

Corrigendum- A

Date: 22/09/2020

The clauses given in Column-2 of **Table-A** below are the clauses currently present in the RFP bearing Ref: No. – IRDAI/IT/20-21/01 dated-14/08/2020.

These clauses are being replaced/newly added with the clauses mentioned in Column-4 of the Table-A below and the RFP shall be read in accordance with the replaced /newly added clauses. Except as otherwise provided herein, all other terms and conditions of the RFP remain unchanged.

Table -A

| Column-1 | Column-2 | Column-3 | Column-4 |
|-------------------|---|--|---|
| Serial. No | Section, RFP page no Reference | Clause as per RFP | Replaced Clause |
| 1 | RFP page-125 -Section 2. Present Websites and Intranet architecture Additional information provided now | Additional data provided on Volumes ,Contents , data and Technology stack in existing setup | Additional information provided. Please refer to Annexure-1 on Technology stack , contents, data of existing websites and Intranet portal. |
| 2 | Volume 2 - Section 4, RFP 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 | The hosting service provider(HSP) must have Disaster Recovery (DR) centre in a geographically distant location and a well drafted DR plan for restoration of the services during any disaster. |
| 3 | RFP Page 157 point (m) | m) Business continuity plan: The RTO shall be 4 hours & RPO shall be 15 minutes. The hosting service provider(HSP) must have Disaster | m) Business continuity plan: The RTO shall be 4 hours & RPO shall be 15 minutes. The hosting service provider(HSP) must have Disaster Recovery (DR) centre in a geographically distant location and a well drafted DR plan for restoration of the services during any disaster. |

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| | | Recovery (DR) centre in a geographically distant different seismic zone/location and a well drafted DR plan for restoration of the services during any disaster. | |
| 4 | RFP Page 191 point 22 | The hosting service provided (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. | The hosting service provided (HSP) must have Disaster Recovery (DR) centre in a geographically distant location and a well drafted DR plan for restoration of the services during any disaster. |
| 5 | RFP Page 206 , clause 20-project delivery schedule | Refer Annexure -2 | Refer Annexure -2 |
| 6 | Commercial BoQ Item no 1.5 | Total Annual Maintenance support and Helpdesk price for a period of 1 year from the date of end of performance warranty | Total Annual Maintenance support cost for a period of 3 years from the date of end of performance warranty |
| 7 | Performance warranty period & GO LIVE. RFP Page no-22, Section-5.14.Commercial bid. RFP Page-59 Annexure - G –Format for the break-up cost for items in the BoQ | Refer Annexure -4 | Refer Annexure-4 |

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|---|---|--|---|
| | <p>RFP Page 177 - Section 5.4.Websites & Intranet portal Maintenance and Support.</p> <p>RFP Page 195 section 9. Performance Warranty</p> | | |
| 8 | <p>RFP Page 217 to 219 . Clause 1.2 .Service level Criteria .</p> | <p>(New clause added) Method of calculating uptime</p> | Refer Annexure - 3 |
| 9 | <p>RFP Page 25 -Section 6.2 Technical Evaluation Criteria Table-A – point no-1.</p> <p>RFP Page 103 – Form-8 : Compliance With Functional Requirements For Website& Intranet -- Point -180.</p> <p>RFP Page 119 - Form – 10: Index Of Supporting Documents Mentioned In Technical Evaluation Criteria - Table A.</p> <p>RFP Page 176 – under Section 5.3. Hosting Portals on Virtual Private Cloud Infrastructure point</p> | <p>Refer Annexure-5 for existing clause</p> | Refer Annexure -5 for revised clause |

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|----|---|---|--|
| | 109. RFP Pages 197-198 Section 11. Certification requirements for Cloud Service Providers. | | |
| 10 | RFP Page no-88-Form-8 Functional requirements for website and intranet, point no-60. RFP Page no-155 under Section 5.2. Indicative Requirements for Web Content Management System (WCMS) / Digital Experience Platform (DXP) | Multiple platform : Shall support multiple databases and platforms including the latest platforms | The condition on Multiple database and platform support for WCMS/DXP stands deleted |
| 11 | RFP Page 211 and 212 Section 23. Payment Terms | (23.Payment Terms) Please refer Annexure -6 for existing clauses | Please refer Annexure-6 for revised clauses |
| 12 | Pages 217 to 222. Section 1.2.1- Service levels for the Websites and Intranet applications-Under – Note: Points -1, 10, 11 and 12. Page: 220 Section- 1.2.1. Service levels for the Websites and Intranet applications. (c) SLCs with | Refer Annexure-7 for existing clauses | Refer Annexure-7 for revised clauses |

