



**Tender Notice for empanelment of vendors for  
implementation of Enterprise wide electronic Mail and  
messaging System for IRDAI.**

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF  
INDIA  
3RD FLOOR, PARISRAMA BHAVAN,  
BASHEER BAGH HYDERABAD 500 004  
TELANGANA

## 1.1 INTRODUCTION:

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA, (herein after referred as Authority) is a regulatory body to protect the interests of policy 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 details.

IRDAI renders its services through its head office located at Hyderabad with about 250 employees and a Regional office Located in Delhi with about 15 staff. Its organization structure is available in the Annual Report 2013-14 (available in IRDA website <http://www.irda.gov.in/>) as a part of reference material.

IRDAI invites applications for the purpose of preparation of a panel of reputed vendors for implementation of enterprise wide electronic Mail and messaging System.

Bidders desirous of being included in the IRDAI's panel of vendors, may apply in the prescribed Application form as given in [Annexure I](#). Bidders eligible as per qualifying criteria prescribed in Para 1.4 should only apply. Application form duly filled in/completed in all respects along with the softcopy should be submitted in a sealed cover addressed to Senior Joint Director (IT), Insurance Regulatory and Development Authority of India, 3rd Floor, Parisrama Bhavan, Basheer Bagh HYDERABAD 500 004 Telangana State (INDIA). So as to reach **us not later than 3.00 P.M on 30<sup>th</sup> April, 2015.**

**1.2** The broad category of the activities that are to be carried out for implementation of enterprise wide Mail and messaging System is given below:

1. Implementation of Enterprise wide electronic Mail and messaging System (Preferably in Hyderabad) with high availability option (Primary).
2. Implementation of Enterprise wide electronic Mail and messaging System at Disaster recovery (DR) site.

3. Automatic switchover to DR in case of Primary site failover (Local and Global application Load balancing).
4. The entire hardware setup will be hosted in either in vendors own data centre (Preferable) or in third party ISP with appropriate criteria stated below and managed by the bidder on behalf of IRDAI.

## **1.3 List of General Terms and Definitions**

### **Bidding party/bidder**

Bidding party/bidder shall mean IT firm / Systems Integrator capable of providing turnkey solution including Supply of hardware & software for the proposed messaging solution, customisation, implementation & maintenance of the same for a period of 5 years and posses required certifications ( **CMMi Level 3 and above**) and satisfy the eligibility criteria stipulated in this document. After the award of contract, the Bidding party/bidder will be called as the Implementing Agency (IA) for IRDAI with reference to the General Terms and Conditions specified in this document.

### **Consortium**

A consortium is an association of two or more companies or organizations with the objective of participating in a common activity or pooling their resources for achieving a common goal.

### **Eligible parties of the consortium**

- IT firms / Systems Integrators capable of providing a turnkey solution including supply of required hardware & software for the proposed messaging solution, implementation & maintenance of the same for a period of 5 years and posses require certifications ( **CMMi Level 3 and above**) and satisfy the eligibility criteria stipulated in this document.
- OEMs of Hardware / Software for the implementation of messaging solution.
- Hosting Service Providers (Tier-III) and above. The data center should have ISO-20001 & 270001 certifications or equivalent

**Lead bidder/ Prime bidder/ Primary bidder:**

The lead bidder is a bidding party who has submitted a Bid/proposal on behalf of bidding parties. After the award of contract, the Lead Bidder will be called as the Implementing Agency (IA) for IRDA with reference to these General Terms and Conditions. IRDA will have the contract with the Lead bidder and the lead bidder will be responsible for fulfilling all the requirements of the project. IRDA will make payment only to Lead Bidder.

**1.4 Prequalification Criteria for empanelment**

I	Organizational Strength	Supporting Required
a	The bidding party / all the partners in the consortium including primary bidder (in case of consortium) should have registered under the Companies Act, 1956.	Company Registration Certificate
b	The bidder should submit power of attorney in the name of person signing the bid. In case of consortium, the Power of Attorney should be signed by the partners of consortium nominating one of the partners as the lead partner	Original Power of Attorney document
c	The bidding party/bidder (Primary Bidder in Case of a Consortium) should have fully equipped service centres with at least 20 qualified, certified and trained engineers each located in the data centres for managing the e-mail services	Self declaration
c	The bidding party/bidder (Primary Bidder in Case of a Consortium) should	Certificate of Incorporation

	have been in existence for a minimum period of 10 years in India	
e	The bidding party/bidder (Primary Bidder in Case of a Consortium) should have made net profit during the last three financial years.	Certificate from a chartered accountant in original confirming turn over, net profit and net worth during last three financial years attached
f	Banned or Blacklisted Companies by any State / Central Government or any Government Agency will not be eligible to participate. An undertaking in the shape of affidavit, to this effect, signed by authorized signatory, has to be submitted.	An undertaking in the shape of affidavit, to this effect, signed by authorized signatory, has to be submitted
<b>II</b>	<b>Experience in similar assignments</b>	<b>Supporting Required</b>
a	<p>The bidding party/bidder (Primary Bidder in Case of a Consortium) should have</p> <ul style="list-style-type: none"> <li>The vendor should have carried out at least three implementation in India / Internationally and support of Enterprise wide electronic Mail and messaging system each having not less than 5000 Mailboxes during last five years. The solution must be in use.</li> <li>The bidding party/bidder (Primary Bidder in Case of a Consortium) should have at least 5 years experience in implementation / support of enterprise wide electronic</li> </ul>	<p>Completion certificate for successfully completed assignments. For ongoing assignments, relevant credential letters or contracts. At least one such implementation should be in running for the last five years</p> <p>Relevant Certificates</p>

