



Title:Tendor

Reference No.:

Date:11/05/2010

IGMS-Queries raised by IT Service providers and IRDA replies for the same (Last date for receipt of technical bid is 17th May, 2010 by 5 PM

S.No	Section	Reference	Topics/Queries	IRDA Responses
1		Functionality related		
2		Page 31 of RFP, line 16 Policy Holder escalates complaint through IRDA Grievance Cell via e-mail, fax, letter, call etc will be uploaded to the IRDA IGMS	What are the possible formats for capturing the complaints?	Page No 24 of FRS explains about the data elements to be captured during complaint registration Yes. IGMS is expected to interface with Insurers and agent system to push / pull information.
3		General query	Is the IGMS system expected to interface with any insurer, broker, TPA or agent's system to pull / push any information? If so, what information is information that would be shareable?	The information sharable from the insurers would be finalised by the IA in consultation with the connected user department
4		Page 20 of Functional Requirement Specification (FRC) section 6.1 Complaints against Registered Entities & Page 120 section 6.1.3 Entity will send (upload) the complaints to IRDA	Would the complaints from entities always be uploaded as flat (XML) files at scheduled interval or whether there would be any real-time interface to the IRDA system? There is a mention of Bulk Upload, Single Update and through API/Connector so does it mean IRDA wants to enable scheduled upload as well as real-time data transfer?	Yes. IRDA wants to be enable scheduled upload as well as realtime transfer of data from insurer's system to IGMS
5		Page 49- Point 4 - Solution sizing - The bidder shall provide various licenses to support IRDA's requirement under different categories is mentioned below. The bidder will provide a comprehensive solution sizing, based on the information provided by IRDA	For all categories of users such as Insurers, IRDA internal users, Brokers & TPA....etc.. Do you expect Vendor to propose the Standard Desktop configuration for all users to have same	The IA can suggest the minium required Configuration for desktops in order to have same experiences

6	Page 30 of RFP, Sr. no.6, Lack of one point source for consolidated grievances filed data with various Entities at IRDA	<p>experience of using proposed web based solution ?</p> <p>What are these entities and when a complaint is logged into the IGMS, will that be accessible by all the entities ? Is there going to be a work allocation system to allocate the complaints for resolution to different entities ?</p>	<p>Section 4.4 of FRS (Pg No 16) clearly explains about the entities which will be receiving the complaints and the same may be referred to.</p>
7	Page 32 of RFP, line 22 "The system should allow the policy holder to escalate the complaint to IRDA".	<p>Since IGMS is a service provided by IRDA, then what is meant by "escalate the complaint to IRDA" ? Does it mean that some hierarchichal structure needs to be built for complaint escalation within IRDA ?</p>	<p>If insurer does not resolve the complaint in a stipulated time frame, the policy holder can escalate the complaint to IRDA. As suggested, an escalation structure need to be built for this purpose</p>
8	Page 33 of RFP, SR no. 30, The system should change the status of the complaint to PENDING when the entity accepts the complaint.	<p>What action will be performed to indicate that the complaint has been accepted ? What is the trigger for this status change ?</p>	<p>Please refer Page No 18 of FRS document</p>
9	Page 33 of RFP, Sr. no. 33, The system should change the status of the complaint to ESCALATED when the complaint is escalated manually or automatically.	<p>How will the manual escalation be done and what will be the role of IGMS in manual escalation ?</p>	<p>Kindly refer ~ GRIEVANCE RESOLUTION WORKFLOW~ stated in the FRS document These are the complaints available at Insurer~s system which do not have IRDA Token Number. It is expected that the data tranfer shall happen on a relatime basis / uploaded on the same day.</p>
10	<u>Page 41 of RFP, sr no. 110, If the complaints are not found on the portal, the system should track and action should be taken against the Insurer for such omissions.</u>	<p>Please clarify.</p>	
11	Page 11 of the Functional requirement Specifications	<p>1. Page 11 of the Functional requirement Specifications talks about the IRDA token number generation. There, it says " Internally, IRDA token number should be distinctly identified by the system based on the following parameters :</p>	
12	Page 33 of the Functional requirement Specifications	<p>a. Insurance Type b. Insurance Co./Broker/IRDA c. Type of complaint d. Policy/Claim Number/Cover Note Number/Proposal or other ref. no."</p>	

13

Does this indicate that the above four parameters need to be embedded in the token number. A little more detailed explanation of this token number would be appreciated.

