maintenance of Developed Intranet Portal.
- (ii) The term 'CONTRACT' shall mean and include the invitation to Bid, incorporating also the instructions to bidders, the Bid its Annexure, appendices and schedules, acceptance of Bid and such general and special conditions as may be added to it.
- (iii) Contractor / Supplier / Bidder/ Bidder/ Vendor shall mean the Bidder whose Bid will be accepted by the Owner for the award of the Works and shall include such successful Bidder's legal representatives, successors and permitted assigns. In case of consortium, the term "Bidder" means the prime Bidder.
- (iv) The term 'IRDAI' or 'INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA' wherever occurs shall mean the INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA established under IRDA ACT 1999 and shall include its administrators, successors and assigns. It will also be called IRDAI.
- (v) 'CHAIRMAN' shall mean the CHAIRMAN of IRDAI.
- (vi) 'SERVICES' shall mean the performance of any of the items of work enumerated in schedule of services including such auxiliary, additional and incidental duties, services and operations as may be indicated by the Sr.JD (IT) IRDAI, HEAD OFFICE, HYDERABAD or any person authorized by him on his/IRDAI behalf.

#### 2. OBJECTIVE OF THE CONTRACT

The tenderers shall render / responsible for all the services given in **Section- III** as and when necessary and as directed from time to time by the Sr.JD (IT), or any officer acting on his behalf, together with such additional auxiliary and incidental duties, services and operations as may be indicated by the SR.JD (IT), IRDAI, HEAD OFFICE, HYDERABAD or an officer acting on his behalf and are not inconsistent with these terms and conditions.

### **3. CONSTITUTION OF BIDDERS**

Bidder shall at the time of submission of Bid declare, whether they are sole proprietary concern or registered partnership firm or private limited company or a body corporate incorporated in India. The Composition of the partnership, names of Directors of companies shall also be indicated. The bidders shall also nominate a person(s) in whose hands the management and control of the work relating to the contract during the tenure of the contract would lay. The person so nominated shall be deemed to have power of attorney from the bidders in respect of the contract and whose act shall be binding on the bidders.

### **4. SUB LETTING**

The Bidder shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the IRDAI. In the event of the Bidder contravening this condition, the IRDAI shall be entitled to place the contract elsewhere on the bidders account and at their risk and cost and the bidder shall be liable for any loss or damage which the IRDAI may sustain in consequence or arising out of such replacing of the contract.

### **5. Confidentiality**

The Bidder shall maintain strict confidentiality of all the documents, information, data coming in possession of the Bidder as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the bidder. The Bidder should certify in writing that the design of any document being printed / processed for IRDAI is not used / shall not be used by the Bidder for any other Organization / entity under any circumstances. Any violation of the same will be liable for action under the law, which shall entitle IRDAI to claim damages apart from taking action under the appropriate Law.

### **6. Usage of data / documents / information**

The Bidder shall ensure that the documents, data, information etc are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by IRDAI. The confidential information will be safeguarded and the Bidder shall take all necessary actions to protect IRDAI and its regulated entities, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law, which shall entitle IRDAI to claim damages from the Bidder apart from taking action under the appropriate law. This is an irrevocable condition and it will continue to be in force even if the agreement between the IRDAI and Bidder is terminated.

## 7. BRIBES, COMMISSION, CORRUPT GIFTS ETC.

Any bribe, commission, gift or advantage given, promised or offered by or on behalf of the Bidder or any one or more of their partners/Directors, agents or servants or anyone else on their behalf to any officer, servant, representative or agent of the IRDAI or any person on his or their behalf for showing forbearing, favor or disfavor to any person in relation to the contract, shall subject the Bidder to the cancellation of this contract or any other contract with the IRDAI and also to payment of any loss or damage if any resulting from such cancellation.

## 8. Work Completion Period

The vendor shall complete the work including training within 6 months from the date of award and shall submit schedule for the same. Vendor shall also provide warranty support for a period of 6 months for the intranet portal developed and provider annual maintenance support for a period of one year.

## 9. CONTRACT PERFORMANCE GUARANTEE (CPG)

As a Contract Performance Guarantee (CPG), the successful bidder is required to furnish Contract Performance Security in favor of the IRDAI within 30 days from the date of issue of Letter of Award in any one of the following form:

- a) In favor of IRDAI Bank Guarantee denominated in the currency of the contract as per Performa (Annexure-'V') issued by any Scheduled Commercial Bank. The original bank guarantee against the CPG should be sent to IRDAI directly under Regd. Post (A.D.) by the issuing bank. Where the original bank guarantee against CPG is handed over to the bidder by issuing bank, the bidder shall ensure sending of a duplicate copy of the bank guarantee by the issuing bank / branch under Regd. Post (A.D.) directly to IRDAI at the address mentioned in the Bid Document.

The Contract Performance Guarantee (CPG) amount shall be equal to Ten per cent (10%) of the total value of contract awarded for the faithful performance of the contract in accordance with the terms and conditions specified in the contract. The guarantee shall be valid till the expiry of 90 days after the end of the maintenance Support period of one year from the date of Acceptance/Taking Over by IRDAI. The above Performance Guarantee will be returned to the bidder within 90 days after the expiry of Warranty Period without any interest on satisfactory completion of Warranty Period.

## 10. PAYMENT

### 10.1 Payment Terms:

| S.No | Particulars                 | Payment term           |
|------|-----------------------------|------------------------|
| I    | Cost of hardware & software | 90% against supply and |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
|            | <b>licences</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        | installation<br>10% against submission of contract performance bank guarantee. |
| <b>II</b>  | <b>Development and implementation of intranet</b><br><br>On finalisation of requirement specifications<br><br>On completion of development of Intranet portal as per the requirement specifications and completion of UAT<br><br>On transfer of existing portal information into new intranet portal and making the new intranet portal operational<br><br>Submission of documentations and Completion of training<br><br>On completion of warranty period of 6 months | 20%<br><br>20%<br><br>30%<br><br>10%<br><br>20%                                |
| <b>III</b> | Payment during the maintenance period                                                                                                                                                                                                                                                                                                                                                                                                                                  | Quarterly basis at the end of every quarter                                    |

a) Along with the Claim Invoice, the Vendor needs to submit the issue logs and Process Documents for the Processes introduced / modified during the Quarter, if not submitted as part of monthly reporting structure.

d) Payments will be made for the net amounts after affecting statutory deductions.

e) No advance payments will be made.

Service Tax or any other Tax in lieu thereof levied by the Central Govt. from time to time on the Services rendered by the Contractor to IRDAI shall be paid by IRDAI to the Contractor over and above the Schedule of Rates, subject to the Contractor submitting his Bills/Invoices thereof in the Format prescribed under Rule 4A (1) of the Service Tax Rules, 1994 or other relevant Laws, as the case may be.



## 10.2 **Maintenance Services:**

For maintenance on expiry of warranty or extended warranty period, payment shall be in Quarterly Installments after expiry of the quarter.

Payment for each quarter during the maintenance period shall be made on submission of the Quarterly Invoice by the vendor which shall quote its PAN No. and Service Tax No. in all such claims. Payments will be made on a quarterly basis and the payment process for a completed quarter will be initiated at the beginning of next quarter, subject to other conditions.

Service Tax or any other Tax in lieu thereof levied by the Central Govt. from time to time on the Services rendered by the Contractor to IRDAI shall be paid by IRDAI to the Contractor over and above the Schedule of Rates, subject to the Contractor submitting his Bills/Invoices thereof in the Format prescribed under Rule 4A (1) of the Service Tax Rules, 1994 or other relevant Laws, as the case may be.