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|----|---|--|---|
| | respect to Security. | | |
| 13 | RFP Page no-26 –Section 6.2 Technical Evaluation Criteria Table – A – Point no -4 | At least 3 resources having work experience more than or equal to 3 years – 4 marks | At least 3 resources having work experience more than or equal to 3 years and each resource should be from different resource categories– 4 marks |
| 14 | RFP page no-197, Section-10. Performance criteria, | <u>Performance criteria</u> Page size < 500 KB | The performance criteria on Page size stands deleted. |
| 15 | RFP Page no- 190 Section-7.1.Cloud hosting DC-DR Drills (New Clause added) | DC-DR Drills (New Clause added) | A DR drill should be carried out once every year to test the DR functionality starting with the dates mutually agreed by the Implementing agency and IRDAI. |
| 16 | RFP Page no-8 heading 1.Schedule | Refer Annexure-8 for original schedule | Please refer Annexure-8 for revised Schedule |

Annexure - 1

1.1 Existing Technology Stack of Website- www.policyholder.gov.in

| | |
|--|--|
| Content Management System | Proprietary CMS developed by M/s Revalsys deployed on pay-and-use basis. |
| Technology framework of policyholder.gov.in with version | .net framework 4.0 |
| Operating System | Windows Server 2012 R2 |
| Database version | SQL Server 2017 |
| Antivirus installed on server | K7 Endpoint Security |
| Firewall installed on server | Yes |
| Size of Website published on file system | 1.5 GB |
| Database size | 5 GB |

Visitors statistics of website www.policyholder.gov.in provided in Page no 127 to 129 of RFP.

1.2 Expected Concurrency of Website (www.policyholder.gov.in)

Concurrency – based on approx. 4,50,000 page visits per month (and taking 15 hours a day as active period and assuming that each user on an average takes 20 minutes), the concurrency of Y1 can be estimated as 330 and thereafter adding 7 % YoY growth rate .

“Concurrency “here means the actual number of users accessing the Website at any point of time.

| Year | Y1 | Y2 | Y3 | Y4 |
|-------------|-----|-----|-----|-----|
| No of users | 330 | 353 | 377 | 404 |

1.3 Existing Intranet site

The Intranet site of IRDAI has primarily been used for sharing of information within the organization.

The documents generally shared through intranet are the following:

- Circulars,
- Office Orders,
- Draft exposure drafts,
- photo albums,
- frequently referred documents, etc.

Existing Intranet site also hosts small applications developed in-house. These applications have been developed in .NET platform. The scope of RFP includes the re-development of these and migration of relevant data and contents to the new platform. Details of existing applications provided in sections 1.8 and 1.9 below.

1.4 Site map of existing Intranet site

(The sitemap and other details of existing site is provided for estimation of data migration efforts only. The Intranet portal is expected to be completely revamped as per the scope of work mentioned in RFP).

| Level-1 | Level-2 | Level-3 |
|-----------------|--------------------------|------------------------|
| General Admin | | |
| | Orders | |
| | Circulars | |
| | Telephone Directory | |
| | List of Holidays | |
| | GEM & E-procurement | |
| | | |
| Human Resources | | |
| | Regulations | |
| | Employee Forms | |
| | SAP Portal | |
| | Group Insurance policies | <i>Policy Document</i> |

| | | |
|-------------------------------|-------------------------------|--|
| | Gratuity Scheme | |
| | Policy document | |
| | Notification | |
| | Trainings | <i>College of Insurance</i> |
| | | <i>NIA</i> |
| | | <i>ISTM</i> |
| | | <i>Circulars</i> |
| | | <i>ICP Study Materials</i> |
| | PF Trust | <i>IRDAI EPF Regulation</i> |
| | | <i>Minutes of Meetings</i> |
| | | |
| Information Technology | Minutes of Meetings | |
| | IT Policies | <i>IRDAI Email policy</i> |
| | | <i>IRDAI Internet access policy</i> |
| | | <i>Information Security Policy</i> |
| | | <i>Document Standardization guidelines</i> |
| | IT Forms | |
| | RNI User manual | |
| | Circulars | |
| | NIC Mail Configuration | <i>Mobile Client iphone ios</i> |
| | | <i>Mobile Client Android OS</i> |
| | | <i>Desktop client-outlook</i> |
| | | |
| Legal | Exposure Drafts | |
| | Circulars | |
| | Orders | |
| | FSLRC | |
| | Judgements | |
| | PPT presentations | |
| Communication Wing | Circulars | |