These four parameters need not be embedded in the Token Number. IRDA token number is the centralized numbering system for all the complaints received in the Insurance Industry. Each complaint received by the Insurer will have an IRDA Token number. Insurer can generate IRDA Token number either on-line or in a batch mode

14

Page 33 of the Functional requirement Specifications, point number 5 (i) mentions a return file-containing list of successful uploads and list of rejections. Is the purpose of the file purely informative? Or is there any other functionality of the file ?

Yes. The return file is purely informative. However, an error-data file (containing the rejected records) will also be generated by the system, which will be downloaded by the Insurers for rectifications. There would be around 20 standard reports (with facility to save in excel/pdf/word) apart from an adhoc query builder

15

What is the approximate number of reports that will need to be created as a part of this portal?

There would be around 20 standard reports (with facility to save in excel/pdf/word) apart from an adhoc query builder

16

For the API based connectivity, for real time updates from insurers, is there a identified list of entities who will consume this service?

Connectivity is required for all the 46 Insurance Companies registered with IRDA

17

What is the approximate average volume of complaints received per month, including insurers, IRDA etc

Approximately, there would be around 20,000 complaints received per month, including insurers, IRDA etc.

18

It is understood that the entities like insurers will have login access to the portal. Will the insured/policy holders need to register themselves in the website prior to lodging a complaint?

Complainant is required to register himself or herself in website prior to lodging a complaint. Portal shall capture certain personal information (e-mail, mobile no, DOB etc) of the complainant, which will be used by the portal for validation

19			Is there a functional mechanism to track duplicate complaints?	Implementing Agency shall evolve and implement a mechanism for tracking the duplicate complaints.
			"The proposed IGMS will have the ability to classify different complaint types based on the pre defined rules"	
20	RFP	Page 23	Should we assume that each complaint type will have the predefined workflows, which need to be configured as part of the rule engine. If yes then how many such types exists today and what is the tentative growth of the types "Insures should be able to upload complaints data for periodic synchronization of their complaints database with IGMS of IRDA"	The text explains that complaints classifications are based on the pre-defined rules
21	RFP	Page 23	1. What would be the maximum size of the complaint file which any entity/agents/insurance company will upload at a time. 2. We are assuming that the synchronization is the manual process in which they will download the information as a file or web service from the IRDA web site	Each insurer will upload around 1000 complaints in a day and each complaint will have around 30-40 data elements
22	RFP		2. We are assuming that the synchronization is the manual process in which they will download the information as a file or web service from the IRDA web site	Synchronization should be made automatic for most of the insurers
23	FRS	page 31, point 14,15	14. Policy Holder lodges the complaint directly into the portal, which is downloaded by the entities for further processing. 15. Policy Holder lodges the complaint to IRDA that is subsequently entered by IRDA into the portal and then downloaded by the entities.	The first one is an on-line entry by IRDA and Second one is about the written / manual complaints received by IRDA