10.3 The payment shall be made through E-Payment system for which the tenderer shall provide the following immediately after commencement of contract:

- (i) Bank Account Number,
- (ii) Name of Bank
- (iii) RTGs code bank (IFSC code)
- (IV) One Cancelled cheque leaf

## 11. SUMMARY TERMINATION

11.1 IRDAI may terminate the contract by giving at least thirty days (30) notice in writing to the Bidder without providing any reason.

11.2 IRDAI may forthwith, on giving notice in writing to the Bidder, terminate this contract in the following cases:

(a) IRDAI, by written notice sent to the bidder, may terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination be for IRDAI's convenience, the extent to which performance of the Bidder under the contract is terminated, and the date upon which such termination becomes effective.

(b) In the event of the Bidder having been adjudged insolvent or going into liquidation or winding up their business or making arrangements with their creditors or failing to observe any of the provisions of this contract or any of the terms and conditions governing the contract, the Sr.JD(IT), IRDAI, HEAD OFFICE, HYDERABAD shall be at liberty to terminate the contract, forthwith, without prejudice to any other rights or remedies under the contract and to get the work done for the unexpired period of the contract at the risk and cost of the Bidder and to claim from the Bidder any resultant loss sustained or costs incurred.

(c) The Sr.JD(IT), IRDAI shall also have, without prejudice to other rights and remedies, the right in the event of breach by the Bidder of any of the terms and conditions of the contract to terminate the contract forthwith and to get the work done for the unexpired period of the contract at the risk and cost of the Bidder and /or forfeit the security deposit or any other part thereof for the sums due to any damages, losses, charges, expenses or costs that may be suffered or incurred by the IRDAI due to the bidder's negligence or unworkman-like performance of any of the services under the contract.

11.3 In the event of any termination or expiration of this agreement however caused, the IRDAI shall conduct a thorough inspection of the system together with the Bidder or its nominated Bidder to fully ascertain the condition of the system at the date of such termination or expiration and sign a mutually agreed certificate in response of the findings of such inspection. If any of the following are discovered;

(a) Any obligation of the Bidder under this agreement, which remains undischarged;

(b) Any defect malfunction or error in the software, which was rectified in

a manner, which would render future maintenance efforts more costly, inconvenient or cumbersome;

11.4 In the event IRDAI terminates the contract in whole or in part, pursuant, IRDAI may procure, upon such terms and in such manner, as it deems appropriate, Goods or services similar to those undelivered, and the Bidder shall be liable to IRDAI for any excess costs for such similar goods or services. However, the Bidder shall continue the performance of the contract to the extent not terminated.

## **12. BLACKLISTING**

The non-performing and defaulting Bidder shall be blacklisted and shall be suspended / banned from participating in all the IRDAI Bid inquiries for a period up to five years. The decision of the Chairman, IRDAI shall be final and binding in this regard.

## **13. Force Majeure**

13.1 The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.

13.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of IRDAI either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

13.3 In a Force Majeure situation arises, the Bidder shall promptly notify IRDAI in writing of such conditions and the cause thereof. Unless otherwise directed by IRDAI in writing, Bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13.4 The party unable to fulfill its obligations due to Force Majeure will immediately.

- a) Notify the other in writing of the reasons for its failure to fulfill its obligations and the effect of such failure;
- b) Use all responsible endeavors to avoid or remove the cause and perform its obligations.

#### **14. SET OFF**

Any sum of money due and payable to the Bidder(including security deposit refundable to him) under this contract may be appropriated by the IRDAI and set off against any claim of the IRDAI for the payment of any sum of money arising out of this or under any other contract made by the Bidder with the IRDAI.

#### **15. LAWS GOVERNING THE CONTRACT**

The contract will be governed by the laws of the country in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in HYDERABAD.

#### **16. AGREEMENT**

The successful Bidder shall execute a formal agreement as per **Annexure- II** with the Sr.JD (IT), IRDAI, HYDERABAD on a non-judicial stamp paper of appropriate value.

#### **17. CONTRACT DOCUMENTS**

The term Contract Documents shall mean and include the following which shall be deemed to form an integral part of the Contract.

- i. IRDAI's Letter of Award duly accepted by the Contractor together with its amendments, if any.
- ii. General Instructions & Terms and Conditions along with its Appendix Annexure and subsequent amendments if any (**Section-I**)
- iii. General Technical Terms and Conditions (**Section- II**)
- iv. Bidder technical proposal
- v. Bidder's commercial proposal
- vi. Pre-bid clarifications
- vii. Agreed Minutes of Meeting, if any, between IRDAI and the Contractor.

All the aforesaid Contract Documents including the Letter of Award shall form an integral part of the Contract, in so far as the same or any part thereof conforms to the bidding documents and what has been specifically agreed to by the Owner and brought out in its Letter of Award. Any matter inconsistent therewith, contrary or repugnant thereto or any deviation taken by the Contractor in its "Proposal" but not agreed to specifically by the Owner in its Letter of Award shall be deemed to have been withdrawn by the Contractor.

## **18. TAXES AND DUTIES**

- a) Except as otherwise specifically provided in the Contract, the Bidder shall bear and pay all taxes, duties, levies and charges assessed on the bidder, by all municipal, state or central government authorities
- b) Service Tax or any other Tax in lieu thereof levied by the Central Govt. from time to time on the Services rendered by the Contractor to IRDAI shall be paid by IRDAI to the Contractor over and above the Schedule of Rates, subject to the Contractor submitting his Bills/Invoices thereof in the Format prescribed under Rule 4A(1) of the Service Tax Rules, 1994 or other relevant Laws, as the case may be.
- c) As regards the Indian Income Tax, Surcharge on Income Tax, Education Cess and any other Corporate Tax, IRDAI shall not bear any tax liability whatsoever. The bidder shall be liable and responsible for payment of such tax, if attached under the provisions of the law present or future and owner will make deduction at source as applicable.

## **19. Indemnity**

- a) The Selected agency will indemnify IRDAI and its client organizations of all legal obligations of its professionals deployed for IRDAI projects.
- b) IRDAI shall also stand absolved of any liability on account of death or injury sustained by the Agency staff during the performance of this empanelment and also for any damages or compensation due to any dispute between the agency and its staff.

## **20. Availability of requisite permissions and licenses and compliance with the statutory provisions**

The bidder is required to follow all the statutory acts as may be applicable for such type of work which may also involve manpower/links/ services provided/ intellectual property right and other laws such as IT Act. Labour Laws, PF Laws etc. The bidder merely by filling the bid confirms that the bidder has all the requisite permissions and licenses to carry out all the works as stipulated by this tender. Further, merely by filling the tenders, the bidder reconfirms that the bidder has complied with all the statutory provisions of the central, state, local and municipal laws in force. The bidder also confirms merely by filling the tenders, to comply with any future laws that may be enforced upon by the statute. Agencies which do not have requisite permissions / licenses or who do not comply with the statutory provisions are requested to fill in the bids only if they are eligible in this respect. Valid registrations viz., Sales Tax / VAT / Central Excise and with any other authorities as per requirement should be available with the bidder and be produced as and when required. The bidder shall obtain such permits and licenses as may be required under any law in

force for the time being for his business.