| | | |
|-----------------------------|-------------------------|------------------------------|
| | Orders | |
| OLI Department | Hindi implementation | |
| | Magazines | |
| | Orders | |
| | New Hindi books | |
| | First prize in OLI | |
| Sectoral Development | Parliamentary(Q&A) | <i>Actuarial Dept</i> |
| | | <i>Agency Distribution</i> |
| | | <i>Communication Wing</i> |
| | | <i>Consumer affairs</i> |
| | | <i>Finance &Accounts</i> |
| | | <i>General</i> |
| | | <i>Health</i> |
| | | <i>Human Resources</i> |
| | | <i>Intermediaries</i> |
| | | <i>Investment</i> |
| | | <i>Legal</i> |
| | | <i>Life</i> |
| | | <i>Non-Life</i> |
| | | <i>Sectoral Development</i> |
| | | <i>Corporate Agency</i> |
| F&A Department | Circulars | |
| RTI Act,2005 | RTI Act,2005 | |
| | RTI Rules,2012 | |
| | RTI Guidelines | |
| | CIC Decisions | |
| | Orders | |
| | Useful Links | |
| Vigilance Department | Circulars | |
| | CVO roles and functions | |

| | | |
|----------------------------------|---|------------------------------|
| | CVO Acts/Manuals | |
| | Guidelines on Tenders | |
| | Guidelines on selection | |
| | Guidelines on intensive examination | |
| | Useful Links | |
| | Messages on the eve of vigilance week | |
| | | |
| Consumer Affairs | GRO & Alternate persons-Life insurer | |
| | GRO & Alternate persons-Non-Life insurer | |
| | Policies-Life Insurers-Misselling and spurious calls | <i>Policy document</i> |
| | Consumer Affairs Booklet | |
| Statistical Submission | | |
| | Business Analytics Project | <i>BAP Document</i> |
| | | <i>BAP User Manual</i> |
| | Regular returns/analysis | |
| Conference seminar | Presentation | |
| IRDAI Internal Newsletter | | |
| References | Library | <i>Circulars</i> |
| | | <i>Orders</i> |
| | | <i>List of Books</i> |
| | | <i>Journals/Magazines</i> |
| | | <i>Digital contents</i> |
| | | <i>FSI connect tutorials</i> |
| | | <i>New Arrivals</i> |
| Reports | Committee reports | |
| Actuarial Department | Exposure Drafts | |
| Mirror | | |

1.5 Document types available in existing Intranet portal

| Document type | Number |
|-------------------------|--------|
| Orders | 855 |
| Circulars | 395 |
| Normal Data Layout page | 125 |
| Exposure Draft | 65 |
| Forms | 55 |
| Reference Material | 48 |
| Policy | 28 |
| Reports & Manuals | 10 |
| Committee Reports | 10 |
| IRDA Journal | 10 |
| Minutes of Meeting | 7 |
| Regulation | 5 |
| Notifications | 4 |
| Communications | 3 |

Total Pages available in existing Intranet portal -- 1634

1.6 File types available in existing Intranet portal

| File Type | Number of files |
|-----------|-----------------|
| .jpg | 4893 |
| .PDF | 4115 |
| .doc | 405 |
| .xls | 152 |
| .png | 147 |
| .zip | 119 |
| .html | 100 |

| | |
|--------------|--------------|
| .js | 98 |
| .swf | 90 |
| .xml | 87 |
| .docx | 71 |
| .css | 49 |
| .gif | 49 |
| .jpeg | 48 |
| .htm | 23 |
| .ppt | 22 |
| .thmx | 14 |
| .pptx | 12 |
| .xlsx | 12 |
| .rar | 7 |
| .mdb | 4 |
| .txt | 2 |
| .SBIG | 1 |
| .pptm | 1 |
| Total | 10521 |

1.7 User groups in existing Intranet portal

In the existing Intranet, the user groups in use are as follows:

- For public with a role to view the updated content;
- For admin with a role to view all published, unpublished content and to add, edit, delete pages, menus etc.

WCMS/DXP is expected to have roles which allow for workflow from L1, L2 and to other department users like OLI and also implement maker-checker principles.

This is indicative requirement. Details will be provided to successful bidder during SRS stage.

