



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

HYDERABAD

Request for Proposal

IRDAI invites proposal from reputed I.T. companies for revamping of Intranet portal and its External website www.irdai.gov.in.

For details please visit www.irdai.gov.in >> Tenders.

The last date for submission of tenders is 25th October, 2017 at 3 PM. A pre-bid meeting will be held on 27th September, 2017.



Request for Proposal

for

Revamping of IRDAI's Intranet portal and External website www.irdai.gov.in.

Issued by:

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DISCLAIMER

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 (IRDAI) invites proposals from reputed IT companies to study, analyze and redesign the IRDAI's intranet portal as well as external website www.irdai.gov.in, develop new intranet portal & website as per the requirements stated in this document, provide necessary hardware, software, implement development of portals and provide post warranty maintenance support for a period of next two years based on satisfactory performance of the vendor.

The bidder should be well-qualified, experienced and end-to-end solution provider, having tested and proven technology, capable of providing end to end solution for redesigning the intranet portal and external website, migration, testing, implementation, training to users and providing onsite and remote support.

Two-Stage Bidding Process

1. For the purpose of selection of the vendor, a two stage bidding process will be followed.
2. The response to the present Request for Proposal (RFP) is to be submitted in two parts, i.e. the Technical Bid and the Commercial Bid. These are two distinct and separate parts of the tender.
3. The 'Technical Bid' will contain the comprehensive technical details, whereas the 'Commercial Bid' will contain the pricing information. **The Technical Bid should NOT contain any pricing or commercial information at all. Earnest Money Deposit (EMD) shall be submitted along with technical bid in a separate envelope.**
4. In the first stage, only the 'Technical Bids' will be opened and evaluated. Those companies whose bids satisfy the prequalification criteria and the technical requirements of the solution, as determined by IRDAI and as per the requirements/specifications and the terms and conditions of this document, shall be short-listed.
5. Under the second stage, the Commercial Bids of those companies whose bids have been short-listed on the basis of evaluation of their Technical Bids, will only be opened for further processing.

6. IRDAI may call for any clarifications / additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. IRDAI at its discretion may disqualify the bidder's offer, if the clarifications/ additional particulars sought are not submitted within the specified date and time.
7. Amendments to this bid document may be issued at any time, prior to the deadline for the submission of bids. From the date of issue, amendments to the bid document shall be deemed to form an integral part of the bid document. The amendment will be made available on our website (www.irdai.gov.in) and will be binding on all the bidders.
8. IRDAI reserves the right to call for a presentation on the features etc., from the shortlisted bidders based on the technical bids submitted by them to make an evaluation.
9. The commercial bid should contain quotation for end-to-end services as envisaged in this document.
10. The bids must be submitted in accordance with the formats specified in this document.
11. Bidding companies must acquaint themselves fully with the conditions of the bids. No plea of insufficient information will be entertained at any time.
12. The application form is enclosed at **Annexure - VI**. Interested parties can submit their application form along with technical bid with all the supporting documents and commercial bid in separate envelopes, and the Earnest Money Deposit (EMD) amount
13. At any time before the submission of bids, 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.irdai.gov.in) and will be binding on all bidders. IRDAI may at its sole discretion extend the deadline for the submission of proposals.
14. Only the companies satisfying the pre-qualification criteria stated in Section-I of this document and submitting all necessary documentations as per the checklist given in Section-V would be invited for technical presentations.
15. 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 with Annexure VII-A and the commercial bid shall be submitted as per Annexure – I with Annexure I-A.

16. A pre-bid meeting will be convened at the Authority on 27th September 2017 at 3 PM. 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.
17. 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 bidders to facilitate their Technical presentation.
18. The chronological events for the entire bidding process are stated under Section-I (Bid schedule)
19. IRDAI reserves the right to accept or reject any application without assigning any reason thereof. 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.
20. Canvassing in any form would disqualify the applicant.
21. IRDAI would select the suitable party for the execution of proposed System.
22. The selected Bidder is expected to commence the Assignment on the date specified in the Work Order.

23. Pre-Qualification Criteria

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

24. The Bid documents shall comprise of following:

Sl. No.	NAME OF THE DOCUMENT	SECTION
1.	General Information & Instructions to Bidders	Section – I
2	Terms and Conditions Governing the Contract	Section – II
3	Project Details And Scope Of Work	Section – III
4	Services to be rendered by the Bidder	Section – IV
5	Check List For Submission Of Proposal	Section – V
6	Bid Proposal (Annexures)	Annexure –I to VIII

25. The Bidder shall submit the Bid in accordance with Section – I of Bid document. The last date for submission of bids: 25th October 2017 by 3 PM

26. The Bidder is also advised to visit our website www.irdai.gov.in for any updates/notification from IRDAI.

27. Earnest Money Deposit (EMD) of requisite value has to be submitted along with the technical proposal in acceptable form as per Section-I “General Information & Instructions to Bidders”. In case of non-receipt of EMD of requisite value in acceptable form, the bid will not be entertained and shall be rejected.

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

29. The tenders will be opened on the date and time as mentioned in point no.25 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 commercial bids of such applicants will not be opened. Commercial 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.
- 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 Notice inviting tender. IRDAI however, shall not take any responsibility, whatsoever, for any postal/courier delay. The Bid submitted by any other mode shall not be entertained.

30. All the correspondence with regard to the above shall be made to it@irda.gov.in :

**The Chief General Manager (IT),
Insurance Regulatory and Development
Authority of India**

SECTION – I
GENERAL INFORMATION & INSTRUCTIONS

1. ABOUT IRDAI

Insurance Regulatory and Development Authority of India (hereinafter 'IRDAI') is a Statutory body established under Section 3(1) of IRDAI Act, 1999 to protect the interests of policyholders 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.irdai.gov.in for information about the IRDAI. IRDAI is having its head office at Hyderabad and regional offices at Mumbai and New 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 on IRDAI website. They would form a part of this tender document. 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. PROPOSED WEB PORTAL FOR INTRANET AND EXTERNAL WEBSITE

IRDAI wishes to migrate, the existing intranet portal and website (www.irda.gov.in), with latest technology, having new look and feel with combined/ unified portal for both the sites with appropriate flexibility and scalability that allows easy modifications to meet future requirements and interfacing with related other systems. The design should utilize internationally accepted standard to ensure best of UX Design, Security, Ease of implementation and system stability, scalability for future expansion.

This RFP is issued for the purpose of selection of eligible bidder for redesigning the IRDAI's intranet portal and external website, migration, testing, implementation, technical support and maintenance.

RFP does not constitute a commitment to conduct procurement, or an offer of a contract or prospective contract. IRDAI shall not be liable for any costs incurred by any potential bidder in preparation and submission of information in response to this RFP.

3. ESTIMATED COST OF THE PROJECT

The approximate cost of work for this tender is **Rs. 145.00 lakhs** (Cost of hardware and software licenses supplied, cost of migration, development and implementation within 4 months' period also includes 12 months' post implementation warranty)

4. BID SCHEDULE

Address for Submission of bids and Communication	The Chief General Manager (IT), Insurance Regulatory and Development Authority of India 3rd Floor, Parisrama Bhavan, Basheer Bagh, Hyderabad- 500 004 Telangana State
Date of Issue of RFP	20 th September 2017
Pre-bid meeting	27 th September 2017
Date of publishing of pre-bid queries and answers	4 th October 2017
Last date and time for Submission of Technical and Commercial proposals	25 th October 2017 at 15:00 Hrs
Date and time of opening of Technical Proposal	25 th October 2017 at 15:30 Hrs

Date and time of opening of commercial bids	To be announced/ Intimated only to short-listed technical bids.
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5. PROJECT DETAILS AND SCOPE OF WORK

The project details including detailed scope of work has been made available in Section–III of this document.

