



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

Empanelment of IT firms for supply of skilled resources on time and material basis

IRDAI invites applications from eligible IT firms for the empanelment as Skilled Resource Providers on Time and Material (T&M) basis. For details, please download the [attachment](#).

The last date for receipt of applications is **7th December 2015**.

Empanelment of IT firms as Skilled Resource Providers on
Time and Material (T&M)



Issued By

Insurance Regulatory and Development Authority
3rd Floor, Parisrama Bhavan, Bashier Bagh HYDERABAD
500 004

Telangana State (INDIA)

Ph: (040) 23381183/181

Fax: (040) 6682 3334

email: it@irda.gov.in

1. Introduction

The Insurance Regulatory and Development Authority of India (IRDA) is a Regulatory Authority to protect the interests of the policyholders, to regulate, promote and ensure orderly growth of the insurance industry and for matters connected therewith or incidental thereto.

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA, Hyderabad intends to prepare a panel of reputed IT firms for supporting technology implementations of IT Department. IT firms, desirous of being included in the IRDAI's panel of IT firms may register for empanelment 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 7th December, 2015.**

2. Schedule of Empanelment:

S.No.	Activity	Dates
1	Issue of Notification	14 th November 2015
2	Last Date for submission of queries to it@irda.gov.in	19 th November 2015
3	Submission of Final Bid/Tender	7 th December 2015

3. IRDAI IT and Applications (Existing):

IT Department has been maintaining Infrastructure includes Networks equipments, Hardware, Servers, Systems, Software includes Operating Systems, Databases, and Applications Systems involving various technologies as detailed below:

- i. Windows 2003 / 2008 Servers
- ii. MPLS connectivity
- iii. Point- to-point dedicated leased lines
- iv. Internet leased lines (1 : 1) – 10 Mbps

- v. Internet Information Server : 7.0
- vi. Firewall and Proxy Servers Cyberoam – CR 50ia
- vii. MacAfee End-point-Projection Server
- viii. MacAfee AV Suite
- ix. Sun Solaris Operating System

IT department also maintains the following applications developed in house

Applications developed	Technologies used
1. IRDA website 2. Intranet 3. Visitors Management 4. Application for viewing the staff reimbursements details 5. Referral filing 6. CBR (Cross Border re-insurance) – Generation of UIN 7. Insurance Repositories (Application for the approval for approved persons of IRs) 8. RAP (Rural Approved Persons for Citizen Service Centres)	i. Microsoft Visual Studio 2005 and .Net 2.0/3.5 ii. Windows SQL Server 2005 (Intranet) /2008 (website) iii. IIS 6.0 (Intranet) / IIS 7.0 (website) iv. html , Java Scripts and Ajax– front end v. VB .Net - vi. Crystal reports vii. Oracle viii. SAP 6.0
9. RNI 10. ATI database 11. Circular numbering system	Oracle , form 4.5 under Sun Solaris

Maintaining of above applications / technologies involves requirement of dedicated skilled IT professionals with up-to-date knowledge on these areas.

4. Objective:

IRDAI intends to source & empanel the technically competent, quality conscious, financially sound probable IT firms who can meet our prequalification requirement listed as under. The categories of skilled resources required

1. Net Developers
2. Network Administration / System Administration
3. Developer on Open source Technologies.
4. SAP professionals in the areas like HCM,FICO,ESS/MSS and BASIS
5. ABAP/Net Weaver Programming
6. Database Administration (Oracle & SQL database)

4.1 Scope of Work:

- Empanel and maintain a panel of IT firms to hire the required service from skilled resources as and when required on a time and material basis.
- Maintaining of the technologies / Applications in-house through dedicated hired **resources on Time and Material basis (T & M) from the firms which are handling such works**
- The firms supplying such resources should have been handling similar works (Network Management, .Net Application Development, SAP Technologies (Net Weaver, ABAP, BASIS , Functional consultants and Maintenance etc).
- The resources supplied should be able to handle the works on site/off site, from the day-1 of deployment.
- Services on a time-and-material basis and on a short term contract as when required.
- Valid for two years and extended year on year basis based on performance.