1.8 Functionalities in existing Intranet that needs to be re-developed and ported to WCMS/DXP platform.

a) **Conference hall booking utility:**

This application enables intranet users to book conference halls / meeting rooms available in IRDAI. A simple single page utility with options for internal users/departments to book conference rooms, cancel and view status of booking, history of bookings etc. Historical data is not required to be migrated. Currently the interface is developed in ASP and Ms Access database. Currently used by users and departments.

b) Attendance report displays: This report display utility is used by Employees to display attendance related reports like Today's attendance, Attendance by date, Attendance for a period, Attendance of contract employees, Head office data etc. The data required for report display is pulled through View/SQL query from the bio-metric attendance system database which is maintained in MSSQL database. No data migration is required for this as data is displayed through views from an existing database. Currently used by all internal users.

c) Utility to capture Inter-office/Inter-department transfers: This is a single page interface to capture Transfer requests from Employees. HR department should be able to generate the data captured. Usually used once in a year. Migration of past data is not required. The utility was developed in Asp.NET with C#, MS SQL Server.

d) HoD Meetings and Communication utility: A single page interface used by HoDs for uploading meeting files like ppt, documents. Uploaded files can be downloaded by Chairman's office only for the meetings. Developed in Asp.NET with C#, MS SQL Server.

e) Inspection Reports : This utility facilitates access of Inspection Report files (pdfs/docx) to limited set of AD authenticated users based on roles (i.e. Chairpersons, Members, ED HODs, etc.). The individual items in inspection report items are posted to respective departments for necessary action. Respective departments will be able to access their portion of the items. Developed using Asp.NET with C#, MS SQL Server. Expected to be developed using inherent functionality of WCMS/DXP.

f) Status of Inspection Reports at Enforcement Department: This module facilitates access of Inspection Report status and associated documents (pdfs/docx/ppt) to limited set of AD authenticated users based on roles (i.e. Chairpersons, Members, ED

HODs etc.) . Developed using Asp.NET with C#, Excel. Migration of past data is not required. Expected to be developed using inherent functionality of WCMS/DXP

- g) **Regulatory Action and Repository System:** User-Enforcement Department. This utility enables creation of historical record of action taken against Insurance entities. It records act, regulation, guidelines, etc under which action has been taken for regulatory violations, action taken details, date etc. It also supports uploading supporting documents. It also facilitates generation of reports in various formats according to filters like – from date, to date, insurance entity wise, entity name wise, etc.

Sample reports are –

- All historical regulatory action taken against a particular entity according to the search criteria.
- All entities who have violated a particular regulatory provision according to search criteria.

Import/Export of data in excel/csv is required

Developed using : Asp.NET with C#, MS SQL Server.

h) Gate pass Module :

Gatepass module is used to generate the gatepass to take any office item outside of the office for repair,etc and to bring items inside the building. The application uses two users - gpuser and gpadmin. Gpuser will create the gatepass request. Gp admin will approve/reject the gatepass request. Gpadmin can view all gatepass requests received, approved, rejected. After approval, gpuser can print the gatepass.Developed in .NET framework with VB. Database used - MS SQL Server to store the data.

Usage frequency :Used 17 times in 2019 and 8 times in 2020(so far)

1.9 Intranet functionality to be developed for Inspection Department

This application is for both internal users and external entities like Insurance companies, Brokers etc for which Inspection is to be conducted. The application uses three level workflow for internal users- L1 (team members), L2(team leaders), L3(HoD) and external users(Insurance companies , brokers and other intermediaries) are the entities

The brief functionality of the application is as below-

- a) L3 user can create Inspection teams by selecting L2 users(team lead) and L1 users(team members).
- b) L2 user (team lead) can define responsibilities of the team members and upload checklists for the team members.
- c) Creation of Inspections with from date-to date and team assigned. Email intimation, pre-inspection data requirements and data formats are sent to the Entities. Entities should be able to download the data formats and requirements by secured login with their credentials.
- d) **Entities should be able to login securely and upload the documents (multiple) through secured ftp (SFTP) – like annexures, checklists, documents, etc. against requirements. The total data size can be up to 15 GB per entity.**
- e) **Provision to validate the data format and quality of data submitted by entities .**