6. PRE-QUALIFICATION CRITERIA (PQ)

The bidder should have the following eligibility for participating in the tender. The bidder should submit documentary evidence for fulfilling the eligibility.

SR. No.	Eligibility Conditions	Documentary proof to be submitted
A	The bidder shall be a company incorporated under Companies Act. In case of Consortium , the primary bidder & all the partners of the consortium should be registered under the Companies Act.	Company Incorporation Certificate or Registration Certification. In case of Consortium Proof for formation of consortium should be submitted.
B	The bidding party/ Primary Bidder in Case of a Consortium should have been in existence for a minimum period of 5 years in India	Company Incorporation Certificate or Registration Certification

C	IT companies (Bidding party/ Primary Bidder in case of consortium) capable of providing a turnkey solution including supply of required latest version of hardware & software for the proposed web based solution, development, customization, implementation & maintenance of the same and possess required certifications (CMMi Level 3 and above for software development).	Copy of the certification
D	The bidder/primary bidder (in case of consortium) should be a certified implementation Gold / Platinum partner of the product to be implemented.	Copy of the certification
E	The bidder/primary bidder (in case of consortium) shall have an average annual turnover of at least INR 250 Lakhs annum from the IT Development and Application Support services during the last three audited Financial years. i) 2014-2015; ii) 2015-2016; iii) 2016-2017	The bidder shall submit relevant pages of Audited Balance Sheet & Profit Loss account for the last three financial years. Certificate of turnover pertaining to the IT Development and Application Support services issued by Company's Auditor (Chartered Accountant) is to be submitted
F	The bidder/ all partners of consortium should have profit before tax for last two financial years, i.e. 2015-16 and 2016-17	A certificate to this effect from a Chartered Accountant must be submitted.

G	The bidder / (all partners of consortium) 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 date of RFP and there has been no litigation with any government department on account of similar services.	The bidder shall submit an undertaking to this effect.
H	The bidder / (all partners of consortium) should be registered in India with the appropriate tax and other administrative authorities (e.g. Income Tax, GST / Service Tax, EPF department) and carry a valid PAN / TAN / VAT / GST / Sales Tax Registration.	Copies of PAN card and VAT / GST / Service tax registration are to be submitted
I	<p>The bidder / Primary bidder in case of consortium must have experience of having successful completion of Designing, Development and Implementation of similar solution in the last 5 years. The Vendor must fulfill either of the following requirements of work:</p> <ul style="list-style-type: none"> i. Three similar completed works each costing not less than Rs 50 Lakhs. (or) ii. Two similar completed works each costing not less than Rs. 75 Lakhs (or) iii. One similar completed work costing 	<p>1.Copies of work orders shall be submitted.</p> <p>2.The bidder must submit satisfactory completion certificates from its customers for the software development projects similar to those being requested in this RFP.</p> <p>3. Please mention the URLs of the sites that the vendor manages and which are comparable.</p>

	<p>not less than Rs. 150 Lakhs</p> <p>The bidder should provide reference of three clients for whom similar solution has been provided / implemented by the bidder.</p>	
J	<p>Bidder / Primary bidder in case of consortium should have technically qualified manpower to execute projects of Revamping of Intranet and External Portal with Web based Document Management, Content Management, Workflow management and Collaborative Features.</p>	<p>CV of technically qualified and experienced manpower in the following positions who have implemented similar solution are to be submitted:</p> <p>(1) Project Architect (1 Nos): with at least 8 years of work experience in implementing Web based Portals</p> <p>(2) Team leader (1 Nos): with at least 5 years of work experience.</p>
K	<p>In case of consortium, the primary bidder will be the primary point of contact and it would be the primary bidder's responsibility to interact with consortium members throughout the duration of engagement.</p>	

The bidders are required to meet all the above mentioned criteria. Only those bidders who meet all the Pre-Qualification (PQ) Criteria shall be considered for the evaluation of Technical bids. The bidders, who do not meet all the pre-qualification criteria as above, shall not be considered for subsequent evaluation.

Note:

IRDAI reserves the right to verify with respect to documents mentioned above, with bidder's customers before shortlisting the bidders.

7. OTHER DOCUMENTS

The following documents should also be submitted along with the tender:

- 7.1 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.
- 7.2 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 project work of Revamping IRDAI's Intranet portal and external website.

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

8. PRE-BID MEETING

- a) A pre-bid meeting would be held on 27th September 2017 at 3 PM. The purpose of this meeting will be to clarify the requirements as envisaged in this document and also to address the queries if any, of the prospective bidders.
- b) A maximum of two authorized representatives per bidder may attend the pre-bid meeting. Queries or enquiries from any bidder after the pre-bid meeting, will not be entertained.
- c) Any queries/clarifications may be sent by e-mail to the Authority (it@irda.gov.in) by the bidders before the date of the pre-bid meeting.
- d) All relevant issues may be raised by the bidders in the Pre-Bid Meeting.
- e) A consolidated list of pre-bid queries raised by the bidders and clarifications provided by IRDAI at the pre-bid meeting will be documented and made available in IRDAI's website. However, the IRDAI reserves the right to defer answering any such question or to decline to answer any such question, which it considers inappropriate.

9. SCOPE OF PROPOSAL

- 9.1 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.
- 9.2 Tenders not covering the entire Scope of Work shall be treated as incomplete and hence may be rejected
- 9.3 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.
- 9.4 Bidder shall make his own arrangements for transportation and accommodation during the warranty / AMC period for attending the review meetings.

10. AUTHORIZED SIGNATORY

- 10.1 Persons signing the tender shall state in what capacity he/she / they is / are signing 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.
- 10.2 The person signing the tender form or any documents forming part of the tender on behalf of company shall be responsible to produce a proper power of attorney duly executed in his favour, stating that he has authority to bind such other person or the company 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. 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/primary bidder

11. EARNEST MONEY DEPOSIT

11.1 The bidder shall furnish Earnest Money Deposit (EMD) of Rs. 7,00,000/- (Rupees Seven lakhs only) through demand draft drawn in favor of “**Insurance Regulatory and Development Authority of India**” 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.

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

11.2.1 If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder in the Bid Proposal Sheet;

11.2.2 If the Bidder does not accept the correction of errors of its Bid price.

11.2.3 If the Bidder does not withdraw any deviations listed in Deviation Schedule at the cost of withdrawal indicated by him;

11.2.4 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;

11.2.5 If Bidder found involved in Fraudulent Practice; if the Bidder submits false, dubious, forged or tampered documents.

11.3 In the case of a successful Bidder, EMD is liable to be forfeited in the Following cases:

11.3.1 If Bidder fails to accept the letter of award.

11.3.2 If Bidder fails to furnish the required Contract Performance Guarantee (CPG) by the due date without prejudice to any other rights and remedies of the IRDAI under the contract and law.

11.4 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.

