Responses to Pre-bid Queries from Bidders (Pre-bid Meeting dated 21/08/2020)

S. No.	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	Suggestion by Bidders	IRDAI reply
1	5.13. Technical bid Page No 19	The Technical Bid shall contain the following forms:	There was a technical evaluation process during the EOI process and the shortlisted bidder only invited fro this RFP. So why there is another technical bid in the tender RFP		**No Change. As per RFP.** Technical evaluation is part of Tender process to evaluate the capabalities of the Bidders in response to the RFP requirements and to facilitate technical shortlisting process.
2	Annexure- F :Use Cases for evaluation	Sample Use Cases and Requirements for Presentation in front of Technical Evaluation Committee (TEC):	The timeline is too short to show prepare the demos. Plz provide the tentative demo date and in which environment.		**No Change. As per RFP.** The Demo use cases are part of the Technical presentation by Bidders. The dates of technical presentation by bidder is available in the revised schedule as per **Annexure-8 of Corrigendum-A .** The set-up environment for USE CASE DEMO is the responsibility of the Bidder.
3	4 Scope of Work Page No 130	The sites should have an elegant and uncluttered look with multi-lingual support	Which languages are planned as the scope of work?		**No Change. As per RFP.** Websites and Intranet sites should be developed in English and Hindi.The design and development should be capable of accomodating muliple languages as part of future enhancements . Please refer page 74 Form-8 , point-7 Language Support of RFP document.
4	4 Scope of Work Page No 130	Department wise sub sites within the main site	How many such departments are envisaged? Does the existing website has these subsites?		Existing Intranet site doesnot have departmental sub-sites Initially , No Sub-sites are required to be created
5	BROAD SCOPE OF WORK 1 Websites & Intranet development and design Page No 132	Chatbots	What will be the functionality of Chatbot and which language needs to be supported? Assuming IRDA will provide the dictionary (i.e., entity, intent and context) required for the chatbot		Functionalities required for Chatbot is specified in RFP in Page-85 under point no-34 under the heading Chatbot. Chatbot is expected to function in English language .

					The required dictionary (i.e., entity, intent and context) shall be build by Bidder in consultation with IRDAI
6	4.Working experience of IA in Cloud environment.	9 Marks >= 4 projects. 9 marks 1 - 3 projects. 7 marks	What kind of working experience is required in Cloud environment?		Implementing Authority(IA) should have experience in developing and deploying applications under Cloud environment
7	BROAD SCOPE OF WORK 1 Websites & Intranet development and design Page No 132	k) Text to Audio widget- online text content into rich audio through an embedded player,	This is limited to public internet website or intranet applications too		Text to Audo widgets should be impemented for both Websites and Intranet .
8	BROAD SCOPE OF WORK 2 Migration Page No 133	Migration of all the contents, data, dynamic contents and functionalities of existing Websites and Intranet to the new platform	Assuming the volume of these migration is limited to the one defined in section 8. Website and Intranet visitor statistics		**No Change. As per RFP.** As defined under scope of work -RFP page no 133 , Points 2 and 3 - all the contents, data, dynamic contents and functionalities of existing Websites and Intranet should be migrated to the new platform. The details on volume ,database size,Technology stack of website www.policyholder.gov.in and Intranet site is provided in **Annexure-1 of Corrigendum-A**
9	BROAD SCOPE OF WORK 3 Migration of Policyholders website Page No 133	Migration of Policyholders website with all its content available on http://www.policyholder.gov.in/ to IRDAI website www.irdai.gov.in and create a sub-site.	Kindly provide Volume and technology stack of the same		The details on volume ,database size,Technology stack of website www.policyholder.gov.in and Intranet site is provided in **Annexure-1 of Corrigendum-A**
10	BROAD SCOPE OF WORK 11 Integration Page No 137	One of the key integration requirements is integration with RTI Portal of Govt of India.	Who has to provide API for the same?		Integration should be done consuming the Webservices which is available and provided by RTI portal of Govt of India
11	BROAD SCOPE OF WORK 11 Integration Page No 137	SMS Gateway services should be provided as part of hosting services by the bidder.	Who has to bear the cost of SMS services?		SMS gateway service charges should be quoted as part of Cloud hosting charges .

12	5.1. Development and designing of Websites & Intranet: 4. Content Items, Page No 139	All changeable content in the solution, be it text, photos, videos, links or file attachments, shall be organised as content items	Any restrictions on the file size?		Most of the files will be of size less than 2 MB .However , there should not be any restriction on the file size that needs to be uploaded . Bidder has to consider the performance criteria requirements and optimize the pagesize using compression techniques to meet the performance criteia wherever necessary.
13	5.1. Development and designing of Websites & Intranet: 12. Search, Page No 144	xv. Multi Language Search · Provision to Search across languages for Content for multi-language sites and portal instances	How many languages are envisaged? Assuming search keyword language is limited to languages of portal and website		Website and Intranet should be developed for languages English and Hindi. Search is also limited to languages English and Hindi at present. The design and development should be capable of accomodating multiple indian languages in future enhancements.
14	5.1. Development and designing of Websites & Intranet: 12. Search, Page No 144	xvii. Ability to integrate with a 3rd-party search engine	Should the third party search engine show the results of portal or website? Who shall provide API for the same?		The system should be capable to integrate with 3-rd party search engines . IRDAI will provide the APIs whenever integration is required. Integration with 3rd party search engines is to be done only for Websites and not for Intranet site.
15	5.1. Development and designing of Websites & Intranet: 22. Maps, Page No 145	The site should support the embedding of maps and allow site editors to easily include maps in the various post types. (Google Map integration)	Assuming scope is limited to just Google map integration and not any GIS module		Scope is limited to integration of Maps(eg:Google Maps)
16	5.1. Development and designing of Websites & Intranet: 27. Training, Page No 147	Preparing the curriculum and providing three training sessions for the following roles: Site Administrator Training Department Administrator Training Content Editor Training	How many training sessions are envisaged? Does training happen at one single place or multiple places?		**No Change.As per RFP.** Three training sessions are envisaged . For details regarding scope of Training please Refer RFP page 209 clause -22 Training location shall be Hyderabad . As per RFP page 209 clause 22(f) -Bidder shall arrange the required infrastructure like Training hall, laptop/PC and network etc.
17	5.1. Development and designing of Websites & Intranet: 27. Training, Page No 147	iii. The cost of training and the required infrastructure shall be borne by the bidder	Can we expect basic infrastructure like training room, chairs, power supply from IRDAI?		**No Change .As per RFP.** Please refer page RFP 209 clause 22(f) - Bidder shall arrange the required infrastructure like Training hall, laptop/PC and network etc.