## 21. EXECUTION OF WORK

- 21.1 The tenderer shall carry out the services within the stipulated time. Hence provision of services as per quality in time is the essence of the contract. Not adhering to the time shall entail IRDAI to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against IRDAI by the Tenderer. Further the IRDAI shall have the right to get the unfinished services done, if any by virtue of the said revocation of the contract, through other sources and the expenses incurred thereof shall be borne by the tenderer in default. The Tenderer shall also indemnify IRDAI against any loss, damage, expenses, costs etc., incurred by IRDAI as a result of the said delay in timely completion of the said services by the Tenderer.
- 21.2 The Tenderer shall thoroughly study and analyze the needs of the IRDAI with IT Department where intranet portal is required to be implemented under this contract and obtain approval for various stages of work from Sr.JD(IT) or any other official deputed by him.
- 21.3 The Analysis, design, installation and implementation effort required involves inter-alia presentation to various groups, explaining features of software to the users, user training, troubleshooting while implementation like clarification for data entry, software packages related problems etc. For this purpose, the venue, and timings, if any, is required to be fixed in consultation with Sr.JD(IT) or any other official deputed by him.
- 21.4 The tenderer has to prepare the System requirement specifications (SRS) after necessary study of the existing system and interaction with the users. The SRS is expected to cover all data, functional and interface requirements for development with the detailed description.
- 21.5 The representatives of the Tenderer and IRDAI will sign the SRS if any shortfall or inadequate coverage is noticed. It shall be the responsibility of the tenderer to incorporate the uncovered requirements to the satisfaction of the Head of the Division or any other official deputed by him.
- 21.6 All the items/services to be delivered by the Tenderer are covered under Section-III and Section-IV of this document. Additional items may be provided by IRDAI to the Tenderer during the execution of the contract.
- 21.7 The hardware & software required for implementing the project shall be supplied by the tenderer. The hardware shall have three years comprehensive on-site warranty and the software licenses shall also**

### **have 3 years upgrade support ( Annual technical support)**

21.8 The Tenderer shall advise the IRDAI in writing when the intranet portal after development/customization will be ready for installation. The IRDAI through its representatives shall satisfy itself that the intranet portal is tested to conform interalia to the coverage of all aspects of work flow and areas approved as relevant and is ready for installation on the basis of test results to be supplied by the tenderer and will thereafter authorize the tenderer to commence the installation. The contractor and the IRDAI's authorized representative(s) shall monitor the installation.

## **22. Liquidated Damages**

In case of any delay in the execution of the order beyond stipulated date of Work Completion Period including any extension permitted in writing, IRDAI reserves the right to recover from the contractor as liquidated damages and, not as a penalty, a sum equivalent to 0.5% (Half percent) of the contract value as per the Letter of Award for each week of delay and part thereof subject to a maximum of 10% (Ten percent) of the total value of the Letter of Award.

## **23. Proprietary Rights and ownership**

23.1 All Property Rights in the works, developed hereunder, including any software and documentation, developed and any additional or new development or inventions made in the course of performance of services hereunder by the company or its personnel involved in the project of IRDAI shall absolutely belong to IRDAI. The developer has to provide all source code and documentation to IRDAI after completion of development work.

23.2 Copying of the application data except for backup purposes is expressly prohibited.

23.3 Selling, lending or giving away of copies of the source code, documentation or applications to third parties without the consent of IRDAI is expressly prohibited.

23.4 The Developer/ Bidder shall be responsible for any use of non-licensed proprietary software or any material used in the design and development of website.

## **24. Source Code**

Source code and documentation of all the modules shall be the property of the IRDAI and softcopies of same along with source codes shall be given in CDs/ Pen drive. Copyright/IPR (Intellectual Property Right) of the software will be of the IRDAI .The bidder shall provide complete source code with documentation after developing the same and thereafter will provide weekly backups. This will

also apply to changes made and subsequent versions. The Bidder will not make the software available to any other party. IRDAI shall be free to deploy this application at any location in case there is a discontinuation of the contract.

## **25. Warranty**

25.1 Vendor shall be responsible for implementation & satisfactory functioning of the proposed intranet solution. The solution under this scope shall be under comprehensive warranty for a period of 6 months from the date of issue of acceptance certificate by Project Coordinator from the IT Department. During this period of 6 months vendor will engage in resolving all issues arising out of feedbacks received from the users, bug fixing and trouble shooting of the delivered intranet at free of charge.

25.2 The successful Bidder hereby warrants IRDAI that:

- i). The Implemented solution represents a complete, integrated solution meeting all the requirements as outlined in the Bid and further amendments if any, and provides the functionality and performance, as per the terms and conditions specified in the tender.
- ii) The Implemented solution will achieve parameters delineated in the specification/ requirements and shall be capable of appropriately integrating with the third party tools/solutions suggested by the Bidder to meet the requirements of IRDAI.
- iii) The successful Bidder undertakes to ensure the maintenance of the acceptance criteria /standards in respect of the systems during the maintenance period.

## **26. EXTENSION**

- On completion of the implementation of intranet portal followed by 6 **Months** warranty period and 1 year maintenance contract period which will start after the completion of warranty period of application software, IRDAI shall be free either to continue with the tenderer by extending the arrangements for another one year or to part ways with the tenderer after giving three month advance notice and engage another agency as may be decided by it. One year maintenance of portal extendable up to two more years, year-on-year basis based on satisfactory performance. The payment for the extension period shall be released as per approved rate only.

## **27. Response Time : (SERVICE LEVEL AGREEMENT –SLA)**

The Contractor shall attend to the complaint either immediately or within one day (24hrs) during the Warranty Period. In addition to above, vendor shall also provide telephonic support as and when required by IRDAI.



## 28. PENALTY FOR DELAY IN ATTENDING CALLS DURING WARRANTY /MAINTENANCE PERIOD

5% of quarterly AMC payment shall be levied as a penalty for each breach of SLA during that quarter. A maximum penalty of 10% of AMC value for every quarter may be levied based on breaches in achieving the SLAs. The penalty calculated shall be adjusted from the amount payable.

**During AMC period, penalty is as follows:**

| S.No. | Availability of the ECM Application (Quarterly basis) | Penalty                      |
|-------|-------------------------------------------------------|------------------------------|
| 1     | 100% to 99.5%                                         | NIL                          |
| 2     | Below 99.5%-Up to 98.5%                               | 2% of quarterly AMC charges  |
| 3     | Below 98.5%-Upto 97%                                  | 5% of quarterly AMC charges  |
| 4     | Below 97% -Up to 95%                                  | 7% of quarterly AMC charges  |
| 5     | Below 95%                                             | 10% of quarterly AMC charges |

Below 90 % of SLA in a quarter not acceptable and may lead to termination of the contract with higher penalty or the final decision may be taken by IRDAI.

During the Warranty various calls shall have to be attended/ rectified by the bidder within the response time as per Clause no.27 of section-II above. Penalty will be levied @ Rs. 1000/- per day towards delay in delivery /attending the call / complaint regarding non availability of application issue, if the same is not attended within the response time. In case of delay of more than 5 days, penalty would be increased to Rs. 5,000/- per day after initial 5 days. The imposed penalty will become payable immediately to IRDAI by Bidder.

Penalty may also be recovered from Contract Performance Guarantee. In such a case the bidder will immediately replace or submit the Performance Guarantee in order to keep the Contract Performance Guarantee amount equal to 10% of the Contract Value at any point of time in terms of Bid document.

## 29. OPERATIONAL ACCEPTANCE AND FINAL ACCEPTANCE

Upon successful completion of entire work including testing by the bidder, the Sr.JD (IT) shall issue to the bidder a Taking over Certificate as a proof of the final acceptance. Such certificate shall not relieve the bidder of any of his obligations

which otherwise survive, by the terms and conditions of the Contract after issuance of such certificate.