12. AMENDMENTS OF TENDERING DOCUMENTS

- 12.1 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.
- 12.2 The amendments / addendums / corrigendum / clarifications to the bidding documents will be notified by uploading the same on the website of IRDAI (www.irdai.gov.in) as mentioned in the Notice inviting tender 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.
- 12.3 In order to afford prospective bidders reasonable time to carry out amendment / addendums / corrigendum / clarifications into account in preparing their tender, the IRDAI may, at its discretion, extend the deadline for the submission of tenders.

13. BIDDING PROCESS

13.1 BID SUBMISSION

SR. NO.	NAME OF THE DOCUMENT	INSTRUCTIONS TO SUBMIT
a	EARNEST MONEY DEPOSIT	As mentioned in Section-I
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 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.

- 13.2 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.

14. 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/ Notice inviting tender. All such interpretations and clarifications shall form part of the specifications and documents and accompany the Bidder's proposal.

15. 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.

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

15.2 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. Bid withdrawal notices received after the Bid submission deadline date will be ignored and the submitted Bid will be deemed to be a validly submitted tender.

15.3 No Bid may be withdrawn or modified in the interval between the Bid submission deadline date 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 Earnest money deposit and black listing for three years' period.

16. FINANCIAL BID.

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

- i) Cost of software (including BOM as per Annex-IA)
- ii) Cost of hardware (including BOM as per Annex-IA)
- iii) Cost of Designing and implementation of IRDAI Intranet portal and website as per the System requirement specifications (SRS) document to be finalised and provision of warranty for a period of 12 months' post implementation.
- iv) Cost of maintenance of the application for a period of two years after expiry of the warranty period.

16.1 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.

16.2 The quoted charges shall be FIRM.

16.3 IRDAI will issue Letter of Award during the period of Bid validity and as per Terms of Bid document.

17. BID OPENING AND EVALUATION

17.1 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 Notice inviting tender. 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.

17.2 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.

17.3 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.

17.4 In particular, Bids with deviations from, objections to or reservations on provision such as those concerning 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.

17.5 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.

17.6 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:

Technical Evaluation Criteria

Technical Evaluation Process is based on parameters like Hardware Proposed, Technical Implementation Team, Onsite Support Matrix, Project Implementation Plan etc. Only the commercial bids of the technically shortlisted and qualified bidders will be opened.

S. No	Criteria	Basis for valuation	Max Marks	Supporting
	COMPANY PROFILE		10	
1.	Average Revenue turnover from web solution, System Integration/ICT Systems Development and Implementation Work of similar nature in last 3 years (Turnover in Rs Crores)	Greater than or equal to 20 : 10 marks Between 15 and 19.99 : 8 marks Between 8 and 14.99 : 6 marks Less than 8 : 0 marks	10	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor
	RELEVANT STRENGTHS		55	
2.	Bidder's responsiveness and understanding of requirements / Scope of work		15	through evaluation of technical proposal submitted by the bidder
3	Technical presentations		25	
4.	<p>Turnkey services including Hardware and Storage Equipment Supply & maintenance services , Web Software Development & maintenance services of value more than 30 lakhs that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>The work order should have been issued within the last 5 years, as on <date>.</p> <p>Weightages (W)</p> <p>In case project completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 80%</p> <p>In case project in progress and the Work Order is between 12-18 months old and letter of satisfaction available: 50%</p>	<p>When No. is :</p> <p>equal to or more than 5 projects : 15 marks</p> <p>equal to 4 projects : 12 marks</p> <p>equal to 3 projects : 9 marks</p> <p>equal to 2 projects : 6 marks</p> <p>Less than 2 projects : 0 marks</p> <p>The maximum marks for each project is 4 marks. These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>	15	<p>Completion Certificates from the client; OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p>

	<p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p>			
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	APPROACH & METHODOLOGY		20	
5.	<p>Solution Proposed Demonstration of understanding of the IRDAI's requirements</p>	<p>Qualitative assessment based on Demonstration of understanding of the IRDAI' s requirements through providing:</p> <ul style="list-style-type: none"> - Solution proposed and its components, - Technologies used, - Scale of implementation - Learning on Issues - Challenges - Challenges likely to be encountered - Mitigation proposed - Client references: 	10	A note
6.	<p>Approach and Methodology to perform the work in this assignment</p>	<p>-- Qualitative assessment based on Understanding of the objectives of the assignment: The extent to which the Systems Implementer's approach and work plan respond to the objectives indicated in the Statement/Scope of work.</p> <p>-- Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference</p>	2.5	A note

7.	Project work break down structure	Qualitative assessment based on timelines, resource assignment, dependencies and milestones	2.5	A note
8	Availability & Scalability		5	A note
	RESOURCE PROFILE & SUPPORT		15	
9.	Resume of all key technical resources proposed for the assignment	Qualitative assessment	10	
10.	Support (for hardware, software and application) , Service Level requirement(SLA) & Help Desk arrangement		5	

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

17.7 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.

17.8 The final selection of implementing agency will be made based on L1 bidder.

18 CORRECTION OF ERRORS

18.1 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.

18.2 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 EMD may be forfeited.

19 ACCEPTANCE OF TENDER

19.1 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, and 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.

20 Validity of the Bids

20.1 The Bid shall be kept valid for a period of one hundred and twenty days (120) days from the date set for opening of Commercial Tenders.

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

21 IRDAI's DECISION

21.1 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.

21.2 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 CGM (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) 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.
- (ii) 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.
- (iii) 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.
- (iv) 'CHAIRMAN' shall mean the CHAIRMAN of IRDAI.
- (v) '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 Chief General Manager (IT) IRDAI, HEAD OFFICE, HYDERABAD or any person authorized by him on his/IRDAI behalf.

2. OBJECTIVE OF THE CONTRACT

The bidders shall render / responsible for all the services given in Section - III and IV as and when necessary and as directed from time to time by the Chief General Manager (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 CHIEF GENERAL MANAGER (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 private limited company or a body corporate incorporated in India under companies act. The 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 shall 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 4 months from the date of award of contract and shall submit schedule for the same. In case if the vendor is not in a position to complete the work due to the reasons which are entirely attributable to IRDAI/ beyond the control of both the parties, the timeline for implementation may further be extended on mutual agreement and the contract shall be amended accordingly.

However, the warranty period shall commence only from the date of acceptance

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 two years from the date of completion of warranty period.

The above Performance Guarantee will be returned to the bidder within 90 days after the expiry of AMC period without any interest on satisfactory completion of AMC period. The validity of CPG shall be extended by the bidder in case of extension of AMC period.

10. PAYMENT

10.1 Payment Terms:

S.No	Particulars	Payment term
I	Cost of hardware & software licenses	90% against supply and installation 10% against submission of

		contract performance bank guarantee.
II	<p>Development and implementation of intranet portal and external website:</p> <ul style="list-style-type: none"> ➤ On finalisation of requirement specifications 20% ➤ On completion of development of Intranet portal & external website as per the requirement specifications and completion of UAT 20% ➤ On transfer of existing portal information into new intranet portal & website and making the new intranet portal & website operational 30% ➤ Submission of documentations and Completion of training 10% ➤ On completion of warranty period of 12 months 20% 	
III	Payment during the maintenance period	Quarterly basis at the end of every quarter subject to receipt of invoice

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.

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

c) 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, payment shall be in Quarterly Installments after expiry of the quarter. The invoice for the completed quarter shall be submitted during the first week of following quarter along with required supporting documents.