				<p>What is the difference between the above two points. "Policy Holder lodging a complaint to the Entities which is uploaded to the IRDA IGMS on daily basis / transferred to IRDA IGMS on a real-time basis"</p>	
24	FRS	page 31, point16	<p>We assume that real time means once the data is uploaded either by a schedule process or manual process. The schedule process is all the external entities will keep the complaint information in a central place accessible to IRDA IGMS application and IGMS will take the information a periodic (configured) basis and after the upload the data will be shown to the IGMS application.</p>	<p>14. Policy Holder lodges the complaint directly into the portal, which is downloaded by the entities for further processing. 15. Policy Holder lodges the complaint to IRDA that is subsequently entered by IRDA into the portal and then downloaded by the entities.</p>	<p>Section 6.1.3 of FRS which clearly explains about transfer of data to IRDA</p> <p>The first one is an on-line entry by IRDA and Second one is about the written complaints received by IRDA</p>
25	FRS	page 31, point 14,15		<p>What is the difference between the above two points. "Policy Holder lodging a complaint to the Entities which is uploaded to the IRDA IGMS on daily basis / transferred to IRDA IGMS on a real-time basis"</p>	
26	FRS	page 31, point16	<p>We assume that real time means once the data is uploaded either by a schedule process or manual process. The schedule process is all the external entities will keep the complaint information in a central place accessible to IRDA IGMS application and IGMS will take the information a periodic (configured) basis and after the upload the data will be shown to the IGMS application.</p>	<p>"Policy Holder escalates complaint</p>	<p>Section 6.1.3 of FRS which clearly explains about transfer of data to IRDA</p>

27	FRS	Page 31, point17	through IRDA Grievance Cell via e-mail, fax, letter, call etc will be uploaded to the IRDA IGMS"	Yes
			Are we right in assuming that all the email, fax, letter, call will be manually entered in the IGMS application? "The system should provide 3 options to the entities to send or upload complaints to the IRDA IGMS i.e. through Bulk Upload, Single Update and through API/Connector/Web services"	
28	FRS	Page 35, point 48,52	Are we right in assuming all the external applications connecting thru API/connecters are ready with the API / connectors, The IGMS application will only have to use the connecters/ APIs and send/upload the data in the required format. How many such API/ Connectors are currently there in the existing system "The system should support multi-lingual content. The portal should be available in 2 languages in English and Hindi."	There is no connectors existing at present for data exchange and the same needs to be developed by the selected implementing agency
29	FRS	Page 41, point 114	Are we right in assuming that the language in which the data is entered the reports will be generated in the same language or the IGMS application should build the capability of translation of the contents. "Load and stress testing"	The language in which the data is entered will be the language for reports
30	FRS	Page 53	The vendors are supposed to build the cost of load and stress testing requirements. tools and environments) " On line help"	Load and Stress testing is the part of the assignment
31		Page 57	Need little more elaboration on the help requirement. Do IRDA need the page wise help or interactive help or a general html help would be ok.	General Html help will do. Most of the Insurers systems run either have

32	Functional	The solution shall provide all the relevant leading technology (e.g. XML, Flat file, messaging etc.) to meet the integration requirements	Pls give more details on Integration Requirements. What are the interfaces available	.NET and SQL Server or Oracle / J2EE. Integration needs to be done between IGMS and all insurers system Synchronisation will be in a pre-defined format either using web services or through connector. Insurers who do not have onsite system will be provided with file upload facility Development can happen off-site and the environments for testing / development may be at IA's site Setting up of help desk is not part of the current scope. Since the number of users are limited, the help desk support will be provided by the AMC Team.
33		Insurers should be able to upload complaints data for periodic synchronization of their complaints database with IGMS of IRDA	How will synchronization happen? Will some file be sent by individual insurer to IRDA in the format as required by IRDA	
34			How many environments (Test, Dev, production) are required by IRDA?	
35		Policy Holder escalates complaint through IRDA Grievance Cell via e-mail, fax, letter, call etc will be uploaded to the IRDA IGMS	This requirement will be taken care by an helpdesk/ call center. Please let us know if setting up a call center is in scope of this RFP?	
36		Mail should be sent to policy holder, insurance company and IRDA grievance cell	Will mail server is currently being used by IRDA (Lotus/ outlook)?	Microsoft Exchange Server
37		4.1 of Volume_IGMS_FRS.pdf	What is Surveyor Database used for in the new IGMS system? Are there existing services available in IRFA Agency Licensing Portal for Agent Code validation?	Usage of Surveyor DB and IRDA Licensing Agency portal is explained in P13 of FRS.
38		4.4 of Volume_IGMS_FRS.pdf	Is Mirroring insurer / broker's database into IGMS part of the scope, or does this happens through bulk upload system	Mirroring, real time update and bulk upload are part of the scope
39	6.1.1of Volume_IGMS_FRS.pdf		How are the policy holder intimated of the resolved cases, is it just by changing the status or does it also sends an email to the policy holder	Policy holders are intimated about the resolution status through the medium (e-mail / phone / letter / fax etc) through which the complaint is received. If the Complaint is received by e-mail , then the status will be intimated through mail
	6.10.15 of		Will there be Interface to create various type of IRDA User by the IRDA administrator, and we	There should be a separate administration