5. Pre-qualification criteria for Empanelment:

- The bidder should be an IT firms/Company registered under the Indian Companies Act, 1956 for the last (5) years.
- The IT firms should have at least three (3) years of experience in implementing and supporting in any one of the following technologies:
 - (a) Microsoft Technologies (.Net/Sharepoint/Exchange)
 - (b) open source based software applications
 - (c) SAP-ERP covering HCM including payroll, FICO, ESS/MSS, BASIS & ABAP programming etc
 - (d) Network Administration/Systems Administration, Database Administration (Oracle/SQL database)
 - (e) Facility management in the areas of Network Management
- IT firm should have supplied manpower resources at least to three

Autonomous institutions/ Government departments/ Major Public sector undertaking / Research and Development institutions during the last 5 years

- Vendor should have made net profits during last three financial years.
- The bidder should not be blacklisted by any Govt. /PSUs.

6. General Terms and Conditions:

1. Intending IT firms are required to submit their full data giving details about their organisation, experience, technical personnel in their organisation, competence and adequate evidence of their financial standing etc. in the proposal should be enclosed and 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 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 IT firms 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. IRDAI reserves the right to inspect the facilities of the IT firms to verify the genuineness and to ensure the conformity with the details given.
7. Applications received after due date and time or incomplete in any respect are liable to be rejected.
8. Applications containing false or inadequate information are liable for rejection.
9. IT firms may provide their area of specialisation, skill set and any award received by any competent authority.
10. IRDAI reserves the right to vary the pre-qualification criteria, with a view to only those parties if found suitable, restricting number of parties

For any clarifications, please mail to it@irda.gov.in

7. Instruction to Vendor for Registration / Empanelment of Vendors

The firms registered with IRDAI will enjoy the following benefits:-

- a) Tender enquiries against demands which are not advertised, are sent to the registered firms.
- b) In case of advertised/Limited tender enquiries, copies of tender notices may be sent to registered firms giving them advance information to enable them to bid for the tendering.

8. Empanelment / Registration Procedure.

Procedure for empanelment of IT firms with IRDAI :-

- a) The applicant should clearly read all the pages of this document.
- b) Correct / relevant information / data have to be furnished by the vendors.
- c) The applicant should make sure before applying for a particular type of Category, that the vendor/firm has the required eligibility criteria & experience for that category of work / item.
- d) IT firm seeking empanelment shall have to pay the requisite (cost/fee) amount as stated below, for registration / empanelment. The amount shall be paid by a demand draft drawn in favour of "IRDAI", payable at Hyderabad. The cost of application forms and processing fees to be remitted along with the forms, shall be as Rs. 1000/- and will not be refunded.
- e) IT firm shall have to fill and submit the registration form along with required documents and fees to **"Senior Joint Director, Information Technology Department, Insurance Regulatory and Development Authority of India, 3rd Floor, Parishram Bhavan, Basheerbagh, Hyderabad – 500004"**
- f) Applications incomplete in any respect, viz non-submission of any required document or information, or fee in requisite amount are liable for rejection.