- f) Respective inspection team can access the documents uploaded by the entity. They can also ask for additional requirements which are to be submitted by specified date.
- g) There should be provision to input brief introductory details on the inspection, observations and violations to be captured as texts, documents ,images and provision to upload supporting documents. Each Deviation /violation category is to be identified with a unique identification number
- h) Each team member(L1) provides their observations which are consolidated by the team lead(L2) to prepare a draft report. Review wing level-1 and level-2 provides their review on draft report.
- i) The draft report is submitted to L3 user and L3 user records the comments.
- j) The final report is sent to the Entity for their comments which are recorded as per the given timeline.
- k) The comments are incorporated in the Inspection report and shared with the Enforcement department user.
- l) L3 user is able to view the availability of team members to create inspection teams.
- m) L3 user is able to view the history of all inspections conducted
- n) The inspection data uploaded by the entity is to be archived after the inspection is complete and final inspection report is processed by Enforcement department.
- o) The functionality should provide options like user management, role based user access privileges for entities.**
- p) Provision for MIS reports, dashboards, trackers for status changes, reports on TAT between events should be provided .**
- q) Provision to maintain versions and allow download of inspection questionnaires to the inspection teams.**

The Inspection file is a data management system based on a workflow which records timestamps, timelines and comments of users. It also generates email intimation for the users. **For a period of one year, a total disk space of 500GB may be provisioned.**

Developed using: Asp.NET with VB, MS SQL Server

1.10 Sub-sites within Intranet portal

Existing intranet site does not have sub-sites.

In the proposed new Intranet portal, **initially no sub-sites are to be created.**

1.11 Document Types available in existing Website(www.irdai.gov.in)

| Number of Pages | Document |
|------------------------|----------------------------------|
| 845 | Board Meetings |
| 367 | Orders |
| 320 | Warnings and Penalties |
| 263 | Tenders |
| 184 | Monthly Business - Life |
| 176 | Normal Data Layout page |
| 168 | IRDA Journal |
| 168 | Monthly Figures - Nonlife |
| 164 | Regulation |
| 149 | Press Releases |
| 134 | Exposure Draft |
| 131 | Guidelines |
| 110 | Employment |
| 97 | Notices |
| 73 | Board Meetings |
| 62 | Procurement Committee |
| 61 | Committee Reports |
| 53 | List of Surveyors |
| 48 | Insurance Products |
| 47 | Public Notices |
| 37 | Examination Notices |
| 31 | Segment wise Data - Non Life |
| 24 | Forms |
| 24 | Notifications |
| 23 | IT Procurement Committee |
| 21 | ANNUAL REPORTS OF THE AUTHORITY |
| 19 | Annual Accounts of the Authority |

| | |
|----|-------------------------------------|
| 19 | Elections - IIISLA |
| 13 | Profiles of Top Management |
| 11 | Speeches |
| 10 | MONTHLY BUSINESS FIGURES |
| 10 | Quarterly Supplement to Journal |
| 9 | Conferences-Seminars |
| 9 | Non-life monthly business figures |
| 9 | Segment wise Data - Life |
| 8 | Policy Holder Hand Book |
| 8 | Policy |
| 6 | Acts |
| 6 | Categorisation |
| 6 | Policy Holder Hand Book(Hindi) |
| 6 | Policy Holder Hand Book(Kannada) |
| 6 | Policy Holder Hand Book(Oriya) |
| 6 | Rosters |
| 6 | Reports & Manuals |
| 5 | Faqs |
| 4 | Panel |
| 3 | First Year Premium of Life Insurers |
| 3 | Other Communications |
| 3 | UNIQUE HOSPITAL ID |
| 2 | Message |
| 2 | PROFILES OF TOP MANAGEMENT |
| 2 | Syllabus |
| 1 | ADV |
| 1 | Motor TP Obligations New |

| | |
|---|---------------------|
| 1 | Programme Schedules |
| 1 | TAC |

Number of Pages in existing Website(www.irdai.gov.in) ---- 3976

1.12 Files grouped by Type (existing Website www.irdai.gov.in)

| Files grouped by Type | |
|-----------------------|----------|
| Count | FileType |
| 9746 | .pdf |
| 1249 | .xls |
| 884 | .JPG |
| 833 | .png |
| 441 | .xml |
| 404 | .xlsx |
| 368 | .doc |
| 250 | .zip |
| 207 | .swf |
| 150 | .mp3 |
| 88 | .html |
| 77 | .docx |
| 33 | .js |
| 23 | .rar |
| 14 | .ppt |
| 11 | .txt |
| 9 | .gif |
| 3 | .xsd |
| 3 | .mp4 |
| 2 | .m4a |
| 1 | .wmv |

Filetypes available in existing Website(www.policyholder.gov.in)

| File Type | Count |
|-----------|-------|
| jpg | 3210 |
| gif | 2831 |
| pdf | 406 |
| png | 343 |
| js | 272 |
| dll | 196 |
| cs | 179 |
| css | 87 |
| flv | 71 |
| xml | 68 |
| aspx | 217 |
| ascx | 54 |
| config | 47 |
| htm | 45 |
| swf | 30 |
| resx | 29 |
| html | 23 |

Annexure-2

Existing clauses

RFP Page no.202 –Section-19.Project Delivery Stages

The Websites and Intranet portal GO-LIVE should be completed within 3 months the date of signing of contract.