	mail and messaging systems on large scale industries/Government Organisations on activities mentioned above.	
<b>III</b>	<b>Quality and Processes</b>	<b>Supporting Required</b>
a	The bidding party/bidder ( Primary Bidder in Case of a Consortium) should have the following accreditations / certifications: <ul style="list-style-type: none"> <li>• <b>CMMi Level 3 and above</b></li> </ul>	Copy of certifications of the Service Provider
b	The vendor and/or partners of the consortium who propose to provide web hosting services should have the following minimum qualifications: <ul style="list-style-type: none"> <li>(i) Web hosting centers should be Tier-III and above</li> <li>(ii) ISO-27001</li> <li>(iii) ISO-20001</li> </ul> Should have hosing facility in different seismic zones for providing primary and DR facilities	Attested copies of the documents supporting these criteria
c	Hosing facility should be in different seismic zones for providing primary and DR facilities	Self declaration
c	Vendor/bidder should have fully functional 24x7x365 Customer Service Centre.	Self declaration
e	The vendor and/or partners of the consortium who proposes to provide messaging solution should have valid authorization from and active relationship with Software licensor of Off-the-Shelf Software (computer software product, that are ready-made and available for sale, lease, or license), preferably for a minimum	Copy of the relevant certificates / Letter from software licensor / Copy of Authorisation letter from the respective OEMs certifying that the bidder is an Authorised implementation partner

	<p>period of one year prior to the awarding of this project.</p> <p><b>OEM (messaging tools) Qualification Criteria in Addition to IA/SI's Qualification Criteria</b></p> <p>1. messaging solution proposed by the lead bidder must have their solutions implemented in 3 or more organisations at least 1 should be in Govt/Public Sector</p> <p>2. The software license should be perpetual</p> <p>3.The messaging solution proposed by the lead bidder should allow Deployment and integration with various Applications &amp; RDBMS.</p> <p>6. The software OEM should provide SLA based support and the support cost should be the same for 5 years from the date of order.</p> <p>7. The software OEM vendor must be a Publicly listed Entity</p>	<p>OEM's self certificate to be attached</p> <p>OEM's self certificate to be attached</p> <p>OEM's self certificate to be attached</p> <p>OEM's self certificate to be attached</p> <p>Self declaration</p>
<b>IV</b>	<b>People Strength</b>	<b>Supporting Required</b>
a	The bidding party/bidder (Primary Bidder in Case of a Consortium) should have an in house implementation and	Primary bidding party/bidder confirmation.

	support team.	
b	The bidding party/bidder (Primary Bidder in Case of a Consortium) should have at least 20 IT professionals having experience in implementing and maintaining similar solution.	Primary bidding party/bidder confirmation.
c	The project team should have an messaging solution expert having an experience of not less than 10 years in the insurance industry.	Primary bidding party/bidder confirmation.
<b>V</b>	<b>Others</b>	
a	All the pages of the documents should be duly signed and stamped.	
b	The complete set of Documents should be properly indexed.	

### 1.5 General Terms and Conditions:

1. Intending applicants are required to submit their full bio-data giving details about their organisation, experience, technical personnel in their organisation, competence and adequate evidence of their financial standing etc. in the enclosed form which shall be kept confidential.
2. An application fee of Rs.1000/- (Rupees one thousand only) (non refundable) in the form of crossed demand draft in favour of Insurance Regulatory and Development Authority of India payable at Hyderabad shall be submitted along with application document. Application without prescribed application fee shall be rejected.
3. IRDAI reserves the right to accept or reject any/or all applications and annul the process and reject any or all applications at any time without assigning any reason and without thereby incurring any liability to the affected applicants.



4. The decision of IRDAI in selection of vendors for empanelment will be final. IRDAI is not bound to assign any reason thereof.
5. Each page of the application shall be signed by person/s on behalf of the organisation having necessary authorisation/ Power of Attorney to do so.
6. If the space in the proforma is insufficient for furnishing full details, the information shall be supplemented on separate sheets of paper stating therein the part of the statement and serial number. Separate sheets shall be used for each part.
7. IRDAI reserves the right to inspect the facilities of the vendors to verify the genuineness and to ensure the conformity with the details given.
8. Applications received after due date and time or incomplete in any respect are liable to be rejected.
9. Applications containing false or inadequate information are liable for rejection.
10. Vendors may provide their area of specialisation, skill set and any award received by any competent authority.
11. IRDAI reserves the right to vary the pre-qualification criteria, with a view to only those parties if found suitable, restricting number of parties
12. Each page of the Application form (i.e. [Annexure I Part A, B, C, D](#)) and [declaration letters](#) shall be signed by person on behalf of the organisation having necessary authorisation / Power of attorney to do so.
13. Queries / Clarifications if any on this document may be mailed to [it@irda.gov.in](mailto:it@irda.gov.in) by 17<sup>th</sup> April 2015. No further clarifications will be entertained beyond this date. A consolidated questions /answers for such clarifications will be published in IRDAI's website [www.irda.gov.in](http://www.irda.gov.in) with 3 days after the last date for submission of queries

14. EOI must reach IRDAI in prescribed format within stipulated time in a sealed envelope superscribed as **%Empanelment of vendors for implementation of Enterprise wide electronic Mail and messaging System for IRDAI”** to the following address, on or before 30<sup>th</sup> April 2015 by 3.00 AM.

The Senior Joint Director (I.T)  
Information Technology Department  
Insurance Regulatory and Development Authority  
3<sup>rd</sup> floor, Parisram Bhavan  
Basher Bagh  
Hyderabad- 500 004  
Telangana