- g) The sealed envelope containing the registration form, documents & fee should be clearly super scribed on the top of the envelope as “EMPANELMENT OF IT FIRMS AS SKILLED RESOURCE PROVIDERS ON TIME AND MATERIAL (T&M)
- h) IT firms/ Firms registered with NICSI (National Informatics Centre Services Incorporated) shall be considered for registration/empanelment at IRDAI, on the basis of registration certificate of such agencies along with other certified documents.
- i) The following essential documents (whichever is applicable) should accompany with the registration form:
- CST / VAT / TIN No.
 - Income tax Permanent Account No. (In **the name of firm if not a proprietorship firm.**)
 - Memorandum and Article of Association, Certificate of Incorporation, Partnership Deed, Registration Certificate issued by the Registrar of Firms etc.
 - Copy of the Registration Certificates if any, with NICSI (In **alternative, any proof thereof can be admissible**)
 - **Annual turnover certificate for last three years duly certified by a CA clearly indicating about Net profit.**
 - Copy of ISO certification, if any.
 - Self Declaration stating that the IT firm hasn't been black listed by any institution of the Central/ State government / any PSU.
 - **Service tax registration certificate**
 - **IRDAI may ask the registered vendor/contractor to submit any other certificate from time to time as it may deem fit.**
- j) On receipt of the registration form along with the requisite documents as mentioned above the supplier shall be registered with the **IRDAI** after Scrutiny.
- k) The firm will be considered for registration/ Empanelment for an initial period of two

years and their registration will be considered for renewal as per **IRDAI** procedure, for two years or so, at a time subject to satisfactory performance of the firm during initial registration period.

- l) After getting all the required fee, information & documents from the applicant, the registration number will be issued to the supplier with the following details: (1) Registration No. (2) IT firm Category No. along with description (3) Type of skilled resources that can be supplied by the firm.

9. Terms & Conditions for Vendor Registration / Empanelment as a Supplier

9.1 General Clause

1. The said registration qualifies a particular vendor for consideration for issue of tender papers in case of limited tenders for relevant category only for which vendor is registered/empanelled. However, this will not give any claim to the party for award of work/purchase order.
2. IRDAI reserves the rights to accept, consider or reject any or all applications without assigning any reasons thereof. The decision of IRDAI in respect of registration of parties for various categories of work / items shall be final & binding on all concerned registered firms / IT firms in the panel of IRDAI.
3. IT firms once empanelled, shall have to promptly reply to all the enquiries, execute orders as per the order terms of IRDAI
4. Two-part tendering will be done where technical screening / clear technical specifications are not available. In such cases IT firms will be asked to submit both techno commercial and price bids separately. Price bids of technically accepted bids only will be opened.
5. This document is treated as a valid contract between IRDAI and Vendor and adherence to all aspects of fair trade practices in executing the purchase orders/work orders placed by IRDAI from time to time during the registration period.
6. In case of empanelled vendor is found in breach of any terms & condition(s) of IRDAI or supply/work order, at any stage during the course of supply / installation or

warranty period, the legal action as per rules/laws, shall be initiated against the vendor and besides debarring and blacklisting the vendor concerned for at least three years for further dealings with IRDAI.

7. The IT firm should not assign or sublet the empanelment or any part or it to any other vendor in any form. Failure to do so shall result in termination of empanelment. **Any IT firm satisfying the eligibility criteria can get registered and empanelled any time throughout the year. All those firms which are registered and confirmed shall be entertained for various queries.**
8. All registered firms are expected to maintain absolute integrity, follow a decent standard of business ethics and do nothing unbecoming of a registered supplier. In all future correspondence with IRDAI, empanelled IT firms are required to quote the Registration No.
9. The IRDAI has all the rights reserved to add / delete / alter any of the items and to mend / add any of the terms and conditions included in the registration granted to firms with effect from any date, without assigning any reason(s) for the same.

9.2 Price Variation Clause :

During the validity of the empanelment including the extended period, if the IT firm supplies any empanelled skilled resources to any other department /Organisation at a price lower than the price fixed for **IRDAI**, the firm must voluntarily pass the price difference to IRDAI

9.4 Termination for Default

- a) Default is said to have occurred i) if the IT firm fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted

by IRDAI ii) If the IT firm fails to perform any other obligation(s) under the empanelment.
iii) If IT firm does not respond the limited tender enquiry/or quotation for IRDAI

b) If the IT firm , in either of the above circumstances, does not take remedial steps within a period of 15 days after receipt of the default notice from IRDAI (or takes longer period

in-spite of what IRDAI may authorize in writing),IRDAI may terminate the empanelment / Purchase Order in whole or in part.