### **30. ARBITRATION**

All disputes and differences arising out of or in any way touching or concerning this contract, whatsoever (except as to any matter, the decision of which is expressly provided for in the contract) shall be referred to the sole arbitration of any person appointed by the CHAIRMAN, IRDAI, HYDERABAD. The award of such arbitrator shall be final and parties to the contract. It is a term of the contract that in the event of such Arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act or resigning for any reason, the CHAIRMAN, IRDAI at the time of such transfer, vacation of office or inability to act or resigning shall appoint another person to act as Arbitrator in accordance with the terms of this contract. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. It is also a term of this contract that no person other than a person appointed by the CHAIRMAN, IRDAI as aforesaid should act as Arbitrator and if for any reason that is not possible, the matter is not to be referred to arbitration at all.

Provided further that any demand for arbitration in respect of any claim(s) of the service provider or of the IRDAI under the contract shall be in writing and made within one year of the date of termination or completion (expiry of the period) of the contract and where this provision is not complied with, the claim(s) of the service provider shall be deemed to have been waived and absolutely barred and the IRDAI shall be discharged and released of the liabilities under the contract.

The venue of the Arbitration shall be at the Office of IRDAI, at Basheerbagh, Hyderabad. The work under the contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due or payable to the service provider shall be withheld on account of such proceedings.

The costs of arbitration shall be borne by the parties as per the decision of the Arbitrator.

The Arbitrator shall give separate award in respect of each dispute or differences referred to him and shall give reasons for his decision.

## SECTION III

### 1. ABOUT IRDA

Insurance Regulatory and Development Authority of India (IRDAI) is a statutory body established u/s 3(1) of IRDAI Act, 1999 to protect the interests of policy holders of insurance policies and to regulate, promote and ensure orderly growth of the Insurance Industry and for matter connected therewith or incidental thereto. Please visit the website [www.irda.gov.in](http://www.irda.gov.in) for information about the IRDAI.

### 2. SCOPE OF WORK

- Design and Implementation and Maintenance of intranet portal ( within 6 months from the date of signing of contract)
- Providing connected Hardware and Software. The Hardware to be supplied shall have three years comprehensive on-site warranty and the software licenses shall have three years annual technical support.
- Migration of contents from the existing intranet portal to the new portal
- 6 months warranty post implementation.
- One year maintenance of portal extendable up to two more years, year-on-year basis based on satisfactory performance and requirement.

The intranet portal shall have the features stated at point no. 13 of this RFP

The Vendor shall carry out the following works

- On Premises Implementation of Hardware and Software.
- Scope, Access and data elements discussion, implementation, Process definition. Defining the roles and access privileges and other external dependencies. Defining the base model for Taxonomies and rights and process. Requirements Mapping and Architecture Framework. The vendor shall submit an SRS ( Systems Requirements Specification ) document covering all these points and take formal sign-off from IT department.
- Infrastructure setup, UX design.
- Design & implementation of Document Management, Department Sites, Taxonomies, Security, Workflows, AD integration, etc.
- QA and User Acceptance.
- Deployment, Training, Knowledge Transfer and End User Training.
- Warranty Support and User Manual.
- Product Support
- Product Back up & restore
- Admin activities
- Adding new users, mail alerts changes, permissions for users, etc.
- Monitoring the space usage of intranet portal.
- Monitoring the log files.

- Monitoring the Intranet portal health.
  - Monitoring document management system.
  - Product search optimisation.
  - Product CMS maintenance activities
  - Workflow maintenance and development
  - Alerts maintenance and development
  - applications support
  - Synchronizing the data with ERP and ECM Product
  - Modification and developing various reports as required by the institute
  - Performance analysis and tuning measures
  - Workflow maintenance and development
  - Interfaces maintenance and development
  - Form Personalization
  - Alerts maintenance and development
  - Technical Issue resolution
  - Third party integration configuration and trouble shooting
- Implement a framework, policies and governance for adoption and support of the intranet
  - Install and set-up the Document Management Product ECM Product
  - Implement selected applications and standard templates



### 3. Specifications of proposed Intranet Solution:

The salient collaborative features expected out of the proposed intranet solution are enclosed vide Annexure-B. These are the minimum expected features of the proposed Intranet solution. As a part of their technical proposal, the bidder is required to submit their confirmation whether the solution proposed by them provides these minimum features.

### 4. Timelines for the Deliverables

| Sr. No. | Deliverables                                                                         | Timelines                                  |
|---------|--------------------------------------------------------------------------------------|--------------------------------------------|
| 1.      | System Requirement Specification (After studying the IRDAI Departments Work process) | 1 month from the date of Award of contract |
| 2.      | Supply of hardware, software, Pilot Testing of developed intranet portal             | 3 months from the date of issue of Award.  |
| 3       | Hosting Re-designed intranet on the IRDAI server including training to the Employees | 5 months from the date of issue of Award.  |
| 4       | Soft and hard copy of Documentation and System Manual                                | 5 months from the date of issue of Award   |

## **5. Training**

User training will be provided to the users at IRDAI for all the departments at the Corporate Office. The contents of training would include basic intranet portal principle, Intranet portal use, Report Generation, workflow etc. One week on site training will be provided to users on overall workflow of the developed solution and backend administration module.

## **5. IRDAI's RESPONSIBILITIES**

- IRDAI will depute appropriate persons from its staff to liaise with the bidder. IRDAI will ensure that such staff is reasonably available to the representative of the Bidder as required for the speedy deployment and usage of the software.
- IRDAI shall provide inputs as per the time frame agreed between the parties.
- IRDAI shall allow the representative of the Bidder the required access to the location.
- IRDAI will provide the users with suitable PCs and high speed internet connection so as to be able to use the application.

## **6. BIDDER'S RESPONSIBILITIES**

- a. Liaise with equipment / products suppliers for all Hardware, Software, Software and Network related problems within the framework of this contract.
- b. The Bidder will promptly bring to the attention of the IRDAI, at any time, any matters known to the Bidder that may adversely impact the supply of services or the integrity, confidentiality or security of the system.
- c. The Bidder will permit and assist IRDAI, or any agent appointed by IRDAI to undertake an audit of the system upon receiving reasonable notice from IRDAI.
- d. The Bidder is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.
- e. The Bidder will treat as confidential all data and information about the IRDAI, obtained in the execution of his responsibilities in strict confidence and will not reveal such information to any other party without the prior written approval of the IRDAI.
- f. In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from use of Application Software or any part thereof in the IRDAI's country, the Bidder

shall act expeditiously to extinguish such claim. If Bidder fails to comply and the IRDAI is required to pay compensation to a third party resulting from such infringement, Bidder shall be responsible for the compensation including all expenses, court costs, and lawyer fees. IRDAI will give notice to the Bidder of such claim, if it is made, without delay.

The Bidder will be responsible for any damages whatsoever to IRDAI property as applicable when such property is the responsibility or in the custody of bidder's employee. The Bidder shall maintain a log of all its activities at the site pursuant to this contract. The Bidder shall propose a format for the log and recommend procedures or its usage. Security of IRDAI's operational and other data as part of its usage will be foolproof.

## **7. SERVICES TRANSFER ASSISTANTCE**

On termination of this contract for any reason, the Bidder will return to IRDAI the following;

All of IRDAI's data  
All documentation;

The Bidder will within 30 days of termination, certify in writing to IRDAI that it has erased or returned any copies of IRDAI's software or data that were held off-site for back-up purposes.

Each party agrees to return to the other party any other property belonging to the other party acquired during the period of this contract.

The Bidder will fully co-operate with IRDAI, making available the Bidder personnel as reasonably required to facilitate the smooth handover of the system to IRDAI.