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 Bidder 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 The contract will be for a period of three years and four months' subject to review every year. However, both parties will have the option to terminate the contract with a notice period of three months or on mutually agreed notice period.
- 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 Chief General Manager (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 Chief General Manager (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 CPG

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, the same shall be rectified by the service provider before handing over of the portals to IRDAI/IRDAI identified partner for maintenance.

(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 costlier, 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 Chief General Manager (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 shall indemnify IRDAI 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 Bidder 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 Bidder. 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 Bidder in default. The Bidder 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 Bidder.

21.2 The Bidder shall thoroughly study and analyze the needs of the IRDAI with IT Department where intranet portal & IRDA's website are required to be implemented under this contract and obtain approval for various stages of work from The Chief General Manager (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 The Chief General Manager (IT) or any other official deputed by him.

21.4 The Bidder has to prepare the System requirement specifications (SRS) after necessary study of the existing system and interaction with the users. The System requirement specifications is expected to cover all data, functional and interface requirements for development with the detailed description.

21.5 The representatives of the Bidder and IRDAI will sign the System requirement specifications if any shortfall or inadequate coverage is noticed. It shall be the responsibility of the Bidder 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 Bidder are covered under Section-III and Section-IV of this document. Additional items may be provided by IRDAI to the Bidder during the execution of the contract.

21.7 The hardware & software required for implementing the project shall be supplied by the Bidder. The hardware shall have three years' comprehensive on-site warranty and the software licenses shall also have minimum 3 years' upgrade support (Annual technical support). Both the hardware and software licenses shall be supplied in the name of IRDAI.

21.8 The Bidder shall advice the IRDAI in writing when the intranet portal & website after development/customization will be ready for installation. The IRDAI through its representatives shall satisfy itself that the intranet portal & IRDAI website/portal are 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 Bidder and will thereafter authorize the Bidder 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 proprietary 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 and satisfactory functioning of the proposed solution. The solution under this scope shall be under comprehensive warranty for a period of 12 months from the date of issue of acceptance certificate by Project Coordinator from the IT Department. During this period of 12 months' vendor will engage in resolving all issues arising out of feedbacks received from the users, bug fixing and troubleshooting 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 successful completion of implementation of solution for revamping intranet portal and IRDAI's website followed by 12 Months warranty period and 2-years maintenance contract period which will start after the completion of warranty period of application

software, IRDAI shall be free either to continue with the Bidder by extending the arrangements for another one year or to part ways with the Bidder after giving three-month advance notice and engage another agency as may be decided by it. One-year maintenance of portal extendable up to one more year, 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 response time & resolutions time SLAs for different severity levels have been provided below

Severity Level	Description	Response Time	Resolution Time	Minimum Service Level
Critical	Non-availability of any service/ application/ system/ device causing inaccessibility to all user	30 Min	2 Hours	98%
High	No availability of services for section of end-users in any service/ application/ system/device. Although uninterrupted services to some end-users is available High Impact on business	45 Min	4 Hours	98%
Medium	Issues which affect few users but temporary fix is available Medium Impact on business	1 hour	8 hours	95%
Low	Install Move Add or Change services or any planned activity	4 hour	24 hours	95%

SLAs shall be calculated on monthly intervals.

Note:

- All product related problems / bugs are outside the scope of this SLA. Nevertheless, in case of product failure, the bidder shall strive to keep the operations running within the limitations imposed by the product failure.

28. PENALTY DURING WARRANTY / MAINTENANCE PERIOD

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.	SLA compliance	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 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 Chief General Manager (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, 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

PROJECT DETAILS AND SCOPE OF WORK

1. BROAD SCOPE OF WORK

- Study the existing setup of intranet and external website (www.irdai.gov.in), other intranet / external applications. Preparing System requirement specifications (SRS) and Solution Architecture.
- Providing supporting Hardware, Software and Infrastructure required for on Premise Solution implementation.
- Developing the new unified portal for intranet and the external website.
- Integration of existing applications internal and external both and migration of existing Data to the new solution.
- Warranty, AMC and Technical Support for the new solution for a period of three years.
- Training, Documentation and Manuals for the new Portal designed.
- Audit & Compliance of the portal as per the GIGW guidelines.

Scope includes the development and maintenance of a new unified portal by revamping the existing IRDAI Intranet site and External website (www.irdai.gov.in) with latest software development tools with appropriate framework, Content Management System (CMS) including Web content management system, document management, work flow management and online collaboration features.

1. Study/ analyse, design a secured Service Oriented Architecture for the proposed solution. Specify/recommend required hardware, software and other infrastructures facilities to support the proposed solution.
2. Providing connected Hardware and Software. The Hardware to be supplied shall have three years' comprehensive on-site warranty and the software licenses shall have minimum three years' annual technical support (upgrade support).

3. Design and Implementation of the new website solution within 4 months from the date of signing of contract including the migration of contents from the existing intranet portal, external website to the new portal, support the services for hosting of the portal Internally, conduct training sessions to the internal employees of IRDAI and Internal IT Team to get well equipped with proposed unified website solution.
 4. 12 Months warranty of the new designed unified portal solution post implementation.
 5. The external website (www.irdai.gov.in) to be developed must adhere to the Web Content Accessibility Guidelines (WCAG) 2.0. Any gap to this should be identified and the service provider to ensure that the website is Level AA compliant.
 - Compliant to Government of India Guidelines (GIGW) for website.
 - Complaint to Open Web Application Security Project (OWASP) framework.
 6. Technical assistance over call 24*7*365 / remote assistance.
 7. The required technical resources for implementation of the proposed solution.
- ❖ The unified portal to be developed should display the new redesigned external website of IRDAI as a default home page, providing secured authenticated access to limited external users as per IRDAI requirement for the four external web applications developed on .NET and MS-SQL Technology seamlessly integrated with redesigned external website (www.irdai.gov.in). In case of portals having different technologies other than Microsoft, these four external applications may have to be re-developed.
 - ❖ Single Sign on access to all the internal users of IRDAI with AD Integration providing secured authenticated access to the new redesigned intranet portal.

1.1 EXISTING SET UP OF IRDAI's EXTERNAL WEBSITE (www.irdai.gov.in)

1. IRDAI's external website www.irdai.gov.in with CMS feature has been developed on .NET and MS-SQL technology.
2. Website is being hosted externally with CtrlS Tier 4 Data Centre.
3. The website has approx. 3000 web documents uploaded in form of Orders, Circulars, Rules, Regulations, Notifications, Business Figures, Exposure drafts etc. in pdf, xls, doc, zip and jpg etc. formats and is maintained in-house

SL .No	SPECIFICATIONS	FIGURES
1	Database size	500 MB
2	Application Size (Including hosted files)	18 GB
3	Average Number of visitors/day	1300
4	Average number of pages visited per day	11500
5	Average number of hits / day	2 lakhs (approx)
6	Average bandwidth utilization/day	4.3 GB

4. The existing website is partially bilingual.
5. The website is maintained by Internal IT team with various web uploads done on daily basis.
6. There are four Web applications developed on .NET and MS-SQL platform which are presently integrated with External website with Secured authenticated access provided to limited users.