18	5.1. Development and designing of Websites & Intranet: 37. Chat Bot, Page No 153	ii. Currently the scope is to automate the visitor enquiries related to information available in the WCMS/DXP	Assuming Chat bot is offline requirement which scours through content to provide automated replies		**No Change .As per RFP.** The scope is online Chatbot Current scope of Chatbot is defined in page no 153 . There should be provision for Chabot Integration with online BAP system /other applications as part of future enhancements .
19	5.1. Development and designing of Websites & Intranet: 37. Chat Bot, Page No 153	v. There should be provision for Chabot Integration with BAP system /other applications as part of future enhancements.	BAP system is part of IRDAI or a separate entity application, If so Who has to provide API for same?		**No Change .As per RFP.** Chatbot Integration with BAP system is part of future enhancement. API will be provided by IRDAI whenever the same is taken up.
20	5.2. Indicative Requirements for Web Content Management System (WCMS) / Digital Experience Platform (DXP) Page No 154	10. WCMS/DXP should integrate with devices such as printers, scanners, digitization equipment (OCR, HCR, ICR), image processing devices etc.	Assuming the scope is limited to integration alone?		Scope is limited to Integration alone. However Bidder has to convert all existing circulars , notifications/orders etc to ePub or OCR based pdf document format before uploading to Websites and Intranet along with a technical write-up regarding conversion.
21	5.2. Indicative Requirements for Web Content Management System (WCMS) / Digital Experience Platform (DXP) Page No 156	15. Bi-lingual support /Multilingual: Ability to display content in at least English and Hindi languages and provision to support for Multilingual as part of future enhancements	Assuming content in respective language shall be taken care by IRDAI		**No Change . As per RFP.** Contents in respective languages will be provided by IRDAI.
22	5.4. Websites & Intranet portal Maintenance and Support Page No: 179	e) The Support and Maintenance services would include: ix. Solution Backup, Data archival and Recovery in case of failure	Share the Backup & Archival policy and the retention period		**No Change . As per RFP.** Backup and archival policy will be shared with the successful bidder at SRS phase.
23	General		How the DC and DR connection needs to be established? Is MPLS required?		Tthe Bidder has to propose and provision appropriate method of connectivity between DC and DR as part of cloud hosting services
24	General		How many public IPs are required at DC and DR Site		3 public ips at DC and 3 at DR

25	Volume 2 - Section 4, Page 138, Point 15	The hosting service provider(HSP) must have Disaster Recovery (DR) centre in a geographically distant and different seismic zone/location and a well drafted DR plan for restoration of the services during any disaster	Suggested Clause: The Primary DC-Cloud and the DR-Cloud should be in different geographical locations to meet the desired RPO and RTO requirements.		The Primary DC-Cloud and the DR-Cloud should be in different geographical locations to meet the desired RPO and RTO requirements. Refer **Corrigendum-A , Table-A ,Points -2,3 and 4**
26	Volume II Functional , Technical and Operational Specifications- Page 124	Social Media Updates on websites	Request you to provide detailed information on this point. What kind of updates are to be taken from various social media?		Please refer RFP page no-79 point-21 Social Media. The site should integrate with social media in order to increase audience reach and engagement. The site should include a plugin to allow users to share, bookmark or link to a page or graphic via Twitter, Facebook, Instagram, email, etc.
27	4 Sccope of Work - Page 135	6 Maintenance of Portal 7 Support Requirements	How is current site being maintained. Is there any ticketing tool being used? Kindly provide data of tickets /support incidents		Both the existing website and Intranet are maintained internally by IT department. There is no ticketing tool being used for application maintenance at present. Ticketing tool of cloud hosting provider is used for issues at their end. The number of tickets since March 2020 is around 10,(related to backup, updates, record updation, etc)
28	4 Sccope of Work - Page 135	7 Change Management	Kindly provide statistics of change management requests for the past period		For the past period , there were no major change management requests except the security related changes that has been incorporated in recent past. Addition of menus, pages, updation of content is a routine and on-going activity.
29	4 Sccope of Work - Page 135	12 Site Analysis and statistics -Provide reports on site traffic statistics and search engine analysis reports on a monthly basis	Are you looking at any reporting tool for this?		Please refer RFP page-80 point no-24 for details regarding scope of site analytics and reports. The system should have a built-in analytics tool or should supports the use of a commonly available tool such as Google Analytics.
30	4 Sccope of Work - Page 135	26. Publishing workflows	How many levels of workflows are used for approval?		Multi-level workflows are expected .Details will be provided to the successful bidder during SRS phase.

31	4 Sccope of Work - Page 135	29 Integration-with RTI Portal	What kind of integration is expected? What kind of data will be shared?		Integration should be done consuming the Webservices provided by RTI portal of Government of India which is available.Text,pdf and binary data will be shared through Webservice.
32	9 Estimated Value of Tender - Page 32	It is estimated that the entire cost of the project including development of new websites, intranet, providing hosting services, ATS and Annual maintenance of developed applications for a period of 4 years would be around Rs. 2.43 Crores approximately.	On what basis this value is arrived? What are the efforts IRDAI is expecting in this?		**No Change. As per RFP.** This is the budgeted provision arrived taking into consideration development, hosting and maintenance of websites and Intranet for a period of 4 years.
33	Form-8 : Compliance With Functional Requirements For Website& Intranet - Page 84	Change Management - For Change requests Bidder may provision 180 man-days costs for a period of 3 years for effecting, developing and deploying change requests during the AMS period.	What is the basis for arriving at 180 man days efforts for change requests over the period of 3 years?		**No Change. As per RFP.** IRDAI has performed necessary due diligence in arriving the man-days for change management
34	Form 3- Team Structure - Page 63	Resource Category - Project Lead, UI Designer, Cloud Certified Professional, Server Administrator	Is there a mandate to maintain this team structure for maintenance?		During maintenance stage ,these category of resources can be on shared basis .Dedicated resources are not expected. However the SLCs have to be met as prescribed in the RFP.