## Section –IV

### **A. SERVICES TO BE RENDERED BY THE TENDERER DURING MAINTENANCE PERIOD:-**

1. The tenderer shall take up complete Maintenance of Developed Intranet portal and shall provide facilities Management on the developed intranet for a contract period.
2. The tenderer shall be responsible for the installation of Operating system, RDBMS and application software in case of;
  - Failure of the Operating system and RDBMS.
  - In case of partition failure or corruption of hard disk.
3. Enhance activities in the intranet pages as per the requirements of all the departments in coordination with IT Department who is Business Owner of the developed application
4. Support for development of any Statuary provision as when required for Central storage, Shared storage system.
5. Any changes whatever and whenever required by the Authority are part of AMC Agreement and WILL NOT BE TREATED AS CHANGE REQUEST SEPARATELY

#### **6. Software Maintenance and Support**

##### **6.1 System Administration**

- i) The tenderer shall be responsible to start the portal servers, schedule shutdown and unscheduled emergency situation, recovery operations of the intranet portal, monitoring at periodical interval of the system response, disk controller , error logging and reporting, operational support for Data Exchange.
- ii) The tenderer shall be responsible for maintaining and extending support for the intranet portal. This shall include regular back up and fine tuning of the Database and Application as a whole, the tenderer would maintain relevant log for the same. Fine tuning of the operating system so that the uptake and execution of application is faster. The tuning of the file organization so that there is optimal utilization of storage and memory. Vendor shall be responsible for providing / arranging the third party software / utilities in case of any reported bugs in the operating system, application software and network management software.
- iii) The tenderer shall be responsible for recovery of lost data, restoration and repair of damaged data and the correction of data to the extent



possible in case of partition failures or corruption of the hard disk.

- iv) The tenderer shall be responsible for restoring the system to an operable state where system downtime is attributable to application software.
- v) The tenderer shall be responsible for a well-defined document for backup and restore policy on the available database. In case of upgradation of system software and database, the tenderer shall provide a revised version of backup and restore policy document.
- vi) The tenderer shall provide a well-defined document for extensive security features at the system and database levels to ensure security and integrity of the Data and the Application Modules.
- vii) The tenderer shall provide a well-defined document for auditing the system. It shall include an audit trail across all modules by associating user id, data and time stamp with add, changes and deletes during any change carried out in file structure, database and applications.
- viii) The tenderer shall be responsible for up-gradation of antivirus software either through CD or through internet.
- ix) The tenderer shall be responsible for providing all the support for third party auditing of the intranet portal on the place of the work and other sites nominated by the IRDAI .This shall include support preparation of test environment, training, debugging and revisions of application software.

7. The tenderer shall depute well-qualified engineer(s) at the site and shall be responsible for all software installations, system modifications or other actions, which modify the file structure, user interface.

## **8. Support and Trouble shooting**

Vendor shall be responsible for providing assistance and on job training to the users for acclimatization with the application and provide support. For providing such services vendors shall provide / post professional qualified programmers at the site, during the implementation stage.

## ANNEXURE-I

## PRICE BID

| S.No. | Description of Service                                                                                                                                                                                                                                                | Unit                                                                                   | Cost (in Rupees) | Total Cost (In words) |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------|-----------------------|
| 1     | One time cost:<br>Design,<br>development,<br>testing, Security ,<br>Checking,<br><b>IMPLEMENTATION OF<br/>INTRANET PORTAL WITH<br/>WEB BASED CONTENT<br/>MANAGEMENT,<br/>DOCUMENT<br/>MANAGEMENT, WORK<br/>FLOW MANAGEMENT<br/>AND COLLABORATION<br/>CAPABILITIES</b> | One time cost                                                                          |                  |                       |
| 2     | Cost of hardware ( servers and other related equipments with 3 years comprehensive onsite warranty)<br><b>Please enclose the bill of materials as per annexure-A)</b>                                                                                                 | One time cost                                                                          |                  |                       |
| 3     | Cost of software licenses( with software assurance for 3 years) -<br><b>Please enclose the bill of materials as per annexure-A)</b>                                                                                                                                   | One time cost for software licenses:<br><br>SA @Rs. / per annum for additional 2 years |                  |                       |

|   |                                                   |  |  |  |
|---|---------------------------------------------------|--|--|--|
| 4 | Cost of maintenance of Intranet portal/ per annum |  |  |  |
|   | Total cost                                        |  |  |  |
|   | Taxes, if any                                     |  |  |  |
|   | G. Total                                          |  |  |  |

**Note:**

- i) Price quoted is inclusive of all taxes and duties. However, service tax shall be paid extra.
- ii) The evaluation of the price bid for the purposes of the **H1 bidder** shall be done based on the rates received under S.No. (1) & (2) above.

**ANNEXURE-II**

**AGREEMENT**

The IRDAI having agreed to grant the contract for **DESIGN AND IMPLEMENTATION OF INTRANET PORTAL WITH WEB BASED CONTENT MANAGEMENT, DOCUMENT MANAGEMENT, WORK FLOW MANAGEMENT AND COLLOBORATION CAPABLITIES**) at IRDAI ,Head office in response to the submission of sealed tender by me/us on \_\_\_\_\_ the SR.JD (IT) -----  
- . I/ We, \_\_\_\_\_ (here enter full name and address of tenderer) am/are executing this agreement on \_\_\_\_\_ and hereby confirm that I/we have thoroughly examined and understood the terms and conditions of NIT Tender and the Invitation to Tender and Instructions to Tenderers bearing No. IRDAI/ dated \_\_\_\_\_ by the SR.JD (IT), ----- for **DESIGN AND IMPLEMENTATION OF INTRANET PORTAL WITH WEB BASED CONTENT MANAGEMENT, DOCUMENT MANAGEMENT, WORK FLOW MANAGEMENT AND COLLOBORATION CAPABLITIES** at Head office, IRDAI. I/we am/are willingly undertaking the said work consequent on the approval of the tender given by me/us to the, SR.JD (IT) ----- at the rate mentioned in Price Bid (enclosed) which forms part of this agreement and as per terms and conditions of the tender.

**I/We, assure the said IRDAI that I/we will undertake the said work to the best of my/our ability at all stages, during the tenure of the contract. This agreement will remain in force for a period of three years with effect from \_\_\_\_\_ or the date up to which the contract is extended.**

**On completion of the agreement period the IRDAI shall be free either to continue with the tenderer by extending the arrangements for another one year or to part ways with the tenderer after giving three month advance notice and engage another agency as may be decided by it. The payment for the extension period shall be released as per approved rate only**

**WITNESS**

1.

**Tenderer**

**Signature of**

2.

**WITNES**

**S 1.**

2.

Sr.JD (IT)  
IRDAI

## ANNEXURE – III

### NON-DISCLOSURE AGREEMENT

WHEREAS, we the undersigned Bidder/Bidder's Consortium Member,

\_\_\_\_\_, having our principal place of Business / registered office at \_\_\_\_\_, hereinafter referred to as the Bidder, are desirous of tendering for Bid No.

\_\_\_\_\_ covering Application Software Development to the SR.JD (IT), IRDAI, HEAD OFFICE, HYDERABAD..

WHEREAS, the Bidder is aware and confirms that the information, software, hardware, business data, architecture schematics, designs, storage media and other documents made available by SR.JD (IT) in the Bid documents during the tendering process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/ or proprietary to IRDAI.

NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all the following conditions, in order to induce SR.JD (IT), IRDAI to grant the Bidder specific accesses to confidential information, property, information systems, network, databases and other data, IT Department.