40	Volume_IGMS_FRS.pdf		assume that this data will be used to authenticate the users in to the system	module for creation / maintenance of various type of users
41	6.3.4 of Volume_IGMS_FRS.pdf		How does IRDA Grievance Cell access this system is there a authentication mechanism, and how are they registered to the system	All different type of users are created / maintained through the Administration module stated above
42		IRDA_IGMS_RFP_v3_final_Volume_1.pdf	What is the volume of policy holders who register and view grievances online?	Around 50% of the estimated number of Complaints will be through online An off-line application developed in SQL / .Net 2.0 is used for registering the complaints
43		IRDA_IGMS_RFP_v3_final_Volume_1.pdf	What mechanism is used today to store all complaints?	Test instances will be prepared by the IA in consultation with IRDA user department
44			Will there be any test instances of the application and databases?	
45		Pg 49 of the document ~IRDA_IGMS_RFP_v3_final_Volume_1.pdf~	single sign on will require Kerberos authentication and will need additional hard ware to test. How will this be handled? We need to plan for connectivity, firewalls and keep ports open to do the same.	Single sign on will require Kerberos authentication
46			How many real time process are under support and what is the coverage window	Currently, there are no real-time process are existing.
47			Can you explain any other dependency for development, maintenance, testing, support?	All dependency parameters have been clearly explained in RFP
48	Volume_IGMS_FRS.pdf	P17	Will the workflow be different for the complaints against registered and unregistered entities?	There would a separate workflow for registered and un-registered entities
49	Volume_IGMS_FRS.pdf	P17	Will the enforcement of SLA be different for the complaints against registered and unregistered entities?	Yes
50	Volume_IGMS_FRS.pdf	P18	The point 11(b): Is it referring to lost complaints or registering of new complaint? Need to elaborate on "complaints not found".	Complaints registered with Insurer which are not available in IGMS are ~Complaints not found" cases
51	Volume_IGMS_FRS.pdf	P18	11(e) Are the users from GoI to be treated as separate role?	Yes Frequency of Security

52	What is the expected frequency of security audits?	Audit has been explained in RFP at PN 52
53	Is there any attachment envisaged as part of complaint process? If so, how many such document per complaint expected?	Even though the complaint received at the Insurer level may have the facility for the attachments, IGMS does not require these attachments to be mirrored into it.
54	We assume complaints coming directly to IRDA through email, letter, fax grievance workflow will be manually triggered taking inputs from any of the above mentioned channels.	Complaints received directly to the Authority will be entered by the Grievance Call Centers .
55	How long will be the cases retained in the system?	Complaints shall be retained for about 15 years Life Insurance Council will be one of the user of the system who should be able to enter the complaints, monitor its status and also monitor the complaints received at the Insurance Industry
56	What is the role of Insurance council from system prospective?	Yes. TAT is required for each classification The IA shall stright away prepare SRS document after the award of the contract. No ~To be~ report would be required
57	Is TAT required for each change of status code?	Yes. Insurer will be having online access to IGMS
58	What is to be "process report" to be prepared by the implementing agency? How would be it different from that which is mentioned on FRS document	Manual escallations are done either through portal or through Call Centers / Through a written complaint to IRDA
59	Are the insurers going to have a direct and online access to IGMS data available with IRDA (of course specific to their company) to identify the escalated cases?	Interface requirement would be required only
60	W.R.T ~manually escalated~ cases - how is this performed? Using the insurer~s website or is it done using IRDA~s site?	
61	Do you also need interfacing with entities like banks, hospitals, path labs etc to track the cases where the policy holder is put to	