35	Performance Warranty - Page 195	The Websites and Intranet Portal performance shall be monitored for a minimum period of **NINE months from** the date of GO-LIVE, which will be the Performance Warranty period Any functionality requirements raised by IRDAI w.r.t addition of new /modification after sign off of FRS & SRS and up to the end of Performance Warranty period shall be implemented by IA without any additional cost to IRDAI. Annual Maintenance Support shall commence **post expiry of Performance Warranty period.**	Kindly justify and provide reason as to why the 'Period of Nine months to monitor Performance warranty after Go-Live' is needed.		Please refer to the **Annexure-4 of Corrigendum-A** for the revised period of Go Live and Performance warranty period . It is expected that first year of operation (comprising of GO Live and thereafter performance warranty period) should be taken care by the Bidder.
36	Project Delivery schedule - Page 206		Kindly mention about the Phase for Performance Monitoring post Go-Live		Performance monitoring refers to the Performance warranty period. Please refer **Annexure-4 of Corrigendum-A** (for changes made in Performance warranty period)
37	2. Present Websites and Intranet architecture, Pages 125 & 126	The staff of IRDAI access the IRDAI's Intranet Portal internally. Various information related to the internal departments of IRDAI, internal circulars, reports, statistics, draft circulars & notices are displayed in the intranet portal.	This information is not sufficient to determine the size of the Intranet Portal. Please share the following so that we can arrive at the size of intranet portal for estimation purposes: 1. Sections in Intranet portal and brief functionality of each section. 2. Number of pages under each section listed above. 3. Please share the sitemap of Intranet portal (if possible).		Please refer **Annexure-1 of Corrigendum-A**

38	BROAD SCOPE OF WORK, Pg 132, iv e	Ability to define any number of simple to complex business processes/workflows, tasks leveraging users, groups and roles.	Please share with us the number of User Groups and Roles of the each user group in current system to help us envisage this better. If there is requirement for any user role / roles that could not be achieved in the current		Please refer **Annexure-1 of Corrigendum-A** Section-'User groups in existing Intranet portal' for details
39	BROAD SCOPE OF WORK, Pg 132, iv f	Websites & Intranet must be compatible and interoperable with different browsers including Mobile devices browsers and different platforms.	Please share with us specific list of browsers that must be supported (mandatory) for both Desktop as well as Mobile devices. This will help us in estimating the testing efforts more accurately.		The Websites and Intranet is expected to be progressive Website compatible with all modern browsers like InternetExplorer(IE),Edge,Chrome,Firefox,Safari etc
40	Phase III: Data Migration, UAT and Security Audit, Page 205, 2	As a one-time effort, content currently residing in the IRDAIs Websites & Intranet Portal must be migrated into the new system.	We will need help in terms of identifying the data to be migrated as well as exporting the same in the format that will be compatible with the data import requirements of the target system. Please confirm that this support is available and will be provided.		**No Change. As per RFP.** Bidder is expected to perform complete content and data migration from the existing system to the proposed target systems. IRDAI will provide help to identify the content and data to be migrated which shall be finalized during the SRS phase.
41	Phase III: Data Migration, UAT and Security Audit, Page 205, 2	As part of the Search facility and searchable database of all Regulations, Circulars, Guidelines, Orders and other document will be tagged by the Implementing Agency personnel to make them amenable to search and SEO. The Agency will develop suitable keywords and metadata tags for this purpose based on mutual discussions.	As an agency we can write a script / rule based algorithm to update the keywords and metadata tags based on the data that is already available for the mentioned assets. Please confirm if this understanding is correct. If not then please elaborate the requirement for more clarity.		**No Change. As per RFP.** The implementation methodology is left to the bidders.

42	Broad Scope of work, Integration, Page 137, 11	One of the key integration requirements is integration with RTI Portal of Govt of India	Please elaborate on the integration use cases.		Please refer the reply to question no -2 mentioned above
43	Volume II , Section 5.1 (5th point in table); Pg: 140	Various reports & Graphs	What are different report and graph formats expected?		Analytic reports and graphs based on Site performance , Bandwidth consumption, Security audit trails , Visitor engagement statistics etc are expected .
44	Volume II , Section 5.1 (6th point in table); Pg: 140	Multi Language Support	Any languages other than English /Hindi expected?		Please refer the reply to question no 3 above
45	Volume II , Section 5.1 (12th point in table); Pg: 143	Search	What type of enhanced search are required? Enhanced search may require additional data setup and elastics & Alogs		Details are provided in RFP Page 142 under point no-12.Search. Further details will be shared with successful bidder during the SRS phase .
46	Volume II , Section 5.1 (21st point in table); Pg: 145	Microsites	what level of sub sites need to be considered and setup ?		Please refer the reply to question no 4 above
47	Volume II , Section 5.1 (22nd point in table); Pg: 145	Google map commerical license	Who will be responsible for the license?		Bidder is free to choose any Map technology solution and not restricted to Google Map Bidder has to provision the required licenses(if any) and include the cost in commercials.
48	Volume II , Section 5.1 (23nd point in table); Pg: 146	Google Analytics accounts and monitoring	Is any Enterprise Analytics features required?		Enterprise analytics features are not envisaged . Please refer RFP page 146 point 23.Site Analytics and Reports- for details . Bidder is free to choose any analytics tool and not restricted to Google analytics.
49	Volume II , Section 5.1 (27th point in table); Pg: 147	Training	Is it limited only to site admins / maintainence ?		Please refer RFP page-209 clause 22 on Training. Training required are - Site Administrator Training, Department Administrator Training , Content Editor Training
50	Volume II , Section 5.1 (29th point in table); Pg: 147	SMS Service - bidder scope, pay per usage	Does IRDA has SMS service or does it need to be provisioned?		IRDAI doesnot have a SMS service at present. Bidder is expected to propose SMS service and which may be provisioned as part of cloud hosting services . Please refer to page 147 point-29 and Annexure-D(part-1) for the requirements amd commercial prices break-up respectively .