IT IS HEREBY AGREED AS UNDER:

a) The Bidder agrees to hold in trust any confidential information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strictest of confidence in respect of such confidential information. The Bidder also agrees:

i) to maintain and use the confidential information only for the purposes of tendering for this Bid and only as permitted herein;

ii) to only make copies as specifically authorized by the prior written consent of

IRDAI and with the same confidential or proprietary notices as may be printed or displayed on the original;

iii) to restrict access and disclosure of confidential information to such of their employees, agents, consultants and representatives strictly on a “need to know” basis, to maintain confidentiality of the confidential information disclosed to them in accordance with this clause;

and

iv) to treat confidential information as confidential unless and until IRDAI notifies the Bidder of release of its obligations in relation to the said confidential information.

b) Confidential information does not include information which;

i) The Bidder knew or had in its possession, prior to disclosure, without limitation on its

Confidentiality;

ii) Is independently developed by the Bidder without breach of conditions under this Tender;

iii) Information in the public domain as a matter of law;

iv) Is received from a third party not subject to the obligation of confidentiality with respect to

such information;

v) Is released from confidentiality with the written consent of IRDAI The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

c) Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be

performed as part of the Tendering process may require the Bidder’s personnel to be present on premises of IRDAI or may require the bidder’s personnel to be present on premises of IRDAI or may require the bidder’s personnel to have access to software, hardware computer networks, databases and storage media of a IRDAI while on or off premises of IRDAI. It is understood that it would be impractical for IRDAI to monitor all information made available to the bidder’s personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the

Bidder agrees that any technical or business or other information of IRDAI that the Bidder's personnel representatives or agents acquire while on IRDAI premises, or through access to computer systems or databases while on or off IRDAI premises, shall be deemed confidential information.

d) Confidential information shall at all times remain the sole and exclusive property of IRDAI. Upon completion of the tendering process, confidential information shall be returned to IRDAI or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of IRDAI. Nothing contained herein shall in any manner impair rights of IRDAI in respect of the confidential information.

e) In the event that the Bidder hereto becomes legally compelled to disclose any confidential information, the Bidder shall give sufficient notice to IRDAI to enable IRDAI to prevent or minimize to the extent possible, such disclosure, Bidder shall not disclose to a third party any confidential information or the contents of this Bid without the prior written consent of IRDAI. The obligations of this Clause shall be satisfied by handling confidential information with the same degree of care, which the Bidder applies to its own similar confidential information but in no event less than reasonable care.

f) The obligations herein shall survive the completion or cancellation of the Tendering process.

**For and on behalf of :** \_\_\_\_\_

**(bidder) Authorised Signatory**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Office Seal :** \_\_\_\_\_

**Place :** \_\_\_\_\_

**Date :** \_\_\_\_\_

**Annexure -IV**

**Cover Letter from bidder**

**(To be submitted on Bidding company letter head)**

**From**

**To  
The SR.JD (IT)  
IRDAI,  
HYDERABAD**

**Dear Sir,**

I/We submit the sealed Bid for **IMPLEMENTATION OF INTRANET PORTAL WITH WEB BASED CONTENT MANAGEMENT, DOCUMENT MANAGEMENT, WORK FLOW MANAGEMENT AND COLLOBORATION CAPABLITIES**

1. I/We have thoroughly examined and understood information & instructions to bidders, terms and conditions of contract and its schedules etc., and agree to as tendered by them.
2. I/We would like to commit that in case of any difference/variation in the quote made, between figures and in words, only the lower of the two rates quoted either in figures or in words shall be construed as correct and valid, if any correction/overwriting has not been  
Authenticated by me by my full signatures, my Bid be declared null and void.
3. I/We agree to keep the offer open for acceptance up to and inclusive of 90 (ninety) days inclusive of date of Bid opening (Financial tender) and to the extension of the said date by fifteen days in case it is so decided by the Sr.JD (IT) I/We shall be bound by communication of acceptance of the offer dispatched within the time and I/We also agree that if the date up to which the offer would remain open be declared a holiday for the IRDAI, the offer will remain open for acceptance till the next working day.
4. Demand Draft No. \_\_\_\_\_ dated \_\_\_\_\_ on \_\_\_\_\_ (Name of schedule Bank) for Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) is enclosed as Earnest Money. In the event of my/our Bid being accepted, I/We agree to furnish a Security Deposit as follows \_\_\_\_\_ (here indicate the manner in which the Security is deemed to be furnished).
5. I/we do hereby declare that the entries made in the Bid and appendix/schedules attached therein are true and also that I/We shall be bound by the act of my/our duly Constituted attorney Shri \_\_\_\_\_ whose signature is appended hereto in the space specified for the purpose and of any other person who in future may be Appointed



by me/us instead to carry on the business of the concerned, whether any intimation of such change is given to the SR.JD (IT), IRDAI or not.

.  
**Yours faithfully,**  
Signature of Bidder

Capacity in which signing

**Signature of constituted attorney**

Name\_\_\_\_\_

Address; \_\_\_\_\_

Date: \_\_\_\_\_

**Signature of witness with date:**

**Name and Address of witness:**

**CONTRACT PERFORMANCE GUARANTEE**

(To be stamped in accordance with Stamp Act)

Bank Guarantee No. ....

Date .....

To

[IRDAI's Name & Address]

Dear Sirs,

In consideration of the ..... [IRDAI]..... (herein after referred to as the 'IRDAI,' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s. ....[Contractor's Name]

..... with its Registered/Head Office at .....  
(Hereinafter referred to as the 'Contractor', which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of IRDAI's Notification of Award No. .... Dated ..... and the same having been unequivocally accepted by the Contractor, resulting into a contract bearing No..... dated ..... Valued at..... for ..... and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to .....

(\* ) ..... % (..... percent) of the said value of the Contract to the IRDAI.

We ..... [Name & Address of the Bank] ..... having its Head Office at

..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the IRDAI, on demand any and all monies payable by the contractor to the extent of .....

(\* ) ..... as aforesaid at any time upto ..... (@) ..... [days/month/year] without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor. Any such demand made by the IRDAI on the Bank shall be conclusive

and binding notwithstanding any difference between the IRDAI and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the IRDAI and further agrees that the guarantee herein contained shall continue to be enforceable till the IRDAI discharges this guarantee.

The IRDAI shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The IRDAI shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the IRDAI and the Contractor or any other course or remedy or security available to the IRDAI. The Bank shall not be released of its obligations under these presents by any exercise by the IRDAI of its liberty with reference to the matters of omission or commission on the part of the contractor or any other indulgence shown by the IRDAI or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the IRDAI at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the IRDAI may have in relation to the Contractor's liabilities.

Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to

..... (\*) ..... and it shall remain in force up to and including..... (@) ..... and shall be extended from time to time for such period, as may be desired by M/s..... [Contractor's Name] ..... on whose behalf this guarantee has been given.

In witness where of the Bank, through its authorized officer, has set its hand and stamp on this

..... day of ..... 2015 at .....

This ..... day of ..... 2015 at .....

WITNESS

.....

(Signature)

.....

(Name)

.....

(Official Address)

(Signature) .....

(Name) .....

(Designation with Bank  
Stamp)

Attorney as per Power of

Attorney No.....

Dated .....

**Notes:** 1. (\*) This sum shall be ten percent (10%) of the Contract Price.(@) This date will be ninety days (90) beyond the warranty and maintenance period as specified in the Contract.