		inconvenience due to inaction of these entities (after the insurer's decision to process / pay is conveyed to them)	for Insurers
62		Does the system also need to generate specific queries to the insurers w.r.t the cases pertaining to their policy holders and obtain / capture the responses received from them	Yes. IRDA needs to generate specific queries for the insurers
63		Will past complaint data (for pending and closed) with the insurers prior to the implementation of IGMS be required to be transferred to IGMS	All data from 1st April 2010, irrespective of their status at Insurer end needs to be transferred to IGMS
64		Data replication to DR site. Can you please let us know more about the DR site?	
65	Page 45 of the IRDA_IGMS_RFP_v3_final_Volume_1	Does IRDA have an existing DR site or is this also to be provided by the Vendor?	DR site is to be provided by the vendor
66	Page 49 – Technical Requirements of the IRDA_IGMS_RFP_v3_final_Volume_1	Any specific requirements for central storage	IA shall estimate the storage requirement. Complaint can be registered with both IRDA and provider. The Complaints registered with IRDA will be immediately transferred to the respective insurer for processing
67	General	Compliant can it be registered with both IRDA and the provider? (duplication of compliant)	Once a complaint is registered, Cannot be modified. However, the user will be allowed to add additional information and escalate the complaints they are not resolved in a stipulated time frame
68	General	Can the user be allowed to modify the compliant once it is registered?	

Hardware / Software / IDC setup related

1	Page 43 Proposed solution should be web-based solution. All components of the package should be accessible using standard Web-Browser without any need for extra application client software.	What are the browser types and versions to be supported?	The application should support all the standard browsers
		Are there any	The IT firm may use any technology for

2	Page 45 of RFP; General technical requirements The solution architecture shall be based on Open Industry standards and Protocol.	technology/platform preferences? Is IRDA open for a solution based on Microsoft technology?	implementing the proposed IGMS as long as it is capable of providing support for the same Total users at the beginning are 500 and expected to increase by 20% every year
3	Page 45 of RFP; (v) Sizing and scalability- b. he solution should support minimum of 500 users	Total users at beginning are 500, OR they are projected for 5 years.	
4	Page 43 of RFP doc - (ii) HOSTING ARRANGEMENTS- Point 4 - The server should have adequate storage capacity, configuration, speed, internet bandwidth and should have been directly connected to ISP's backbone providing adequate bandwidth and reliability with multiple links	What is type of data expected to store for individual users . Is it flat file or Database file like MYSQL or MSSQL.	in database form
5	Page 46 of RFP doc - (vi) Performance criteria - IRDA would expect the following performance level of the IGMS solution at the end of hand holding period	Do you expect the performance as stated here, to be achieved from current IT setup as stated in Page 24.	The IA can suggested the minium required Configuration for desktops in order to have same experiences
6		What are the functional and technical components of the existing application? Would be good to get the inventory and any supporting documentation to help us analyse the reusable components.	The existing system is SQL-2005 and .Net Frame work 2.0
7		Briefly describe Architecture of the existing application	-as above-
8		Are there any stored procedures/db triggers implemented for batch programs?	No
9		Versions of the .net API used, any 3rd party tools, database components	.Net Version 2.0 - No third party tool is used
10		Is there any need of SMS integration for successful registration of complaints and status updates?	The current scope does not include 'SMS' integration
11		What is the power requirement per rack?	As recommended by IA based on Hardware Configuration
12		Should the hosted infrastructure be in a caged environment. If you have more than 3 racks, then we can cage the infrastructure and provide with a manual lock How long should the CCTV logs	As recommended by IA based on Hardware Configuration One month log would be