51	Volume II , Section 5.1 (35th point in table); Pg: 151	Contact/ Help	Is it helpdesk or normal email and a hotline for any issues?		Helpdesk is envisaged for cloud related issues from Cloud service providers . (for cloud helpdesk requirement please refer page no 159 point-1(v) of RFP for details). For Application related issues , normal email and telephonic support to be provided .
52	Volume II , Section 5.1 (36th point in table); Pg: 151,152	VPN and AD	Is it cloud enabled? Who will manage the access related information?		On-premise Windows Active Directory(2016) is to be used for authentication of Intranet users .
53	Volume II , Section 5.1 (37th point in table); Pg: 153	Chatbot	Whether basic chatbot or advance features ?		The scope of chatbot is explained in RFP Page no-85 , point no-34. Please refer the same for details . A simple Q&A chatbot with minimal intelligence that should be able to respond based on keywords or contents from user queries is envisaged . The chatbot should be capable of being integrated to BAP system as part of future enhancement.
54	Annexure F; pg :56	Demo is expected.	Details on UI use case - how it needs to be presented?		Please refer RFP Page 56 Annexure-F - Use case for evaluation UI case Demos have to be presented in Technical presentation . Bidder is expected to demonstrate the use cases on a test environment setup by the bidder .
55	Volume II, section 15	Change Management	Any issue identified during UAT and before going live is considered as part of warranty and how will issues after sign-off be treated, which ones classify as a CR and which ones as ticket?		**No Change. As per RFP.** Please refer to RFP Page-181 point (XXII). Any functionality requirements raised by IRDAI w.r.t addition of new /modification after sign off of FRS & SRS and up to the end of Performance Warranty period shall be implemented by IA without any additional cost to IRDAI. The 180 man-days provisioned for CR for a period of 3 years is post performance warranty and during AMS period .

56	Pg: 218; Section 1.2.1	Service Level Criteria	It is assumed that SLA apply during business hours. Clarify		The Website and Intranet sites are to be available 24*7 . The Service level criteria(SLCs) are measured taking into account 24*7 availability
57	Pg:204,205	Data Migration	Need more clarity on volume,source and format of data; expectations on tagging,indexing and SEO activities		Please refer to the **Annexure-1 of Corrigendum-A** for Volume , source and format of data
58	Pg: 194; section 8	Website and internet visitor	Is Y1 to Y7 numbers indicative of active users or concurrency?		The Y1 to Y7 numbers(provided in RFP) are the number of visitors on Website(www.irdai.gov.in) at any point of time on website. The Y1 to Y7 number of visitors on Website www.policyholder.gov.in at any point of time is provided in **Annexure-1 of Corrigendum-A, Section 1.2**
59	Pg: 197 ; Section 10;	Performance Criteria	It has been mentioned page size should be within 500 kb, what if heavier contents like graphics or videos or presentations etc. are to be loaded		Pagesize should be optimized and reduced to minimum size using compression techniques etc . Bidder has to meet the performance criteria specified in RFP except on the Pagesize criteria. The Pagesize criteria has been removed from Performance criteria . Please refer **point-14 of Corrigendum-A**
60	Pg:174; Section 5.3	Support ; Monitoring tools	Are Open source toools allowed? Any preferences from IRDAI?		IRDAI has no preference on monitoring tools . Bidder is free to propose the monitoring tool whether open source or proprietory.

61	Page 206, section 20	Project Schedule	Project schedule needs to be made realistic. Typically, if SRS/ FRS has to be signed-off first, it is a waterfall method, which is okay. However, the duration to submit design is in Week 5 and development needs to be completed in 8 weeks, which leaves the team to complete the development in 3 weeks. Development time of 3-5 months in addition to SRS/FRS finalization and Design finalization is needed. Data migration can take 1-3 months depending on the complexity		Please refer **Annexure-2 of Corrigendum-A**
62	Pg:200 ; section 16	Security Audit and Quality control	Bidder prefers to conduct Audit of all the environments and assume that IRDA is fine with Bidder's audit team accessing the environments, including the production environments.		The Bidder is free to conduct any additional audits related to websites and intranet(in addition to what is prescribed in RFP) without incurring any additional costs to IRDAI . However prior permission of IRDAI is required to be obtained .
63	Pg:200 ; section 16	Security Audit and Quality control	If IRDA deploys a 3rd party VA & PT team or an External Auditors team, bidder will be responsible for Infra & App security on cloud. VA & PT related to the application access from the connecting points of IRDA network, we assume that IRDA will take care. Pls Clarify.		Bidder has to provide all support during the audits conducted by auditor/project management team/internal it team . Regarding the application access from IRDAI network connecting points, the same will be taken care by IRDAI.
64	Pg:140 point 30	Information Security	Will IRDA define the Data Privacy requirements in line with IDPA (Indian Data Privacy Act) ?		Not applicable as of now. In future , once the Act is enacted , the relevant guidelines may have to be implemented by the Bidder.
65	Pg:140 point 30	Information Security	Will IRDA define and publish the Information Security and Cyber Security requirements in line with IRDA security policy and any other applicable security framework / guidelines / standards ?		IRDAI Security and Cybersecurity requirements are aligned to ISO 27001 standards and Bidders are expected to comply with the standard. The detailed requirements will be discussed with successful bidder during SRS phase.

66	Pg:157 ;	Hosting portals on virtual private cloud infrastructure	Dev, QA, Staging environments will be hosted on cloud on individual instances, in line with the recommended industry best practices and will be maintained as per Bidder's required SLAs . These above environments will only be accessed by Bidder's team unless there is a need to access by IRDA for a specific purposes, such as code reviews. Please let know if IRDAI has any concerns		IRDAI IT system administrator should have access privilege to all Development,QA,Staging , Production and Database environments whenever required or asked for.
67	Pg:157 ;	Hosting portals on virtual private cloud infrastructure	Will IRDA on-premise to the Cloud environment connectivity will be designed, procured and maintained by IRDA? Clarify.		IRDA will only provide Internet connectivity to its on-premise user at Hyderabad,Mumbai and Delhi offices to access Intranet portal. The Successful bidder has to implement and configure the seamless access to Intranet portal hosted on cloud through secured means using the VPN tunneling over the provided Internet. For employees accessing intranet portal from outside IRDAI LAN , multi-factor authentication should be provisioned. It is the responsibility of bidder to configure and provision all the required components for VPN tunnelling and multi-factor authentication.
68	Section 4- Pg no 72	Content and Structure	The navigation and access to the material should be as per the need. Are we taking care of it the same way as its been taken in section 5 pa 72 for Contents Items?		Yes.
69	Section 11- pg 75	Discussion Forums and blog	There are various search filters as in section 13, however, Whats the segregating criteria for the Forum/ blogs? Do we have a joining/login/ search methodology Do we have it organized as per		Please refer to RFP Page-141 point no.10 for the requirements on Discussion forums and blogs. Further details will be shared with successful bidder during the SRS phase .

| 70 | Pages 24, 25 | 6.2 Technical Evaluation Criteria Table - A | 1. CSP Data centre should be Tier III Certified with following certifications:
ISO 27001
ISO/IEC 27017:2015
ISO 27018
ISO 20000-9 | We would request IRDAI to replace the detailed specification of the CSP with the Govt. of India mandated standard criteria of being a MeitY, Govt. of India empanelled Cloud Service Provider (CSP).
We would request IRDAI to have the following clause which is the standard criteria for every Govt. & PSU cloud requirement:
. The CSP shall be MeitY empanelled & STQC audited as per Ministry of Electronics and Information Technology (MeitY) as on bid submission date.