Details of Web Applications integrated with external website are as follows:

Sl. No	Application Name	Brief Description	No. of Users
1	Rural Authorized Person (RAP) Module	This application is developed for the issuance of fresh and renewal license to the RAP's for procuring insurance business for a Common service center. The required input data is received from CSC SPV (Common Service Centre Special Purpose Vehicle).	2
2	Referral Registration Module	This application provides secured access to all the authorized insurance companies for filing of application for approval by IRDAI of a referral company or renewal of the referral company.	65
3	Cross Border Reinsurance Module (CBR) Module	This application provided secured access to the authorized Cross border reinsurance companies for filing of Information sheets with IRDAI.	65
4	Insurance Repository Module	This application provides secured access to the registered Insurance Repository Companies towards application for fresh approval / renewal of Approved persons by IRDAI.	7

1.2 The Broad scope of Redesigning IRDAI External Website includes:

- 1) The service provider has to redesign the existing website (www.irdai.gov.in) with a

fresh look and feel, and migrate the contents. The website should be modern, trendy with ease to navigation and with advanced features to support text, image, audio, video, and combination (multi media) posting.

- 2) External Web Site must have a well-defined Content Management System (CMS) to support the creation, management, distribution and publishing of corporate information. All pages, including new pages (English and Hindi) should necessarily be developed and maintained in the CMS.
- 3) All static pages presently available in IRDAI's website should necessarily form part of the CMS design of unified portal. CMS must manage complete life cycle of the pages on the site, the appearance of the published pages and the navigation provided to the users.
- 4) Should have workflow capabilities with regard to the content approval/publishing process. Should support editions (versions/rollback) of the website managed.
- 5) Users should be able to upload documents in multiple formats (.pdf/word/excel/zip/ppt/video/audio files etc.). Should support version control, change tracking and comments in the documents. Should support document and text indexing capabilities.
- 6) The bidder shall provide analytics of the website's usage, its performance etc. with appropriate analytic tools and provide monthly MIS on various performance parameters, along with suggestion to improve.
- 7) The bidder has to periodically review the status of website response to search and ensure it appears high on search throughout the engagement period.
- 8) The bidder has to build a Bi-lingual website (with complete translation of all circulars/guidelines/orders etc. issued by IRDAI so far, around 3000 pages/ documents/worksheets)

- 9) The website should provide for search engine optimization to allow the highest possible ranking of the individual pages within the site from all major search providers, including but not limited to Bing, Google, MSN Search, and Yahoo.
- 10) The website shall provide a full text search for all the content. This shall be able to search in all the links, sub-links, sub sub-links and shall provide links where the searched word or phrase is present. On clicking the link, the content shall be displayed.
- 11) The site should provide Meta title and Meta descriptions tags that are maintainable and able to auto correct and/or provide results that best match misspelled words or phrases. The search feature should be able to search both HTML pages and documents, such as PDF files and Microsoft Word documents.
- 12) The website should have mobile compatibility feature, auto adjusted based on its access across mobile devices, desktop / laptop/ IPAD or any other Hand held Device.
- 13) The website would be compatible with present, future as well as at least 3 previous versions of the respective browsers on devices seamlessly during the entire contract period. The list of browsers is (but not limited to) Internet Explorer, Mozilla Firefox, Safari, Netscape, Mobile Safari (IOS), Chrome OS, Default Android Browser for Android mobile device and default IE for Windows mobile device. Further, any new browser introduced in the industry during contract period should also be made compatible with the IRDAI's External website (www.irdai.gov.in) at no additional cost to IRDAI.
- 14) Sitemap should be designed and it should be updated automatically in case of page addition / removal. The font used across the website shall be consistent.
- 15) The website should be able to integrate with most of the social media networks like Facebook, Twitter, YouTube etc.

- 16) Seamless integration of the existing web applications on IRDAI external website with new redesigned website, development and maintenance support for these applications.
- 17) Any changes in Website due to the changes in GIGW should be carried out by the vendor at no additional cost to IRDAI.
- 18) The bidder has to provide support for taking backup of the unified portal at regular intervals by internal IT technical team and explain procedure and process to extract / restore.
- 19) Applications software should be up to date with the latest service pack and patches to protect against various cyber attacks.
- 20) The bidder should ensure that the Antivirus installed at the server must be updated regularly with latest antivirus definitions. The system should be scheduled for daily scan.
- 21) The bidder will be the single-point- of-contact to provide all the services for the website.
- 22) The IRDAI reserves the right to conduct third party audit on the newly developed portal, web server & networking equipment's etc., which may be audited by the IRDAI officials or security auditors appointed by IRDAI. The discrepancies if any, found during audit should be complied within 30 days without any extra cost to the IRDAI.

1.3 EXISTING SET UP OF IRDAI's INTRANET SITE

1. IRDAI Internal website with CMS feature is developed on .NET and MS-SQL technology.
2. Website application and website maintenance is done by the Internal IT Team.

3. There are 300 Internal users with an expected increase by 10-15% every year.
4. There are around 25 internal departments with departmental sites on Intranet portal created for 12 departments.
5. The Intranet site has approx. 2000 web documents uploaded in form of Orders, Circulars, etc.in pdf, xls, doc, zip and jpg formats and is maintained in-house by internal IT team.

Details are as follows:

Sl. No	Application Name	Brief Description
1	Database size	60 MB
2	Application Size (Including hosted files)	7 GB
3	Approximate number of users	300

6. The existing Intranet site is in English.
7. The website application maintenance is done by Internal IT team with various web uploads done on Regular basis.
8. There are around 11 web applications developed on .NET and MS-SQL platform which are presently integrated with internal website with secured login access provided to the internal Users and a SAP/ERP application included. Two other applications developed on Oracle platform which are not integrated with Intranet site. Total number of users of all the internal applications is 300.

Details of Web Applications integrated with Intranet portal are as follows:

Sl. No	Application Name	Brief Description
1	Attendance Module	This application is for the use of Internal Employees to check their Daily Attendance and attendance for a particular duration.

2	Communications Module	Application To Maintain Central Database of various circulars, Guidelines, Notices, Orders, Regulations etc. issued by Authority and provide access to the top management as and when needed
3	SLCC Meeting	Application for the use of State Level Officers (SLO's) to upload the State Level Coordination Committee (SLCC) Minutes of Meetings, Tour Report, Reference Material, Agenda Items etc. and reports options to view the uploads state wise.
4	HODs Meeting Module	Application for the uploading of presentations made by the Department HODs for the HODs Meetings conducted by the Authority on periodical basis and reports option to view the uploaded presentations.
5	Legal Module	Application to maintain the database of various legal cases being dealt by the Legal department. Enquiry options and report options to view the case details based on case number.
6	Visitors Management Module	Application for the use by Receptionists for maintaining the database of Daily visitors to the Authority's office and for the issue of Visitors pass to keep a control over the entry and exit time of various visitors to the office.

7	Conference Hall Booking	Application for the use of Internal employees for booking of the various conference halls based on date, time and availability of Hall bookings. Reports option to view the various bookings made based on the selection of respective type of conference hall.
8	Public grievance Module	Application for the use of Consumer Affairs Department of Authority to keep a control over the various complaints received from PG portal marked to the Internal departments HODs. Provision for posting of complaints resolutions by Department HODs. Reports options to view the status of all open and closed PG portal complaints.
9	Gate Pass Module	Application for the use of selected departments for the issue of Gate Pass for carrying devices and material outside office and carrying into the office.
10	IT Help Desk Module	Application for lodging of Hardware and software related complaints by employees with the Hardware AMC vendors and complaints monitoring and resolution by hardware support engineers.
11	Intranet Portal Online	Secured Access to the employees of Regional Offices located at New Delhi and Mumbai. Access to Intranet site outside office by employees of Authority.
	SAP / ERP Module	Module for employees Leave management, pays lips and perquisites, travel management, personal information etc.