2. The stamp papers of appropriate value shall be purchased in the name of Guarantee issuing Bank.

## ANNEXURE- VI

**FORMAT OF APPLICATION FORM**

| <b>S.No</b> | <b>Particulars:</b>                                                                                                                                                       |                                                        |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| 1           | Name of the IT firm<br><br>Address (Regd. Office) :<br>email :<br>Telephone No. & Fax:<br>Website:                                                                        |                                                        |
| 2           | Name of the contact person:<br><br>Telephone:<br>Email ID :                                                                                                               |                                                        |
| 3           | Type of the Organization (Public Sector /Limited/Private limited/Partnership, Proprietary /Society/Any other.) :                                                          |                                                        |
| 4           | Chief of the Organization :<br>email Id :<br><br>Telephone:                                                                                                               |                                                        |
| 5           | Registration details: <b>(enclose certificates)</b> :<br><br>• Company Registration                                                                                       |                                                        |
| 6           | PAN/ TAN No <b>(enclose certificate)</b> :                                                                                                                                |                                                        |
| 7           | Activities of the Company:<br><b>(List the activities)</b>                                                                                                                |                                                        |
| 8           | List of financial / Insurance sector/PSUs/<br>government clients<br><br><b>(with contact details like Address,<br/>contact person, phone number and e-<br/>mail id) :</b> |                                                        |
| 9           | Turnover of the Company for the last 3<br>years: <b>(Enclose certificate from the<br/>Chartered Accountant).</b>                                                          | Year: Turnover Profit<br>2012-13<br>2013-14<br>2014-15 |
| 10          | Total No. of Employees:<br><br>• Technical Staff                                                                                                                          |                                                        |

|    |                                                     |  |
|----|-----------------------------------------------------|--|
|    | • Non-Technical Staff                               |  |
| 11 | No. of Offices/Centres ( <b>enclose the list</b> ): |  |

12. List of three similar projects handled (provide the details in the following format) during the last 5 year, as requested in the pre-qualification criteria mentioned in **Section – 1**.

- (i) Name of the client
- (ii) Contact person
- (iii) Address and telephone no.
- (iv) Title of the project
- (v) Cost of the project
- (vi) Duration of the project
- (vii) Technology used.
- (viii) Brief statement about how their requirements are similar to those in this proposal
- (ix) Date of completion
- (x) Outcome of the project URL
- (xi) Copy of the work order and project completion certificate

#### Declaration

I hereby declare that the above information is true to the best of my knowledge.

Signature with Name &  
Seal

Place

Date:

## **ANNEXURE- VII**

### **FORMAT FOR TECHNICAL PROPOSAL**

The organisation should submit the TECHNICAL PROPOSAL separately as per the format given below

#### **Technical Proposal:**

1. A brief description of the Bidder's organization and an outline of recent experience on assignment of similar nature. The information as per format given at **ANNEXURE – VIII** to be furnished on each assignment should indicate the details of the project, duration, contract amount and firm involvement
2. Brief understanding of the existing system.
3. Scope of the work and terms of references.
4. Proposed solution:
  - a) Overview
  - b) Proposed system Architecture (Technical & Deployment)
  - c) Technical features
5. Approach and methodology (This will be followed by the Organization to achieve the stated deliverables) which the organization proposes to execute illustrated with flow charts of activities.
  - a) Approach
  - b) Methodology
  - c) Work plan
  - d) Quality Management
6. A Complete Project Management Methodology including the following:
  - a) Responsibilities of the Service provider
  - b) Project planning
  - c) Project Monitoring and Control
  - d) Change Management
7. Details about hosting and facility management.
8. Deliverables and acceptances (The definition of deliverables by the Service Provider must be quantified as much as possible)
  - a) IRDAI responsibilities
  - b) Service provider deliverables. Delivery and Acceptance methodology

**Note:**

Any deviations must be specifically defined by the Service Provider in its proposal, which if successful, shall become part of the agreement. Such deviations shall not be in conflict with the basic nature of Technical requirements of this Solicitation. IRDAI, however, reserves the right to ask for clarifications or reject the proposed change or the entire technical proposal, if found in complete dissonance with the scope of work mentioned in the RFP.



**ANNEXURE- VIII**

**ORGANISATION'S  
REFERENCES**

**Relevant Services Carried out in the Last Five Years Which Best  
Illustrate Qualification (as per pre-qualification criteria mentioned in  
Section -1)**

The following information should be provided in the following format for each reference assignment carried out which was legally contracted by the client stated below:

|                                                                                                        |                                  |                                                                            |  |
|--------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------|--|
| Name of the assignment:                                                                                |                                  | Country:                                                                   |  |
| Location within Country:                                                                               |                                  | Professional Staff Provided by your Firm:                                  |  |
| Name of Client:                                                                                        |                                  | No. of Staff:                                                              |  |
| Address:                                                                                               |                                  | No. of Staff Months:                                                       |  |
| Start Date<br>(Month/Year)                                                                             | Completion Date:<br>(Month/Year) | Approximate Value of<br>Services: (in Rs):                                 |  |
| Name of Associated Firm(s) if any:                                                                     |                                  | No. of man months of professional<br>Staff provided by Associated Firm(s): |  |
| Name of Senior Staff (Project Director/ Coordinator, Team Leader) involved<br>and functions performed: |                                  |                                                                            |  |
| Narrative Description of Project:                                                                      |                                  |                                                                            |  |
| Description of Actual Services Provided by your Staff:                                                 |                                  |                                                                            |  |

Annexure -A

**Bill of Material (BOM) (Hardware and Software)**

| S.No | Part Code | Description | Brand | No of units | Unit Price | Total |
|------|-----------|-------------|-------|-------------|------------|-------|
|      |           |             |       |             |            |       |
|      |           |             |       |             |            |       |
|      |           |             |       |             |            |       |
|      |           |             |       |             |            |       |
|      |           |             |       |             |            |       |

## Annexure B

| S.No | Intranet portal - generic requirement of features for the proposed intranet solution                                                                                                                                                                                                                                         | Bidders confirmation (y/N) |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 1    | · Should have the ability to have multilingual portal with regional & localization and Unicode support.                                                                                                                                                                                                                      |                            |
| 2    | · Should support multiple browsers like IE, Mozilla, Google Chrome, etc                                                                                                                                                                                                                                                      |                            |
| 3    | · Should be able to integrate with Office                                                                                                                                                                                                                                                                                    |                            |
| 4    | · Should authenticate users from Active Directory/LDAP, claim based authentication                                                                                                                                                                                                                                           |                            |
| 5    | · Should support customization of Look and feel of the portal                                                                                                                                                                                                                                                                |                            |
| 6    | · Should support a broad range of standards, for example: DOM 1.0, HTML 5, HTTP, HTTPS, ODBC , PDF 1.7, PDF/A, RTF, RSS, ATOM, SOAP, SVG, REST, UDDI, Unicode, URI/URN, W3C XML Schema, WCAG 2.0, WebDAV, WSDL, WSRP, XHTML, XML, XML Web Services, XMLDsig, XPATH, XPS, XSLT                                                |                            |
| 7    | · Should be able to connect to mobile devices.                                                                                                                                                                                                                                                                               |                            |
| 8    | · Should integrate with email servers such as Microsoft Exchange, IBM Lotus Domino and Google messing etc.                                                                                                                                                                                                                   |                            |
| 9    | · Should integrate with instant messaging services, and support products and protocols like SIP/XMPP                                                                                                                                                                                                                         |                            |
| 10   | · Should integrate with any other portal products through open standards such as HTML, XML, RSS, web services, and WSRP.                                                                                                                                                                                                     |                            |
| 11   | · Should support Personal area / home page for each user                                                                                                                                                                                                                                                                     |                            |
| 12   | · Role Based Access (Admin, General User, Power User, Backup User etc.)                                                                                                                                                                                                                                                      |                            |
| 13   | · Should support encryption and compression features                                                                                                                                                                                                                                                                         |                            |
| 14   | · Built in security features for data security                                                                                                                                                                                                                                                                               |                            |
| 15   | · Should support multiple roles (e.g. editor, facilitator, community manager, moderator) with associated access controls.                                                                                                                                                                                                    |                            |
| 16   | · Should support upload, store, organize and share documents                                                                                                                                                                                                                                                                 |                            |
| 17   | · Should be able to share the document as a link with others also                                                                                                                                                                                                                                                            |                            |
| 18   | · Should be able to create team site / department site to be configured with message boards, discussions, event calendar, blog etc.                                                                                                                                                                                          |                            |
| 19   | · Should support persistent environment to post questions and answers or to have general discussions, threaded discussion forums, discussion forum moderation, discussion forum integration with mailing lists (ability to post to forum via email; email sent automatically on posting to the forum), discussion categories |                            |