9.5 All disputes in this connection shall be settled in Hyderabad jurisdiction only.

Application Format for IT firm Registration

1

2. Name of the Company/ Firm:

a) Head Office/Registered Office

Telephone No.

Fax No.

Email

Web site (if any)

Date of Establishment

b) Branch Office in Hyderabad, if any

Telephone No.

3. Fax No.

Name of Chief Executive /

Proprietor / Partners

Telephone No.

Fax No.

4. Email

Name of Contact Person

Telephone No.

Fax No.

Email

5.

Type of Organization (Tick appropriate)	Documents to be enclosed
a) Proprietary	Trade License
b) Partnership	Partnership Deed, Trade License
c) Private Limited Company	Memorandum of Article
d) Public Limited Company	Certified of Registration
e) Public Sector	Trade License

6. Nature of Business:

7. Details of category for which Registration is sought :

S.No	Category	Tick appropriate
1	.NET Programmer`	
2	Open Source Programmers	
3	Network Administration & Systems Administration (Microsoft Technologies) including Cyberoam Firewall	
4	SAP –ERP skilled resources in the areas like HCM, FICOand ESS/MSS and BASIS	
5	Data Base Administration (Oracle & SQL Database)	
6	ABAP & Net weaver programming	

Note: IT firms are requested to enclose details of services provided as an annexure.

8. Audited Annual Turnover during last 3 years (Rs. Lakhs) (Enclose Chartered Accountant's certification)

a) 2012-13	
b) 2013-14	
c) 2014-15	

9. Audited Profit & loss account of last three years (Enclose Chartered Accountant's certification)

a) 2012-13	
b) 2013-14	
c) 2014-15	

10. Commercial Information Registration (Enclose Attested Copy wherever Applicable)

a) CST / VAT Reg. No. -----

b) State ST Reg. No. -----

c) TIN No. -----

d) Excise Reg. No. -----

e) Establishment / Factory License No. -----

f) Service Tax Reg. No. -----

g) PAN -----

h) Registration Certificate with NICSI (if any)

i) Relevant ISO Certificate, if any

j) Registration certificate with NICSI, if any

11. Proof for supplying manpower to minimum of three Autonomous institution/ Government departments/ Major Public sector undertaking / Research and Development institutions during the last 5 years (Copy of the work order and the confirmation from the agency)

12. Details of Major Customers

Name of Autonomous institution/ Government departments/ Major Public sector undertaking / Research and Development institutions where your firm is registered:

S.No.	Name of the Institution	Empanelled For	Contact Name	Contact Number

13. Details of Registration fee (Rs. 1,000/-not refundable)

D.D. No. : _____ Date: _____

Bank:

DECLARATION BY IT FIRM

I confirm that

- 1) No employee or direct relation of any employee of **IRDAI** is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Company.
- 2) The information furnished is correct to the best of my knowledge and belief.

(Signature of Proprietor/Partner/Chief Executive)

Name-----

(In Capital Letter)

Place: (Seal of IT firm)

Date:

Check List

S.No.	Particulars	Enclose the copy of the following & tick as per applicability
1.	CST/VAT Registration	
2.	State Sales Tax Registration	
3.	TIN (Tax Identification No. Certificate)	
4.	Excise Registration	
5.	Proof of registration of the firm/ Establishment /Factory License.	
6.	Service Tax Certificate	
7.	PAN card in Firm's Name	
8.	NICSI registration Certificate ,if any	
9	Relevant ISO Certificate, if any	
10	Proof of Registration with any Central Govt . Organisation	
11.	<u>Proof for supplying manpower to minimum of three Autonomous institution/ Government departments/ Major Public sector undertaking / Research and Development institutions during the last 5 years (Copy of the work order and the confirmation from the agency)</u>	
12.	Any Other Certificates	
13.	Demand draft for Rs.1,000/-	

Signature of IT firm