RFP Page no. 206 , Section-20.Project delivery schedule

| SNO. | Item | Maximum no. of Weeks from the date of purchase order |
|-------------|---|---|
| 1. | Submission of SRS | Within 4 weeks |
| 2. | Submission design documents | Within 5 weeks |
| 3. | Completion of development | Within 8 weeks |
| 4. | Migration of Data | Within 9 weeks |
| 5. | UAT Acceptance with Migrated Data | Within 10 weeks |
| 6. | Beta version launch with UAT completed migrated data | Within 11 weeks |
| 7. | Total Time required for roll out of solution proposed end-to-end up to GO LIVE. | Within 3 months. |
| 8. | Training and Knowledge Transfer | Immediately on Go- Live |
| 9. | Commencement of change requests. | Commences from the GO-LIVE date |

| | | |
|-----|---|---|
| | | |
| 10. | Commencement of AMS period for Application software | Commences from the date of end of performance warranty. |

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.

Modified clause :

The Websites and Intranet portal GO-LIVE should be completed within **FOUR** months the date of signing of contract.

Revised Project Delivery Schedule

| SNO. | Item | Tentative timelines from the date of purchase order |
|------|---|---|
| 1. | Submission of SRS | Within 4 weeks |
| 2. | Submission design documents | Within 5 weeks |
| 3. | Completion of development | Within 9 weeks |
| 4. | Migration of Data | Within 13 weeks |
| 5. | UAT Acceptance with Migrated Data | Within 14 weeks |
| 6. | Beta version launch with UAT completed migrated data | Within 15 weeks |
| 7. | Total Time required for roll out of solution proposed end-to-end up to GO LIVE. | Within 4 months. |
| 8. | Training and Knowledge Transfer | Immediately on Go- Live |

| | | |
|-----|---|---|
| 9. | Commencement of change requests. | Commences from the GO-LIVE date |
| 10. | Commencement of AMS period for Application software | Commences from the date of end of performance warranty. |

Selected service provider is expected to commence the parallel activities in advance to meet the timelines.

The penalty / Liquidated Damages applicable during the Application development project delivery will be for the breach of overall timelines for the Work completion (that is , final roll out of solution and GO LIVE)

Annexure -3

RFP Pages- 217 to 219 . Clause 1.2 .Service level Criteria

The following new clause is added :

Method of calculating Uptime

Uptime, in percentage, of any component (Non IT and IT) can be calculated as :

“Downtime” shall mean the time period for which the *Websites or Intranet Portal* along with and/or specified services / components with specified technical and service are not available to users

$$\text{Uptime (\%)} = \frac{(\text{Sum of total hours during Quarter} - \text{Sum of downtime hours during Quarter})}{(\text{Sum of total hours during the Quarter})} \times 100$$

Total hours during the Quarter = No. of days in the Quarter x 24 hours

The following downtime during the period are excluded from **Total hours** and **Total Downtime hours** for calculation of uptime %

- Planned downtime with IRDAIs approval
- Downtime due to Force Majeure conditions
- Non-availability of Internet connectivity line provided by IRDAI(for VPN connectivity)

Annexure-4

Existing Clause

RFP Page no- 22 Section 5.14

AMS charges for developed Application software should be quoted for three year from date of end of performance warranty (Period of GO-LIVE is within 3 months from date of contract. Performance warranty period is NINE months from date of GO-LIVE)

Revised Clause

AMS charges for developed Application software should be quoted for three year from date of end of performance warranty (Period of GO-LIVE is within FOUR months from date of contract. Performance warranty period is EIGHT months from date of GO-LIVE)

Existing Clause

RFP Page 59 -- Annexure -G –Format for the break-up cost for items in the BoQ

- AMS charges for developed Application software should be quoted for three year from date of end of performance warranty (Period of GOLIVE is within 3 months from date of contract).
- Performance warranty period is 9 months from date of GO-LIVE

Revised Clause

- **AMS charges for developed Application software should be quoted for three year from date of end of performance warranty (Period of GOLIVE is within FOUR months from date of contract)**
- **Performance warranty period is EIGHT months from date of GO-LIVE.**

Existing Clause

RFP Page 177 – Section -5.4.Websites & Intranet portal Maintenance and Support

Annual Maintenance Support (AMS): The Annual Maintenance Support for Website and Intranet Portal shall commence after expiry of Performance Warranty period (9 months from date of GO-LIVE) and as part of solution for the contract period. This shall include maintenance of Website and Intranet Portal and all other standard third party software wherever applicable as a solution for the contract period.