|    |                                                                                                                                                                                                                                                                                                                                                    |  |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 20 | · Should support tasks and to-do lists associated with people and/or activates, basic task progress tracking and summary reporting, public and personal event calendar, sending invitations to a group/community, event participant lists, shared event calendars,                                                                                 |  |
| 21 | · Should support Blogs, organization of blog posts by date, organization of blog posts by category, Blog comment moderation, Blog spam/abuse filtering, End-user instant publishing functionality that displays entries in reverse chronological order and permits comments from others, User-controlled tags for documents, pages, people, posts; |  |
| 22 | · Should support Template builder for reusing successful activity/project/team/community spaces or for building new ones - for developers/administrators                                                                                                                                                                                           |  |
| 23 | · Should support web traffic reports for administrators and community managers                                                                                                                                                                                                                                                                     |  |
| 24 | · Should be XHTML 1.0/WCAG 2.0 AA compliant                                                                                                                                                                                                                                                                                                        |  |
| 25 | · Should be authoring capabilities                                                                                                                                                                                                                                                                                                                 |  |
| 26 | · Should have workflow capabilities with regard to the content approval/publishing process                                                                                                                                                                                                                                                         |  |
| 27 | · Should support Publishing content in web viewable formats                                                                                                                                                                                                                                                                                        |  |
| 28 | · Should have in-built Content Management System (CMS) for managing the contents of the portal                                                                                                                                                                                                                                                     |  |
| 29 | · Should provide multi-channel output capabilities                                                                                                                                                                                                                                                                                                 |  |
| 30 | · Should support editions (versions/rollback) of the web site managed                                                                                                                                                                                                                                                                              |  |
| 31 | · Users should be able to upload documents in multiple formats                                                                                                                                                                                                                                                                                     |  |
| 32 | · Users should be able to upload multiple files at the same time                                                                                                                                                                                                                                                                                   |  |
| 33 | · Should support 'Drag-and drop' file upload                                                                                                                                                                                                                                                                                                       |  |
| 34 | · Should be able to share documents with multiple people                                                                                                                                                                                                                                                                                           |  |
| 35 | · Should be able to follow documents                                                                                                                                                                                                                                                                                                               |  |
| 36 | · Should be able to preview the document without even opening the document                                                                                                                                                                                                                                                                         |  |
| 37 | · Should be able to 'send' documents to a project or group area by email                                                                                                                                                                                                                                                                           |  |
| 38 | · Should be able to have embedded viewers for accessing documents in multiple formats without requiring other applications                                                                                                                                                                                                                         |  |
| 39 | · Should support creating and editing rich documents inside the browser                                                                                                                                                                                                                                                                            |  |
| 40 | · Should have multi-user editing the same document.                                                                                                                                                                                                                                                                                                |  |
| 41 | · Should support version control, change tracking and comments in these documents                                                                                                                                                                                                                                                                  |  |
| 42 | · Should support approval workflow                                                                                                                                                                                                                                                                                                                 |  |
| 43 | · Should support administrator control of access permissions to shared repositories                                                                                                                                                                                                                                                                |  |
| 44 | · Should support end-user control of access restrictions to shared repositories                                                                                                                                                                                                                                                                    |  |
| 45 | · Should support check In/check Out capabilities                                                                                                                                                                                                                                                                                                   |  |

|    |                                                                                                                                                                                                                                      |  |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 46 | · Should support version Control Capabilities (the number of major versions supported, minor versions, and branching)                                                                                                                |  |
| 47 | · Should supports the import of content into the repository                                                                                                                                                                          |  |
| 48 | · Should support document and text indexing capabilities                                                                                                                                                                             |  |
| 49 | · Should be able to store images in the repository                                                                                                                                                                                   |  |
| 50 | · Should support features for caching and prefetching of images                                                                                                                                                                      |  |
| 51 | · Should support image indexing capabilities                                                                                                                                                                                         |  |
| 52 | · Should be able to support to store and manage documents in the same repository                                                                                                                                                     |  |
| 53 | · Should Support Managed Metadata                                                                                                                                                                                                    |  |
| 54 | · Should support Records Management                                                                                                                                                                                                  |  |
| 55 | · Should support Document Sets                                                                                                                                                                                                       |  |
| 56 | · Should support content archiving capabilities                                                                                                                                                                                      |  |
| 57 | · Should Support Digital Asset Management                                                                                                                                                                                            |  |
| 58 | · Should be able to add Site Feeds within a portal                                                                                                                                                                                   |  |
| 59 | · Should be able to follow a page, document, site, people                                                                                                                                                                            |  |
| 60 | · Should support attachment search                                                                                                                                                                                                   |  |
| 61 | · Should support people search                                                                                                                                                                                                       |  |
| 62 | · Should support federated search                                                                                                                                                                                                    |  |
| 63 | · Should be able to customize search                                                                                                                                                                                                 |  |
| 64 | · Should be able to perform read/write/update data to other RDBMS                                                                                                                                                                    |  |
| 65 | · Should provide support (out-of-box) drag and drop of documents directly from File Manager / Windows Explorer to Browser for upload of documents in a document library.                                                             |  |
| 66 | · It should provide one development environment throughout the entire development cycle from the start of the project through development to deployment.                                                                             |  |
| 67 | · The solution should provide attribute-based hierarchies that avoid the need for any duplication and improve performance and scalability.                                                                                           |  |
| 68 | · The solution should support a central metadata repository which defines business entities, business logic, calculations, and metrics                                                                                               |  |
| 69 | · The Business Semantic Layer should serve as the single data source for all reports, spreadsheets, OLAP browsers, KPIs, and analytical applications.                                                                                |  |
| 70 | · It should provide a tool for an integrated Business Intelligence Development Environment                                                                                                                                           |  |
| 71 | · It should support Analytics which can be easily embedded in a Portal through delivering a central location for enterprise information.                                                                                             |  |
| 72 | · It should support analysts by creating analytic starting points including graphs, key performance indicators (KPIs), data grids and advanced visualizations like the Decomposition Tree, Performance Map and the Perspective View. |  |

|    |                                                                                                                                           |  |
|----|-------------------------------------------------------------------------------------------------------------------------------------------|--|
| 73 | · The solution should support analytic views which can be seamlessly integrated into a portal environment without any custom development. |  |
| 74 | Should support programmability                                                                                                            |  |
| 75 | Should have Information Rights Management capability                                                                                      |  |
| 76 | Should have in-built document management capabilities                                                                                     |  |

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