13		be retained. In 3i Infotech we retain logs for 1 month	sufficient
14		Should the tapes be maintained onsite?	Tapes to be maintained off-site
15		Does IRDA require roof top space for hosting RF antenna	IRDA does not require roof top space for hosting RF antenna
16		Does IRDA want workseats in the DC? Is it with computer or without computer	No. IRDA does not require any worksheet in DC
17		How many IRDA personnel will work from this facility. How many access cards does IRDA require?	Hosting facility will be managed by the IA
18	Section G -(ii)- HOSTING ARRANGEMENTS	How will end users access the application? Is it only using internet? If some users will access through leased line/MPLS, where would these users be located at and who will bear the cost of laying/Managing the leased line/MPLS for these users? Is it also Implementation Agency's responsibility to provide for link (leased line/MPLS) between DC and DR sites?	Access to the application will be through Internet
19		Is it mandatory for DC to have IDS and IPS?	Yes. IA shall provide link between DR and DC
20		Does Implementation Agency also need to provide for UAT Servers? If yes, where would this server be located? Would this be at IRDA's own premises at Hyderabad or at Hosting Site? If it needs to be at Hosting Site, how will the application team access the UAT Server whether they would be seated at Hyderabad only and access the same through leased line/MPLS? Who will be responsible for laying and managing the link?	Yes. But these devices may be on sharable basis
21		If UAT Servers need to be placed at IRDA's premises only, what else the Implementation Agency need to provide apart from Servers and Required Software?	UAT Server may be located at developer's location
22		Is IRDA looking for Shared Security infrastructure?	Yes
23		Is IRDA require "unlimited data transfer" in terms of feature	yes

24			growth ? Is IRDA looking specific tools for monitoring	No.
25			Is IRDA looking for redundant links with Multiple service provider?	The hosting service provider is expected to have such facilities with redundancy There is no specific preference for Hardware OEM.
26			Does IRDA have specific preference for Hardware OEM?	However, the IA should ensure that the hardware is of good quality
27			Is it online data replication to DR site? Or Offsite media storage? Do vendor need to take care of NW link between DC and DR?	Yes
28			Do IRDA required common volting for Media storage	As suggested by the IRDA
29	RFP	Physical hardware	Can we proposed cloud computing-Infrastructure as a service option for hardware?	We prefer to have an exclusive server for the proposed IGMS
30		Weekly Offsite backup	In weekly off site backup; does IRDA want to send physical tapes to any 3rd location than DC & DR.Or Primary DC tapes sent to DR location will do?Who will arrange for the courier agency if 3rd location is IRDA office or similar?	Weekly off-site backup shall be sent IRDA and the IA shall be responsible for the same
31		In case of any maintenance activity to be performed on the web server, the implementing agency will provide 48 hours advance notice to IRDA indicating the approximate down time of the web server. The maintenance will be carried out during non-working hours with down time not exceeding 4 Hrs at any given time.	Planned maintenance can be intimated. Any emergency maintenance like hardware replacement which is crucial from Availability/performance point, should be exception in this process.	You are required to make an arrangement to display a message on the site itself indicating about the emergency maintenance and it should not take more than 4 hrs to resolve the problem.
32		Pg 48 of IRDA_IGMS_RFP_v3_final_Volume_1.pdf	What kind of unlimited data transfer is needed? And Why?	Data transfer from the hosting server should be un-limited
33		Pg 48 of IRDA_IGMS_RFP_v3_final_Volume_1.pdf	What is the peak load?	Around 100 users at a time
34			Is there a constraint on the geographical position of the hosting facility?	There is no constraint on the geographical position of the hosting facility. However, the primary site and DR site should be in a different seismic zone.