Please confirm the acceptance of | **No Change.As per RFP.**
Please refer to **Annexure-5 of Corrigendum-A** for changes in ISO certifications required for CSP datacenters .

The following modifications have been made:
˝ ISO 20000-9- Guidance on the application of ISO/IEC 20000-1 to cloud services has been replaced with ISO/IEC 20000-1

All other conditions on certification requirements for CSP Datacenters mentioned in RFP remain unchanged. |
| 71 | Page 25 | 6.2 Technical Evaluation Criteria Table - A | 3. Experience in Design, Development & Maintenance of Website/ Web portal/ Web application. | As part of the EoI evaluation procedure IRDAI has already reviewed the experience of the short-listed firms. To have further details of the experience of the bidder we would request IRDAI not to have any period capping for showcasing relevant experience of design & development of website / web portal / web app. We would request IRDAI to allow showcasing all relevant experience of the Bidder for scoring marks.
Request your kind acceptance of our suggestion which would help IRDAI to evaluate the true strength of the Bidder. | **No Change. As per RFP.**
Please refer RFP page-25, point-3.
The bidder is expected to have System Integrator capabilities and experience in Designing,developing and deploying applications on cloud environment through CSP. |

72	Page 26	6.2 Technical Evaluation Criteria Table - A	4. Working experience of IA in Cloud environment.	Bidder is a MeitY empanelled CSP and as a CSP we are not always directly involved in the application deployment which is taken up by the customer or the application solution provider of the customer. So, we understand that to evaluate the strength of the bidder for providing cloud services IRDAI will accept cloud provisioning POs. Please confirm our understanding.	**No Change. As per RFP.** **Please refer RFP page-26, point-4** The bidder is expected to have System Integrator capabilities and experience in Designing,developing and deploying applications on cloud environment through CSP.
73	Pages 26 to 29	6.2 Technical Evaluation Criteria Table - A	6. Presentation on Technical Proposal Each heading carries 5 marks Total = 25 marks 7. Demo of Use Case-Scenarios: As per details made available under VOL1 -Annexure-F = 25 marks	We understand that allocating 50% of the total marks to subjective parameters and keeping 80% as the qualifying marks is a disadvantage to the bidders. We would request IRDAI to amend the scoring matrix so as to have more objective parameters and also to lower the qualifying the marks. IRDAI has already gone through an extensive procedure to short-list the qualifying firms. Our suggested parameters are as follows: **6. Presentation on Technical Proposal** **Each heading carries 2 marks, Total = 10 marks** **7. Demo of Use Case-Scenarios:** **As per the HTMLS prototype submitted = 10 marks**	**No Change. As per RFP.**

74	Page 29	6.2 Technical Evaluation Criteria Table - A	7. Demo of Use Case-Scenarios: As per details made available under VOL1 -Annexure-F	We would request IRDAI to accept HTML prototype to evaluate the bid. The details requested in "Annexure- F :Use Cases for evaluation" is very extensive and would be delivered as part of the project delivery plan. Please confirm the acceptance of our request.	**No Change. As per RFP.** For Use case-1 , HTML protype addressing all aspects of Use case requirements is allowed . For Use case-2, Bidder is expected to demonstrate workflows using the proposed WCMS/DXP platform on a test environment set-up by the bidder
75	Page 29	6.2 Technical Evaluation Criteria Table - A	Minimum qualifying marks required - 80 marks	We would request IRDAI to amend the qualifying marks to 60 marks for promoting wider participation which would help IRDAI to received competitive bids from experienced firms. IRDAI has anyway shortlisted the bidders through a comprehensive EoI procedure. Please confirm the acceptance of our request.	**No Change. As per RFP.**
76	Page 16	5.2. Technical bid	Bidder is free to sub-contract cloud hosting services meeting the cloud hosting requirements mentioned in Page 156 Section 5.3 Bidders short-listed at EOI stage are not allowed to propose a new technology stack/solution with respect to WCMS/DXP in this bid, which is totally different from what was proposed at EOI stage. Proposing a different technological stack and solution in respect of WCMS/DXP will render the Bid to be treated as invalid and rejected.	We understand that for hosting the solution on a cloud platform we can select any one of the MeitY, Govt. of India empanelled CSP having a minimum a 2 Data Centres within India in two different seismic zones. Please confirm our understanding.	Bidder is free to subcontract cloud hosting services with any CSP who meets the cloud hosting requirements mentioned in page no 156 section 5.3 of RFP document and Page-24 , Section 6.2-Technical Evaluation Criteria Table - A -point-1. **Bidder is not allowed to propose a new Technology stack in respect of WCMS/DXP product from what was proposed by him during the EOI stage.** Please refer **Table-A, points-2,3 and 4 of Corrigendum-A and Annexure-5 of Corrigendum-A** for the changes made.

77	Page 16	5.2. Technical bid	Bidders short-listed at EOI stage are not allowed to propose a new technology stack /solution in this bid, which is totally different from that they proposed at EOI stage. Proposing a different technological stack and solution will render the Bid to be treated as invalid and rejected.	We understand that for the following solution components Open Source / Community version of the software cannot be proposed: 1. WCMS/DXP Platform 2. RDBMS / Database 3. Server OS Please confirm our	Bidder has to propose supported versions of Software products from respective OEMs with respect to the following products 1.WCMS/DXP 2.RDBMS/Database 3. Operating system. 4. Antivirus /Anti-malware
78	Pages 21, 54	Technical Bid Annexure E . OEM Authorization letter format	14. Annexure-E OEM Authorization letters for all software & hardware proposed in the solution from the respective OEM.	We understand that the bidder has to provide MAF from OEM / CSP for the following solution components: 1. WCMS/DXP Platform [OEM] 2. RDBMS / Database [OEM] 3. Server OS [OEM] 4. Cloud Platform [CSP] Please confirm our understanding.	MAF is required for the perpetual software licenses procured in the name of IRDAI. For other software items procured as a service on the cloud plaform , MAF is not required .
79	Page 209	22. Training	IA shall prepare the training curriculum and provide total three training sessions for Websites & Intranet Portal during the contract period	Please confirm the following: 1. We understand that the trainings has to be provided at IRDAI HQ at Hyderabad. 2. Each of the 3 training sessions **would be for a maximum period of 3 working days.** 3. In case the training is held in IRDAI premise then IRDAI would provide the basic infrastructure required for delivering the training such as training hall, internet, desktops etc.	**No Change. As per RFP.** Please refer RFP Page-209 clause-22- Training - for details . Three training sessions for Websites & Intranet Portal have to be conducted immediately after GO LIVE covering the following aspect in each of the training: i. Site Administrator Training ii. Department Administrator Training iii. Content Editor Training Training location shall be Hyderabad. As per RFP page-209 clause 22(f) -Bidder shall arrange the required infrastructure like Training hall, laptop/PC and network etc.