Oracle based applications requiring redesigning and redevelopment details are as follows:

Sl. No	Application Name	Brief Description	Technical specifications
1	Circular Numbering System	Application to generate serial Number for various circulars, orders, guidelines etc. issued by the Authority to be placed on Intranet as well as IRDAI official Website. Reports option to view the list of serial numbers generated for a selected period. There are basic operations like: •Inserting, Querying Records •Updating / Modifying Records •Generating and Printing Records	Developed in Oracle 9i / D2K, Runs on Sun Server (Sun Fire – 250 R), Client server environment. Total 8 forms are used.
2	Receipt and Inward Module	Enables centralized numbering facility for all inward correspondence received in the forms of letters, couriers, parcels etc. Separate log-in for all staffs, Restricted access and view, Helps to monitor inward mails and office notes, There are basic operations like: •Inserting, Querying Records •Updating / Modifying Records •Generating and Printing Records	Developed in Oracle 9i / D2K, Runs on Sun Server (Sun Fire – 250 R), Client server environment. Total 28 forms are used.

1.4 THE BROAD SCOPE OF REDESIGNING IRDAI INTRANET SITE INCLUDES:

- 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 Systems Requirements Specification(SRS) 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, back up & restore
- Admin activities
- Adding new users, mail alerts changes, permissions for users, etc.
- Monitoring the space usage, log files and 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
- Seamless integration of various internal applications or redevelopment as per the ECM product solution proposed.
- Redevelopment of the 2 Oracle based applications which includes the Inward Management System (with document work flow system) and Circular Numbering System (For Numbering the circulars /orders / notifications etc. issued being published in External and Internal Website)
- Development of new internal applications as per the requirements of IRDAI from time to time.

S.NO	INTRANET PORTAL - GENERIC REQUIREMENT OF FEATURES FOR THE PROPOSED INTRANET SOLUTION
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 Ms-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 be able to connect to mobile devices.
7	Should integrate with major email servers such as Microsoft Exchange, IBM Lotus Domino and Google messaging etc.
8	Should integrate with instant messaging services, and support products and protocols like SIP/XMPP
9	Should integrate with any other portal products through open standards such as HTML, XML, RSS, web services, and WSRP.
10	Should support Personal area / home page for each user
11	Role Based Access (Admin, General User, Power User, Backup User etc.)
12	Should support encryption and compression features
13	Built in security features for data security

14	Should support multiple roles (e.g. editor, facilitator, community manager, moderator) with associated access controls.
15	Should support upload, store, organize and share documents
16	Should be able to share the document as a link with others also
17	Should be able to create team site / department site to be configured with message boards, discussions, event calendar, blog etc.
18	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
19	Should support tasks and to-do lists associated with people and/or activities, basic task progress tracking and summary reporting, public and personal event calendar, sending invitations to a group/community, event participant lists, shared event calendars,
20	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;
21	Should support Template builder for reusing successful activity/project/team/community spaces or for building new ones - for developers/administrators
22	Should support web traffic reports for administrators and community managers
23	Should have authoring capabilities
24	Should have workflow capabilities with regard to the content approval/publishing process
25	Should support Publishing content in web viewable formats
26	Should have in-built Content Management System (CMS) for managing the contents of the portal
27	Should provide multi-channel output capabilities (rendering on various devices such as mobile, tabs etc.)
28	Should support editions (versions/rollback) of the web site managed
29	Users should be able to upload documents in multiple formats
30	Users should be able to upload multiple files at the same time

31	Should support 'Drag-and drop' file upload
32	Should be able to share documents with multiple people
33	Should be able to follow documents
34	Should be able to preview the document .
35	Should be able to 'send' documents to a project or group area by email
36	Should be able to have embedded viewers for accessing documents in multiple formats without requiring other applications
37	Should support creating and editing rich documents inside the browser
38	Should have multi-user editing the same document.
39	Should support version control, change tracking and comments in these documents
40	Should support approval workflow
41	Should support administrator control of access permissions to shared repositories
42	Should support end-user control of access restrictions to shared repositories
43	Should support check In/check Out capabilities
44	Should support version Control Capabilities (the number of major versions supported, minor versions, and branching)
45	Should supports the import of content into the repository.
46	Should support document and text indexing capabilities.
47	Should be able to store images in the repository
48	Should support features for caching and prefetching of images
49	Should support image indexing capabilities
50	Should be able to support to store and manage documents in the same Repository
51	Should Support Managed Metadata
52	Should support Records Management
53	Should support Document Sets
54	Should support content archiving capabilities
55	Should Support Digital Asset Management
56	Should be able to add Site Feeds within a portal
57	Should be able to follow a page, document, site, people
58	Should support attachment search

59	Should support people search
60	Should support federated search
61	Should be able to customize search
62	Should be able to perform read/write/update data to other RDBMS
63	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.
64	It should provide one development environment throughout the entire development cycle from the start of the project through development to deployment.
65	The solution should provide attribute-based hierarchies that avoid the need for any duplication and improve performance and scalability.
66	The solution should support a central metadata repository which defines business entities, business logic, calculations, and metrics
67	The Business Semantic Layer should serve as the single data source for all reports, spreadsheets, OLAP browsers, KPIs, and analytical applications.
68	It should provide a tool for an integrated Business Intelligence Development Environment
69	It should support Analytics which can be easily embedded in a Portal through delivering a central location for enterprise information.
70	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.
71	The solution should support analytic views which can be seamlessly integrated into a portal environment without any custom development.
72	Should support programmability
73	Should have Information Rights Management capability
74	Should have in-built document management capabilities

SECTION –IV

A. SERVICES TO BE RENDERED BY THE BIDDER DURING MAINTENANCE PERIOD: -

1. The Bidder shall take up complete Maintenance of Developed Intranet portal and external website, shall provide facilities Management on the developed intranet for a contract period.
2. The Bidder shall be responsible for the installation of Operating system, Data Base system and application software in case of;
 - Failure of the Operating system and Data base system.
 - In case of partition failure or corruption of hard disk.
3. Enhance activities in the intranet pages and website 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 with effort estimation less than 10 days are part of AMC Agreement. Change requests with effort estimation more 10 days will be paid as per the quoted man month rate.

6. SOFTWARE MAINTENANCE AND SUPPORT

6.1 System Administration

- i) The Bidder 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 Bidder shall be responsible for maintaining and extending support for the unified portal. This shall include regular back up and fine tuning of the Database and Application as a whole, the Bidder 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 Bidder 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 Bidder shall be responsible for restoring the system to an operable state where system downtime is attributable to application software.
- v) The Bidder 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 Bidder shall provide a revised version of backup and restore policy document.
- vi) The Bidder 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 Bidder 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 Bidder shall be responsible for up-gradation of antivirus software either through CD or through internet.
- ix) The Bidder 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.

6. The Bidder 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.

7. 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.