Revised Clause

Annual Maintenance Support (AMS): The Annual Maintenance Support for Websites and Intranet Portal shall commence after expiry of Performance Warranty period (EIGHT months from date of GO-LIVE) and as part of solution for the contract period. This shall include maintenance of Website and Intranet Portal and all other standard third party software wherever applicable as a solution for the contract period.

Existing Clause

RFP Page 195 section 9. Performance Warranty

a. 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.

Revised Clause

a. The Websites and Intranet Portal performance shall be monitored for a minimum period of EIGHT months from the date of GO-LIVE, which will be the Performance Warranty period.

Annexure -5

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 of the RFP remain unchanged.

Existing clause

RFP Page 25 -Section 6.2 Technical Evaluation Criteria Table – A – point no -1

ISO 20000-9- Guidance on the application of ISO/IEC 20000-1 to cloud services

Revised clause

ISO/IEC 20000-1

Existing clause

RFP Page 103 – Form-8 : Compliance With Functional Requirements For Website& Intranet --Point -180

ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services

Revised clause

ISO/IEC 20000-1

Existing clause

RFP Page 119 - Form – 10: Index Of Supporting Documents Mentioned In Technical Evaluation Criteria - Table A

ISO 27001, ISO/IEC 27017:2015,ISO 27018, ISO 20000-9, SOC1,SOC2,SOC3 compliance - Certification for Cloud Service Provider .

Revised clause

ISO 27001, ISO/IEC 27017:2015,ISO 27018, **ISO/IEC 20000-1**, SOC1,SOC2,SOC3 compliance - Certification for Cloud Service Provider .

Existing clause

RFP Page 176 – under Section 5.3.Hosting Portals on Virtual Private Cloud Infrastructure point 109

ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services

Revised clause

ISO/IEC 20000-1

Existing clause

RFP Pages 197-198 Section 11.Certification requirements for Cloud Service Providers

ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services

Revised clause

ISO/IEC 20000-1

Annexure -6

Existing Clause

RFP Page nos. 211 and 212

Section 23. Payment Terms

b. Cost of Software Licenses (if any) supplied by the bidder

100% on delivery and successful installation and configuration.

c. Software Development and Project Implementation

| Sr. No. | Milestone Description | Milestone percentage |
|----------------|--|-----------------------------|
| 1 | On Signing of SRS | 15% |
| 2 | On submission of design document | 10% |
| 3 | UAT with migrated data and sign-off of Website and Intranet portal | 25% |
| 4 | STQC Certification for GIGW compliance and GO-LIVE | 40% |
| 5 | After completion of performance warranty | 10 % |

Revised Clause

Section 23. Payment Terms

d. Cost of Software Licenses (if any) supplied by the bidder

100% on delivery of software licenses.

e. Software Development and Project Implementation

| Sr. No. | Milestone Description | Milestone percentage |
|----------------|--|-----------------------------|
| 1 | On Signing of SRS | 20% |
| 2 | On submission of design document | 20% |
| 3 | UAT with migrated data and sign-off of Website and Intranet portal | 20% |
| 4 | STQC Certification for GIGW compliance and GO-LIVE | 30% |
| 5 | After completion of performance warranty | 10 % |

Existing clause (Page no 211 Section 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.

Revised clause

(Page no 211 Section 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 quarterly in advance . **The deductions in respect of SLC penalties, liquidated damages etc for a quarter will be adjusted from the advance payment of subsequent quarter. The detailed SLC reports(format will be mutually agreed upon) and reports with fine grained details like resources consumed for vCPUs, memory, bandwidth etc. for a month should be submitted by the Implementing agency on the first working day of subsequent month.**

Annexure-7

Existing Clauses

Pages 217 to 222 . Section 1.2.1- Service levels for the Websites and Intranet applications .

Under – Note: Points -1,10,11 ,12 and 14

1. 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

10.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).

11.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 Service Agreement.