| 80 | Page 211 | 23. Payment Terms | Payments shall be made to the IA as per below terms
a. Cloud Service charges for Website and Intranet Portal Hosting
Payment will be made on a quarterly basis at the end of every quarter on submission of invoice and SLC reports and with penalties adjusted. | (a) As per the industry wide standard we would request IRDAI to pay the cloud service charges annually in advance.

(b) Further, we understand IRDAI would pay for the cloud services on actual usage and not link the payment to "Go Live" of the project.

Please confirm acceptance of our request and the understanding regarding payment of Cloud Service charges. | (a). Payment towards cloud service charges will be made Quarterly in advance . Please refer **Annexure-6 of Corrigendum-A.**

(b). Cloud payment will commence from GO LIVE of the project .
C). Development environment and UAT environment before GO LIVE will be provided by the Bidder. |
| 81 | Page 211 | 23. Payment Terms | b. Cost of Software Licenses (if any) supplied by the bidder 100% on delivery and successful installation and configuration. | As per the industry wide standard we would request IRDAI to pay the Cost of Software Licenses (if any) supplied by the bidder - 100% on delivery.

Please confirm the acceptance of | Refer **Annexure -6 of Corrigendum-A** |

82	Pages 211, 212	23. Payment Terms	c. Software Development and Project Implementation On Signing of SRS - 15% On submission of design document - 10% UAT with migrated data and sign-off of Website and Intranet portal - 25% STQC Certification for GIGW compliance and GO-LIVE - 40% After completion of performance warranty - 10 %	Since the successful bidder has no control on STQC and on the decision to "Go Live", so we would request IRDAI to amend the payment milestones as per below suggestion: On Signing of SRS - 20% On submission of design document - 20% UAT with migrated data and sign-off of Website and Intranet portal - 40% STQC Certification for GIGW compliance and GO-LIVE - 10% After completion of performance warranty - 10% Please confirm the acceptance of our request.	Refer **Annexure -6 of Corrigendum-A**
83	Pages 211, 212	23. Payment Terms	STQC Certification for GIGW compliance	We understand IRDAI will directly pay STQC for their services. Please confirm.	No Change.
84	Pages 206, 217	20. Project Delivery Schedule 1.2. Service Level Criteria (SLC)	Liquidated Damages penalty will be applicable for the delay in hardware delivery, applications delivery and project phases implementation timelines as shown in the table above.	We would request IRDAI to limit the overall penalty to a maximum of 10% of the Project Value. Please confirm the acceptance of our request.	Please refer **Annexure-7 of Corrigendum-A** for changes in SLC penalty and SLC penalty capping limits.

85	Page 138	Scope of Work (Page-138), 157, 191	Clause 15-Disaster recovery &Business Continuity-The hosting service provider(HSP) must have Disaster Recovery (DR) centre in a geographically distant and different seismic zone/location and a well drafted DR plan for restoration of the services during any disaster	(a) As per MeitY guidelines, 'The Primary DC and DRC shall be physically located in India. The DC & DR sites shall be separated by a minimum distance of 100 kilometres'. Request department to please change this clause as per the MeitY guidelines in the complete document. (b) Also we suggest department to include the ISO/IEC 22301 standard certification which provides best practices for BCDR requirements. ISO/IEC 22301 is used to assess an organization's ability to meet its own business continuity needs and obligations. Hence it becomes very important for the CSP to have this which confirms that they are following the best practices for recovery in case of the DR.	(a)The Primary DC-Cloud and the DR-Cloud should be in different geographical locations to meet the desired RPO and RTO requirements. **(Please refer Table-A, points-2,3 and 4 of Corrigendum-A)** **(b) NOT ACCEPTED**
86	Pages 25, 103, 176, 198	Technical evaluation criteria (Page 25), 103, 176, 198	ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services	Since this ISO 20000-9 standard has been withdrawn according to this URL: https://www.iso.org/standard/65671.html'. Hence this standard is no more valid, so we suggest department to change this clause to ISO 20000-1 in the complete document.	Please refer to **Annexure-5 of Corrigendum-A**
87	Page 88	Form 8 Functional requirements for website and intranet	Multiple platform : Shall support multiple databases and platforms including the latest platforms	We request IRDA to remove this clause	The requirement of support to Multiple databases and platforms stands deleted . (Please refer **Table-A , point no-10 of Corrigendum-A)**

88	Pages 79, 133, 206	Form-8 : Compliance With Functional Requirements For Website& Intranet BROAD SCOPE OF WORK 20. Project Delivery Schedule	20. Content Migration Define a content migration plan, approach and development schedule for the IRDAI team. The IA. will perform full content migration, SEO, Taxonomy. IRDAI staff will be available to consult on the relevance of the content. 2. Migration of all the contents, data, dynamic contents and functionalities of existing Websites and Intranet to the new platform.	We would request IRDAI to clarify the following: 1. Tools and technology used for developing and hosting the existing websites which needs to be migrated. 2. Volume and format of data & content which needs to be migrated. 3. Availability and access of documents related to the website and content which needs to be migrated. 4. Details of the indexing and metadata of the electronic documents that needs to be migrated. 5. We understand that the scope of work does not include any document scanning / digitization and / or data entry related tasks. Please confirm our	1.There are no tools and technology to be migrated from existing websites and Intranet. 2.There are Html , text , images ,pdfs ,scripts , configuration files and other document formats which needs to be migrated 3.Access to the existing content of websites(www.irdai.gov.in and www.policyholder.gov.in) and Intranet will be provided . Details will be shared with successful bidder during the SRS phase . 4.Details will be shared with successful bidder during the SRS phase . 5.Scope of work doesnot include document scanning/digitization or data entry tasks.However , Bidder would be required to convert existing pdf documents to ePub or OCR based pdf formats as per GOI guidelines.
89	Page 40	Annexure C - NDA (Non - Disclosure Agreement) Format	Annexure C - NDA (Non - Disclosure Agreement) Format	Please confirm if we need to submit the NDA as part of the tender response.	NDA has to be signed by the successful Bidder
90	16 Section 5.4	Tender Validity	The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of Commercial bid.	The offer submitted by the Bidders should be valid for minimum period of ~~180~~ 60 days from the last date of submission of Commercial bid.	**No Change. As per RFP.**
91	32 section 12	Forfeiture of EMD	As per RFP	Clause to be deleted	**No Change. As per RFP.**
92	33 section-14	Bid validity	The price bid shall remain valid for not more than 180 days from the last date of bid submission	The price bid shall remain valid for not more than ~~180~~ 60 days from the last date of bid submission	**No Change. As per RFP.**