35	transfer the hosting setup to IRDA at the end of the contract period	Please reconfirm that by transfer you mean transfer of the data and not the hardware infrastructure	Transfer of data and hardware
36	Training	Could you define the team size for training along with the no of days of training expected?	Training would be required for user community (insurers), IRDA department users and IRDA IT Dept.Users.
37	Post go-live stabilization	Post go live, is IRDA expecting resources to be deployed at IRDA location for support? Since the solution will be hosted out of SI~s premises what is the scope of deploying resources at IRDA?	No resource would be required to be deployed at IRDA after post go live stabilisation
38	Timelines	Please reconfirm the following Implementation timelines - 3 months Post go live warranty - 1 year Post warranty support - 5 years Total timelines - 6 years 3 months	Implementation timelines - 3 months Post go live warranty - 1 year Post warranty support -4 years Total timelines -5 years 3 months
39	Classification of complaints subject to pre defined rules	Please give some examples of such rules	Classification of complains are given in FRS document at Page No:99 It is planned to have a centralised IRDA complaint reference number called IRDA token number for all the complaints registered at Insurance Companies. If complaints have already registered with the Insurance company, the same will be uploaded by Insurers.
40	The current system does not allow IRDA to know whether the complainant has already registered complain with insurance company	How will IRDA identify complaints already registered with insurance company if it is related to stages before policy issuance when policy number is yet to be generated?	It is planned to have a centralised IRDA complaint reference number called IRDA token number for all the complaints registered at Insurance Companies. If complaints have already registered with the Insurance company, the same will be uploaded by Insurers.
41	Mirroring the complaints database to the IRDA portal	We understand IGMS will have to be developed as a portal. Please confirm	Yes.IGMS will have to be developed as a portal
42	The proposed system should eliminate duplication of complaints	Will duplicates be identified on the basis of policy number only?	Duplicates will be identified based on various parameters captured through the complaint registration form
43	The policy holder escalates complaint through IRDA grievance cell.... Uploaded to the IRDA IGMS	By ~upload~ does it mean the grievance cell will enter the	Complaints can be entered by policyholder or by Call Center

		complaints?	Executive or by Insurer. If the complaint is against an agent, agent code is essential which can be validated with IRDA agent licensing portal
44	It should validate agent code against agency licensing portal	Will the policy holder/ prospect need to know agent code?	Agent licensing portal is an online portal. Agent details can be made available for access to IGMS portal for making such validattions
45		Does the agency licensing portal already have a mechanism to exchange agent information with external applications? If yes then please detail the mechanism	Setting up of the call center is outside the scope of current RFP
46	The system should allow the IRDA call center.....	We understand setting up and operation of this call center is outside scope of the current RFP	The system should allow the Policyholder (on request by insurer / IRDA) to update the complaint and Insurer to change the status to OPEN, RESOLVED or ON-HOLD. Policyholder should be able to add additional details, if required by Insurers/IRDA. Such additional information added by the policyholder should be displayed different color (Blue) for easy identification.
47	The system should allow the policy holder to update the complaint and change the status.....	Please explain what type of status update is expected from the policy holder? Is the related entity also expected to update the same information?	Action user is the user who will take actions on the escalated complaints
48	Action user	Is this an IRDA user?	Automatic escalation .
49	Auto calculation	Is it ~auto escalation~?	Please refer section 6.4.2 of RFP (Pg. No:48)

DR Related

1	Page 43 - Section G Point no 2. - The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.	Are you looking for any Disaster recovery site ?	Setting up of DR is part of the scope of the project
2	Page 43 of RFP - Section G Point no 2. - The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.	What is expected time to recover in case of Failure of any equipment / communication network ?	Recovery time Objective: 4 Hrs Recovery point Objective : 5 Secs

3	Would only Data Center be hosted? Or DR Site would also need to hosted?	Both Primary and DR site needs to be hosted
4	What would be the location preference for DC and DR Sites? If we are to host only DC , then what would be the location for DR?	No location preference. DR and DC should be in different seismic zone
5	Tier III Data Center - We have ISO 27001 and ISO 20000-1 certification. Please confirm if it is adequate	Adequate.