ARCHITECTURE CONSIDERATIONS AND CONSTRAINTS

1. The hardware sized for the portal applications should be redundant and scalable. All the components within the server should be hot swappable and should incur no downtime due to component failure.
2. All the servers suggested should have dual power supplies. The power input to the power supplies will be from separate Uninterrupted Power Supplies which will be fed from two different power sources. In case of failure of one power supply, the second power supply should be able to take the full load without causing any interruption in services.
3. All servers should have at a minimum of dual 10G network interface cards (NIC) installed on different slots. Each NIC will be cabled from a different module on the switch using gigabit speed cabling.
4. High Availability: Application, Web and database servers need to be designed in failover and firm mode with an ability to ensure full-proof operations.
5. Redundancy: Adequate processing and capacity redundancy need to be built in within the system to ensure zero to minimal disruption in the overall operations
6. The system allow integration with other software deployed across heterogeneous operating system platforms.
7. The system should have the capability to use Service Oriented Architecture best practices and should use industry standards for integration to achieve universal use.
8. The system should be database independent and should allow deployment on multiple RDBMS such as DB2, Oracle, and Microsoft etc. The system should allow integration with other heterogeneous databases irrespective of the choice of database for the enterprise system. The database language should be ANSI SQL and should avoid using any Vendor specific proprietary extensions to ANSI SQL (e.g. PL-SQL)

9. Ability to be browser independent. The system should be compatible with the following browsers

9.1 Internet Explorer 6.0 or higher

9.2 Mozilla Firefox 3.0.7 or higher

9.3 Safari, Netscape, etc.

10. The system should have modular structure providing the flexibility to deploy selected modules-products- lines of business combination as per the IRDAI's convenience

11. The system should provide fast and steady response times (Quality of Service). The speed and efficiency of the system should not be affected with growing volumes, especially during search operations, data warehousing, reporting, MIS, online processes and batch processes.

12. The system should be operational with good response time using low band width in the region of about 15Kb per user, especially for WAN and internet users.

13. The system should meet the following scalability requirements:

13.1 Support multi- tier architecture (The Application should at least have the following within its architecture) for all modules within the application with well-defined interfaces between the layers

13.1.1 Presentation Layer

13.1.2 Business Logic Tier

13.1.3 Data Tier

13.2 Capability to integrate with external / third party components like Rules Engine, Functional Modules, General Ledger etc. which should not be point to point integration, but with well-defined interfaces for data integration using enterprise data model

- 13.3 Ability to scale horizontally without redesign
- 13.4 Multiple similar hardware and mix of multiple hardware in a horizontal setup.
- 13.5 Scalability for external components (External components should not restrict scalability) - Provide performance benchmarks for similar functions required in IRDA for Solution scalability
- 13.6 Ability to scale vertically without redesign
- 13.7 Addition of CPU, Memory, Hard disk capacity without causing downtime
- 13.8 Support the deployment of additional modules at a later point in time with minimal downtime and loss of productivity.
- 13.9 Support message patterns and protocols supported - e.g. publish/subscribe, synchronous/asynchronous, push/pull/pool, topics/queues.
- 13.10 From an operational perspective, the system should provide enough availability to give comfort to applicants in terms of reliability and efficiency of the system.
- 13.11 Service Level for ensuring uptime should be 99.5 per cent
- 13.12 The architecture should have 'No Single Point of Failures'
- 13.13 All components of the proposed infrastructure should be configured in a fail over mode. This will ensure no single point of failure of the system and a high availability of the application for its end users.
- 13.14 Primary Site will be hosted at IRDAI's data centre under the existing 20 Mbps (1:1) internet leased line
- 13.15 The architecture should include separate environment for development and Quality testing

SECTION - V

CHECK LIST FOR SUBMISSION OF PROPOSAL

Applicants should ensure that the following documents are submitted with documentary evidences, while submitting the completed application form:

1. Letter of submission of proposal on Organization's Letter Head (Annexure -IV)
2. Bid application form (Annexure –VI)
3. Performa of technical bid (Annexure –VII and VII-A)
4. Details of Experience in Projects (Annexure -VIII)
5. Performa for Price Bid with Bill of Material (BOM) (Annexure –I & I-A)
6. Demand Draft for Earnest Money Deposit (EMD)
7. Company Incorporation Certificate or Registration Certification from ROC
8. Copy of the certifications for software development (CMMi-Level-3 or above)
9. Certificate of turnover pertaining to the IT consultancy and IT Support services issued by Company's Auditor (Chartered Accountant)
10. A certificate for TWO years Profit Before Tax from a Chartered Accountant
11. Copies of PAN card and VAT / GST / Service tax registration
12. List of Activities of the Company.
13. List of financial/Insurance sector/PSUs/government clients
14. List of similar projects handled during last 5 years
15. Project Completion certificates from the customers for the projects similar to those being requested in this proposal
16. CV of technically qualified and experienced manpower in the following positions who have implemented similar solution are to be submitted:
 - i. Project Architect (1 Nos): with at least 8 years of work experience in implementing Web based Portals
 - ii. Team leader (1 Nos): with at least 5 years of work experience
17. Power of Attorney in favour of Authorized Signatory with long and short signatures of Authorized person
18. Self-declaration regarding Consortium way of bidding and subcontracting
19. Any other information which applicant may like to provide.

ANNEXURE-I**COMMERCIAL BID**

S.No.	Description of Service	Unit	Cost (in Rupees)	Total Cost (In words)
1	One time cost: Design, development and deployment of the solution on premises Intranet + Website	One time cost		
1.a	Cost of conversion and translation of 3000 pages in to Hindi Per page cost for conversion and translation from English to Hindi			
2	Cost of servers (Latest version) with 3 years' comprehensive onsite warranty			
2a	Cost of additional warranty for servers (if warranty is to be extended beyond 3 years)			
3	Cost of storage and other related equipment's with 3 years' comprehensive onsite warranty (Latest version)			
3a	Cost of additional warranty storage and other related equipment's (if warranty is to be extended beyond 3 years)			

4	Cost of software licenses (Latest version)	One-time cost		
5	Total Cost of software assurance for 3 years	SA @ Rs. _____ per annum for 3 years		
Please enclose the bill of materials as per Annexure-IA				
6	Total Cost of Annual maintenance for next 2 years after warranty period of 1 year.	@ Rs. _____ per annum for 2 years		
7	Man month rate for handling Change requests			
	Total cost (excluding item no. 7 and GST/VAT/Service Tax)			
	Taxes, if any			
	G. Total			

Annexure I-A

Bill of Material (BOM) (Hardware and Software)

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

ANNEXURE-II

AGREEMENT

The IRDAI having agreed to grant the contract for **Revamping of Intranet portal and its website www.irdai.gov.in** at IRDAI ,Head office in response to the submission of sealed tender by me/us on _____the Chief General Manager (IT), ----- .
I/ We, _____ (here enter full name and address of Bidder) am/are executing this agreement on _____ and hereby confirm that I/we have thoroughly examined and understood the terms and conditions of Notice inviting Tender and the Invitation to Tender and Instructions to Bidders bearing No. IRDAI/ dated _____ by the Chief General Manager (IT), ----- for **Revamping of Intranet portal and its website www.irdai.gov.in** 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 Chief General Manager (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 and 4 months (development: 4 months, warranty: 12 months and annual maintenance: 24 months) with effect from _____ or from the date on which the contract is awarded.

WITNESS

1.

Signature of Bidder

2.

WITNESS

1.

2.

**Chief General Manager (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 Chief General Manager (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 Chief General Manager(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 Chief General Manager (IT), IRDAI to grant the Bidder specific accesses to confidential information, proprietary, 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) Authorized Signatory

Name : _____

Designation : _____

Office Seal : _____

Place : _____

Date : _____

ANNEXURE -IV
Cover Letter from bidder

(To be submitted on Bidding company letter head)

To

**The Chief General Manager (IT),
IRDAI,
HYDERABAD**

Dear Sir,

I/We submit the sealed Bid for **Revamping of Intranet portal and its website**
www.irdai.gov.in

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 **Chief General Manager (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 Chief General Manager (IT) , IRDAI or not.