93	Page-60 -Form-1	Application For Bid	We agree to abide by this Proposal, consisting of this letter, our Technical and Commercial Proposals and all attachments, for a period of 180 days from the last date fixed for submission of Proposals as stipulated in the RFP / Addendums and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.	We agree to abide by this Proposal, consisting of this letter, our Technical and Commercial Proposals and all attachments, for a period of 180 60 days from the last date fixed for submission of Proposals as stipulated in the RFP / Addendums and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.	**No Change. As per RFP.**
94	Page-201 point F	Resource management	Manage the instances of storage, compute instances, and network environments. This may include IRDAI owned software that are outside of the authorization boundary of the IA. IA is responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery plans, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations	Manage the instances of storage, compute instances, and network environments. This may include IRDAI owned software that are outside of the authorization boundary of the IA. IA is responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, ~~but are not limited to~~, configuration and patch management, vulnerability scanning, disaster recovery plans, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations	**No Change. As per RFP.**

95	Page-202 Phase-1	.Project Delivery Stages	The Implementing Agency will have to understand the requirements in detail before the project development. The various activities to be performed by the Implementing Agency (IA) during this phase will be mentioned as below but are not limited to	The Implementing Agency will have to understand the requirements in detail before the project development. The various activities to be performed by the Implementing Agency (IA) during this phase will be mentioned as below ~~but are not limited to~~	**No Change. As per RFP.**
96	Page-204 Phase-2	.Project Delivery Stages	The various activities to be performed by the Implementing Agency during this phase will be as mentioned below but are not limited to	The various activities to be performed by the Implementing Agency during this phase will be as mentioned below ~~but are not limited to~~	**No Change. As per RFP.**
97	Page-205 Phase-3	.Project Delivery Stages	The various activities to be performed by the Implementing Agency during this phase will be mentioned as below but are not limited to	The various activities to be performed by the Implementing Agency during this phase will be mentioned as below ~~but are not limited to~~	**No Change. As per RFP.**
98	Page-205 Phase-4	.Project Delivery Stages	The various activities to be performed by the Implementing Agency during this phase are as mentioned below but are not limited to	The various activities to be performed by the Implementing Agency during this phase are as mentioned below ~~but are not limited to~~	**No Change. As per RFP.**
99	Page-211 Section-c	Software Development and Project Implementation	As per RFP	1. = 15% 2. = 10% 3. = ~~25%~~ 60% 4. = ~~40%~~ 10% 5.= ~~10%~~ 5%	Please refer **Annexure-6 of Corrigendum-A**
100	Page-219 point b	SLC s with respect to overall Uptime of Websites & Intranet Solution:	5% of quarterly AMS+Cloud Hosting charges payable	~~5~~ 2% of quarterly AMS+Cloud Hosting charges payable	**No Change. As per RFP.**

101	Page-220 point c	SLCs with respect to Security	For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 5 Lakhs. This penalty is applicable per incident. These penalties will not be part of overall SLC penalties cap per quarter. In case of serious breach of security wherein the data is stolen or corrupted	For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 5 Lakhs. This penalty is applicable per incident. These penalties will ~~not~~ be part of overall SLC penalties cap per quarter. In case of serious breach of security wherein the data is stolen or corrupted	Please refer **Annexure-7 of Corrigendum-A**
102	Page-220 point 1	Note	The penalty shall be charged to a maximum of 10% of the total Quarterly Payment value (AMS+cloud Hosting charges). It may be noted that one or more penalties may be imposed concurrently subject to maximum of 10% of total Quarterly Payment value (AMS+Hosting charges).Once the maximum is reached IRDAI may at its discretion take action to terminate the contract and forfeit Performance Security	The penalty shall be charged to a maximum of ~~10~~ 3% of the total ~~Quarterly~~ Annual Payment value (AMS+cloud Hosting charges). It may be noted that one or more penalties may be imposed concurrently subject to maximum of ~~10~~ 3% of total ~~Quarterly~~ Annual Payment value (AMS+Hosting charges).Once the maximum is reached IRDAI may at its discretion take action to terminate the contract and ~~forfeit Performance Security.~~	Please refer **Annexure-7 of Corrigendum-A**
103	Page-221 point 3	Note	In addition to the penalties as above, IRDAI may at its discretion get the fault rectified from any other source at the risk & cost of the agency. In such case the cost of such work outsourced shall be borne by the bidder and penalty shall be imposed at the rates applicable as above for the actual period of fault	In addition to the penalties as above, IRDAI may at its discretion get the fault rectified from any other source at the risk & cost of the agency. In such case the cost of such work outsourced shall be borne by the bidder and penalty shall be imposed at the rates applicable as above for the actual period of fault with capping of the cummulative amount of cost incurred and penalty at 10% of the such actual cost incurred by the IRDAI	**No Change. As per RFP.**