12.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

14. The liquidated damages if any will be deducted from the next payment milestone after the SLC holiday period. The total Liquidated damages deduction per quarter shall not exceed 10% of the total Quarterly Payment value (AMS+Hosting charges)

Revised Clause

1. The penalty shall be charged to a maximum of 5% 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 5% 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

10. Penalties shall not exceed 5% of the quarterly bill. If the penalties exceed more than 5% 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).

11. In any case the penalty amount payable cannot exceed 5% 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 Service Agreement.

12. The capping limit of payable penalty amount by Service Provider shall not exceed 5% of total quarterly amount payable for any quarter. However, during the penalty calculation if the penalty amount applicable to Service Provider exceeds 5% 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.

14. The total liquidated damages recoveries if any, shall be as per the Liquidated damages clause (mentioned in RFP page no 231, VOL III - clause 1.19)

Existing Clause :

Page :220 Section- 1.2.1. Service levels for the Websites and Intranet applications

c) SLCs with respect to Security

| Service level objective | Measurement Methodology | Target/Service Level | Penalty |
|--|---|-----------------------------|---|
| Security breach including Data Theft/Loss/Corruption | Any incident where in system compromised or any case wherein data theft occurs (including internal incidents) | No breach | <p>For each breach/data theft, penalty will be levied as per following criteria.</p> <p>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 IRDAI reserves the right to terminate the contract.</p> |

Revised clause

c) SLCs with respect to Security

| Service level objective | Measurement Methodology | Target/Service Level | Penalty |
|--|---|-----------------------------|---|
| Security breach including Data Theft/Loss/Corruption | Any incident where in system compromised or any case wherein data theft occurs (including internal incidents) | No breach | <p>For each breach/data theft, penalty will be levied as per following criteria.</p> <p><u>For any security breach incident detected - INR 1 Lakh will be charged as Penalty . This penalty is applicable per incident.</u></p> <p>These penalties will not be part of overall SLC penalties cap per quarter.</p> |

| | | | |
|--|--|--|---|
| | | | In case of serious breach of security wherein the data is stolen or corrupted IRDAI reserves the right to terminate the contract. |
|--|--|--|---|

Existing clause

Page no:RFP Page 231 clause 1.19 Liquidated damages

b. If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, IRDAI shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price. Once the maximum is reached, IRDAI may consider termination of the contract.

Revised clause clause 1.19 Liquidated damages

- b. In case of any delay in the execution of the order beyond stipulated date of Work Completion Period including any extension permitted in writing or the Implementing agency fails to meet the performance criteria stipulations , IRDAI reserves the right to recover from the successful bidder as liquidated damages , 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 5% (Five percent) of the total value of the Letter of Award.

Annexure-8

RFP Page-8 , 1.Schedule

Existing Schedule :

| S. No | Activity | Date |
|--------------|---|---------------------------|
| 1. | Publishing of Tender Document | 14-08-2020 |
| 2. | Document Download Date | 14-08-2020 |
| 3. | Queries submission Start Date | 15-08-2020 |
| 4. | Pre-bid meeting | 21-08-2020 |
| 5. | Queries submission End Date | 21-08-2020 |
| 6. | Uploading of replies to pre-bid queries | 25-08-2020 |
| 7. | Start date for submission of bids (Technical & Commercial) | 26-08-2020 |
| 8. | Last date for submission of bids(Technical & Commercial) | 09-09-2020 |
| 9. | Opening of Technical bids | 10-09-2020 |
| 10. | Technical Presentations | 17-09-2020 &18-09-2020 |
| 11. | Shortlisting of Technically qualified bidders | 23-09-2020 |
| 12. | Opening of Commercial bids of technically qualified bidders and selection of service provider | 24-09-2020 |

Revised Schedule:

| S. No | Activity | Date |
|--------------|---|----------------------------|
| 1. | Publishing of Tender Document | 14-08-2020 |
| 2. | Document Download Date | 14-08-2020 |
| 3. | Queries submission Start Date | 15-08-2020 |
| 4. | Pre-bid meeting | 21-08-2020 |
| 5. | Queries submission End Date | 21-08-2020 |
| 6. | Uploading of replies to pre-bid queries | 22-09-2020 |
| 7. | Start date for submission of bids (Technical & Commercial) | 01-10-2020 |
| 8. | Last date for submission of bids(Technical & Commercial) | 07-10-2020 |
| 9. | Opening of Technical bids | 08-10-2020 |
| 10. | Technical Presentations | 15-10-2020 & 16-10-2020 |
| 11. | Shortlisting of Technically qualified bidders | 23-10-2020 |
| 12. | Opening of Commercial bids of technically qualified bidders and selection of service provider | 26-10-2020 |