Yours faithfully,

Signature of Bidder

Capacity in which signing

Name _____

Address; _____

Date: _____

Signature of witness with date:

Name and Address of witness:

ANNEXURE-V
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

This day of 2017 at

WITNESS

..... (Signature)
(Signature)

..... (Name)
(Name)

..... (Official Address) (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

S.No	Particulars:	
1	Name of the IT Company Address (Regd. Office) : email: Telephone No. & Fax:	
2	Name of the contact person: Telephone: Email ID :	
3	Type of the Organization (Public Sector /Limited/Private limited) :	
4	Chief of the Organization: email Id :	
5	Registration details: (enclose certificates) : • Company Registration	
6	PAN/ TAN No (enclose certificate) :	
7	Activities of the Company: (List the activities)	
8	List of financial / Insurance sector/PSUs/ government clients (with contact details like Address,	
9	Turnover of the Company for the last 3 years: (Enclose certificate from the Chartered Accountant).	Year: Turnover Profit 2016-17 2015-16 2014-15

10	Total No. of Employees:	
	• Non-Technical Staff	
11	No. of Offices/Centres (enclose the list):	

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

- (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

13. Any other information the applicant wants to furnish:

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 company 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.
- c) 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 VII-A Addendum to TECHNICAL PROPOSAL

S.NO.	GENERIC REQUIREMENT OF FEATURES FOR THE PROPOSED INTRANET AND WEBSITE SOLUTION (Please encircle YES or NO)	BIDDERS RESPONSE	
		YES	NO
1	Should have the ability to have multilingual portal with regional & localization and Unicode support.	YES	NO
2	Should support multiple browsers like IE, Mozilla, Google Chrome, etc.	YES	NO
3	Should be able to integrate with Ms-Office	YES	NO
4	Should authenticate users from Active Directory/LDAP, claim based authentication	YES	NO
5	Should support customization of Look and feel of the portal	YES	NO
6	Should be able to connect to mobile devices.	YES	NO
7	Should integrate with major email servers such as Microsoft Exchange, IBM Lotus Domino and Google messaging etc.	YES	NO
8	Should integrate with instant messaging services, and support products and protocols like SIP/XMPP	YES	NO
9	Should integrate with any other portal products through open standards such as HTML, XML, RSS, web services, and WSRP.	YES	NO
10	Should support Personal area / home page for each user	YES	NO
11	Role Based Access (Admin, General User, Power User, Backup User etc.)	YES	NO
12	Should support encryption and compression features	YES	NO
13	Built in security features for data security	YES	NO
14	Should support multiple roles (e.g. editor, facilitator, community manager, moderator) with associated access controls.	YES	NO
15	Should support upload, store, organize and share documents	YES	NO
16	Should be able to share the document as a link with others also	YES	NO
17	Should be able to create team site / department site to be configured with message boards, discussions, event calendar, blog etc.	YES	NO

18	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	YES	NO
19	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,	YES	NO
20	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;	YES	NO
21	Should support Template builder for reusing successful activity/project/team/community spaces or for building new ones - for developers/administrators	YES	NO
22	Should support web traffic reports for administrators and community managers	YES	NO
23	Should have authoring capabilities	YES	NO
24	Should have workflow capabilities with regard to the content approval/publishing process	YES	NO
25	Should support Publishing content in web viewable formats	YES	NO
26	Should have in-built Content Management System (CMS) for managing the contents of the portal	YES	NO
27	Should provide multi-channel output capabilities (rendering on various devices such as mobile, tabs etc.)	YES	NO
28	Should support editions (versions/rollback) of the web site managed	YES	NO
29	Users should be able to upload documents in multiple formats	YES	NO

30	Users should be able to upload multiple files at the same time	YES	NO
31	Should support 'Drag-and drop' file upload	YES	NO
32	Should be able to share documents with multiple people	YES	NO
33	Should be able to follow documents	YES	NO
34	Should be able to preview the document .	YES	NO
35	Should be able to 'send' documents to a project or group area by email	YES	NO
36	Should be able to have embedded viewers for accessing documents in multiple formats without requiring other applications	YES	NO
37	Should support creating and editing rich documents inside the browser	YES	NO
38	Should have multi-user editing the same document.	YES	NO
39	Should support version control, change tracking and comments in these documents	YES	NO
40	Should support approval workflow	YES	NO
41	Should support administrator control of access permissions to shared repositories	YES	NO
42	Should support end-user control of access restrictions to shared repositories	YES	NO
43	Should support check In/check Out capabilities	YES	NO
44	Should support version Control Capabilities (the number of major versions supported, minor versions, and branching)	YES	NO
45	Should supports the import of content into the repository.	YES	NO
46	Should support document and text indexing capabilities.	YES	NO
47	Should be able to store images in the repository	YES	NO
48	Should support features for caching and prefetching of images	YES	NO
49	Should support image indexing capabilities	YES	NO
50	Should be able to support to store and manage documents in the same Repository	YES	NO
51	Should Support Managed Metadata	YES	NO
52	Should support Records Management	YES	NO
53	Should support Document Sets	YES	NO

54	Should support content archiving capabilities	YES	NO
55	Should Support Digital Asset Management	YES	NO
56	Should be able to add Site Feeds within a portal	YES	NO
57	Should be able to follow a page, document, site, people	YES	NO
58	Should support attachment search	YES	NO
59	Should support people search	YES	NO
60	Should support federated search	YES	NO
61	Should be able to customize search	YES	NO
62	Should be able to perform read/write/update data to other RDBMS	YES	NO
63	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.	YES	NO
64	It should provide one development environment throughout the entire development cycle from the start of the project through development to deployment.	YES	NO
65	The solution should provide attribute-based hierarchies that avoid the need for any duplication and improve performance and scalability.	YES	NO
66	The solution should support a central metadata repository which defines business entities, business logic, calculations, and metrics	YES	NO
67	The Business Semantic Layer should serve as the single data source for all reports, spreadsheets, OLAP browsers, KPIs, and analytical applications.	YES	NO
68	It should provide a tool for an integrated Business Intelligence Development Environment	YES	NO
69	It should support Analytics which can be easily embedded in a Portal through delivering a central location for enterprise information.	YES	NO
70	It should support analysts by creating analytic starting points including graphs, key performance indicators (KPIs), data grids and advanced visualizations like the Decomposition Tree,	YES	NO

	Performance Map and the Perspective View.		
71	The solution should support analytic views which can be seamlessly integrated into a portal environment without any custom development.	YES	NO
72	Should support programmability	YES	NO
73	Should have Information Rights Management capability	YES	NO
74	Should have in-built document management capabilities	YES	NO

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 - I)**

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 company:	
Name of Client:		No. of Staff:	
Address:		No. of Staff Months:	
Start Date (Month/Year)	Completion Date: (Month/Year)	Approximate Value of Services: (in Rs):	
Name of Associated firm(s) if any:		No. of staff months of professional Staff provided by Associated Firm(s):	
Name of Senior Staff (Project Director/ Coordinator, Team Leader) involved and functions performed:			
Narrative Description of Project:			
Description of Actual Services Provided by your Staff:			

Note:

Please note that the self-attested copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above.