104	Page-221 point 10	Note	Penalties shall not exceed 10% of the quarterly bill. If the penalties exceed more than 10% of the total quarterly bill, it will result in a material breach. In case of a material breach, the IA will be given a cure period of two weeks to rectify the breach failing which the IA shall provide alternate hosting arrangement with another qualified CSP (MIETY empanelled)	Penalties shall not exceed ~~10~~ 3% of the ~~quarterly~~ annual bill. If the penalties exceed more than ~~10~~ 3% of the total ~~quarterly~~ annual bill, it will result in a material breach. In case of a material breach, the IA will be given a cure period of ~~two weeks~~ 30 days to rectify the breach failing which the IA shall provide alternate hosting arrangement with another qualified CSP (MIETY empanelled)	Please refer **Annexure-7 of Corrigendum-A**
105	Page-222 point 11	Note	In any case the penalty amount payable cannot exceed 10% of total quarterly amount payable to Service Provider where the actual service levels are lower than the desired minimum service level. In case of two or more breaches consecutively in two quarters or breach of a particular SLC metric consecutively in two quarters, IRDAI shall have the right to invoke full PBG and/ or call for termination of contract. Penalty shall be adjusted to the final quarterly amount payable to Service Provider based on the level of conformance of IRDAI to the service level expected. In case of invocation of the PBG due to the reasons. Mentioned above, the service provider shall furnish a new PBG equivalent to the value of invoked PBG for the purpose of the continuation of the contract till the period as mentioned in the signed Master	In any case the penalty amount payable cannot exceed ~~10~~ 3% of total ~~quarterly~~ annual amount payable to Service Provider where the actual service levels are lower than the desired minimum service level. In case of two or more breaches consecutively in ~~two quarters~~ the year or breach of a particular SLC metric consecutively in ~~two quarters~~ the year, IRDAI shall have the right to ~~invoke full PBG and/ or~~ call for termination of contract. Penalty shall be adjusted to the final quarterly amount payable to Service Provider based on the level of conformance of IRDAI and the bidder to the service level expected. ~~In case of invocation of the PBG due to the reasons. Mentioned above, the service provider shall furnish a new PBG equivalent to the value of invoked PBG for the purpose of the continuation of the contract~~	Please refer **Annexure-7 of Corrigendum-A**

106	Page-222 point 12	Note	The capping limit of payable penalty amount by Service Provider shall not exceed 10% of total quarterly amount payable for any quarter. However, during the penalty calculation if the penalty amount applicable to Service Provider exceeds 20% of the quarterly instalment consecutively in two quarters, then IRDAI shall have the right to invoke full PBG and/ or call for termination of contract. In case of invocation of the PBG due to the reasons mentioned above, the service provider shall furnish a new PBG equivalent to the value of invoked PBG for the purpose of the continuation of the contract till the period as mentioned in the signed Master Service Agreement	The capping limit of payable penalty amount by Service Provider shall not exceed ~~10~~ 3% of total ~~quarterly~~ annual amount payable for any quarter. However, during the penalty calculation if the penalty amount applicable to Service Provider exceeds ~~20~~ 3% of the ~~quarterly~~ annual instalment ~~consecutively in two quarters~~, then IRDAI shall have the right to ~~invoke full PBG and/ or~~ call for termination of contract. in case of such termination, the IRDAI shall pay the service provider for all the goods and services provided till the date of such termination. ~~In case of invocation of the PBG due to the reasons mentioned above, the service provider shall furnish a new PBG equivalent to the value of invoked PBG for the purpose of the continuation of the contract till the period as mentioned in the signed Master Service Agreement~~	Please refer **Annexure-7 of Corrigendum-A**

107		Variance in Minimum Wages		Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost	**Not accepted .**
108		SNR	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continious period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continious site not readiness for 30 days,	**Not applicable to the current RFP**

109		Saving Clause	Clause not present in RFP	Bidders failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidders performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	**Not accepted .**
110	Page-190 Section 7.1	Cloud Hosting	The Websites and Intranet applications may be hosted on same Virtual Machines with appropriate logical segregation and security measures	There will be performance degradation if we choose this options wrt Infrastructure landscape.This will not be preferable for UAT and Prodction enviornment.Please clarify	No Change.
111	Page-190 section 7.1	Cloud Hosting	The Web and Application layers may be hosted on a Single Virtual Machine with minimum optimal resources (required for the proposed solution) configured for both the Websites and Intranet applications.	There will be performance degradation if we choose this options wrt Infrastructure landscape.This will not be preferable for UAT and Prodction enviornment. Please clarify.	No Change.
112	Page-190 section 7.1	Cloud Hosting	Web and Application layers may be configured in non-high availability mode.	The HA set up is not required for UAT and Productions both for Web and Applications layer. Please elaborate.	No change
113	Page-190 section 7.1	Cloud Hosting	A shared UAT setup may be configured for both Website and Intranet application.	Please elaborate as per the requirement. How the Performance gaurantee will be managed.	No Change.
114	Page-190 section 7.1	Cloud Hosting	IRDAI is already having an Active Directory Service server set up. The existing setup shall be used for the new Application/Portals.	This Active Directory is already set up on-prem or on Cloud.Please clarify.	Active directory is set up on premises. Active Directory is required only for authenticating users in Intranet.
115	Page-192 section 7.1	Cloud Hosting	Bidder has to provision SMS Gateway services and SMS notification services.	Is there any preferences for SMS gatway services product.Please clarify	There is no preference on SMS gateway services

116	Page-191 section 7.1	Cloud Hosting	Bidder has to provision and configure the required VPN gateway and tunnelling over existing internet to access the intranet site from IRDAI premises to DC and DR sites. Bidder has to make necessary configurations at router and firewall level to ensure a secured access.	Please elaborate about Network bandwidth requirement for DC & DR connectivity.	Bidder has to provision appropriate sizing based on the volume, RTO and RPO objectives .
117	Page-195 section 9.1	Performance Warranty	The Websites and Intranet Portal performance shall be monitored for a minimum period of NINE months from the date of GO-LIVE, which will be the Performance Warranty period.	Additional Infrastructure cost(Opex)/Implementation cost will be borne by customer for Nine Months.	As per RFP condition , AMS starts after the Performance wannarty period. During performance warranty period , only cloud hosting charges will be payable.
118	Page-200 section 16	Security Audit and Quality Control	VAPT or any security audit will be conducted by an independent third party appointed by IRDAI. Bidder has to provide all support during audit by third party auditor/ project management team/ internal IT team including Datacentre visit and other requirements such as forensic investigations, SLC validations etc.	The Audit is not feasible wrt Cloud Providers like Azure. Microsoft use to published STQC report for their datacenter. Please LMK if you have any specific requirements.	No Change.
119	Page-198 section 11	Certification requirements for Cloud Service Providers	The security components to be used shall include: Identification, Authentication, Authorization, Role Based Access Control etc.	we will consider Cloud active directory for this requirement which RBAC for User Management and Policy Management on Cloud. Also it will synchronize with Active directory on prem. Please let me know if you have any other requirements	Bidder is free to propose any additional security components for better security control .