General

1	Page 20 of the RFP mentions that FORM -3 – Organisations references should be sent along with the technical bid. However, page 73 of the RFP wanted the project details as per FORM-C(FORM 3) to be sent along with application for bid. Hence FORM 3 was actually sent along with the application for bid. Do we need to send the same once again with the technical bid?	Details already submitted as part of 'Application for Bid' need not be submitted again
2	Page 75 of the RFP asks for Company Stability parameters in Schedule 4.A. Do we need to provide only the values for these queries, or is there a need for supporting documents as well?	Only values needs to be provided. Supporting documents are not essential
3	Page 83 of the RFP asks for a Sample Quality assurance report. For portal pre-launch, a cyber security audit is carried out. Is IRDA looking for this audit report?	Only a copy of sample Quality Assurance prepared for one such project/client needs to be submitted
4	. Page 85 of the RFP asks for compliance with general terms and conditions in SECTION-J. However, SECTION-J has the appendices. Is it Section-I that we should refer to?	It is a typographical error. RFP is actually referring 'Section-I'
5	What will be the location for development of the application?	Location for development can be anywhere. However, there would be one person stationed at IRDA during the initial stages of development and during the

6			<p>What is the deadline for the Technical Bid submission? Is there a specific time in the day? Page 17 of the RFP says: "Specific details of price bid evaluation shall be provided along with the price bid format- shall be made available to the vendors shortlisted after the technical presentations." – can you please indicate if the technical score will have any weight age in final selection and how much? Generally, we come to know about the entire evaluation process from the RFP itself</p>	<p>implementation Last date for submission of Technical Bid is : 17th May 2010 by 5.00 PM</p>
7				<p>Technical score will have weightage in the final section. However, the % will be decided by the Technical Committee at the time of evaluation of Technical Bids.</p>
8	33) Post go-live stabilization	59	<p>Is onsite warranty same as Post go-live stabilization, wherein we have to provide onsite consultants for 12 Months or is it a separate activity altogether?</p>	<p>On site consultant may not be required during during the warranty/AMC period. Only duly the stabilization period online consultant may be required</p>
9			<p>Can a vendor offer multiple solutions through a single bid ? Is IRDA looking for a readymade application or a development project? Can one vendor participate with multiple bids ?</p>	<p>It is a development project</p>
10	12. Intellectual property rights	64	<p>If we propose a ready made proprietary product, we may not be able to give IPR or source code for the same? Request IRDA to relax the condition. For such products we can consider Escrow Arrangement. But IPR may not be provided.</p>	<p>The solution is to be exclusively developed for IRDA</p>
11			<p>IF Escrow arrangement is opted as suggested above, who will bear the cost for the same?</p>	<p>No Escrow account is expected for this project.</p>
12	10. Defect liability -IA shall have to provide a comprehensive, on-site, post installation warranty of 12 months from the date of acceptance of proposed solution	64	<p>There are two acceptance mentioned in the document- User Acceptance and Final Acceptance. Completion of which will be considered as Warranty Start Period.</p>	<p>Warranty starts from the date of user acceptance</p>

13	13. Duration of Contract	65	Warranty and post Go Live Stabilization for 12 Months would start after Go Live , followed by 4 years AMC Support. Is our understanding correct?	Yes
14			Hosting will start after UAT Stage and will continue for full support period of 5 years (1 year warranty and 4 years AMC). Is our understanding correct?	Hosting will start prior to the start of UAT.
15			Is onsite support also expected during AMC Period?	No on-site support is expected during AMC
16			Would support for third party software and hardware would also need to be provided till the end of Software AMC period?	If any third party software is proposed by IA then the support for the same will be provided by IA
17		Payment terms	Total % is exceeding 100. Please clarify	Typo error. RFP has been corrected
18			Please explain ~last go-live~	The date on which the on-line IGMS was put into operational
19			Please mention the PBG Value to be submitted.	10% of the Contract value

Data migration

1	Page 41 of RFP, line 113, Mandatory Requirements The system should allow integration of the current Grievance management system by transferring the data to IRDA IGMS.		Can we get details on the data from the current system which must be migrated to IGMS?	There would around 20,000 records to be migrated from the current system into new system. The size of the data file is around 1 GB
2	Data Migration Scope - Data being migrated have to be rationalized, codified, transformed and reconciled to be suitably used for future purposes..		Will require more details on present platform and architecture & data migration methodology at application level. How many Tables/Files are there for Migration and what is the size of Data	Less than 1GB on SQL server