

भारतीय बीमा विनियामक और विकास प्राधिकरण

Insurance Regulatory and Development Authority of India



REF No. - IRDAI/IT/19-20/01

July 2019



INVITATION FOR EXPRESSION OF INTEREST(EOI)

FOR DEVELOPMENT OF NEW WEBSITE AND INTRANET PORTAL

Issued By

Insurance Regulatory and Development Authority of India

Survey No. 115/1, Financial District,
Nanakramguda, Gachibowli,
Hyderabad – 500032

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1. Invitation for Expression of Interest

Insurance Regulatory and Development Authority of India (IRDAI, henceforth referred as Purchaser) invites EOIs from prospective bidders ('Bidders') for the development of its 'New Website and Intranet Portal'. The successful bidder will carry out the scope of work in accordance with the specifications provided in a detailed Request for Proposal (RFP) document which will be brought out by the purchaser on shortlisting of EOI responses. Purchaser now seeks EOI from Bidders of repute for to analyze, study and redesign the IRDAI's website (www.irdai.gov.in) and Intranet.

2. About IRDAI

Insurance Regulatory and Development Authority of India (IRDAI) is a statutory body established u/s 3(1) of IRDAI Act, 1999 to protect the interests of policy holders of insurance policies and to regulate, promote and ensure orderly growth of the Insurance Industry and for matter connected therewith or incidental thereto. Please visit the website www.irdai.gov.in for information about the IRDAI.

3. Fact sheet

Activity	Date/Details
Address for Submission of EOI and Communication	The Chief General Manager (IT), Insurance Regulatory and Development Authority of India Survey No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032
Issuing of Expression of Interest	20-Jul-2019
EOI Pre-bid clarifications start and end Date	20-Jul-2019 TO 30-Jul-2019
EOI Pre-bid discussion meeting Date	30-Jul-2019 The purpose of this meeting will be to clarify the requirements as envisaged by the Authority and also to address the queries if any, of the bidders.
Publication of Consolidated pre-bid queries and replies	02-Aug-2019
EOI submission start Date	05-Aug-2019
Bid submission end Date	19-Aug-2019 5:00 PM IST
Opening of EOI	20-Aug-2019
Technical presentations	Date to be intimated later
Date of Issuance of RFP to selected bidders	Date to be intimated later
Email ID	it@irdai.gov.in Mr. Ankit Rana, AM(IT) Phone:040-20204462 with subject title – EOI for development of new IRDAI website and Intranet portal

4. Introduction to the project

IRDAI is looking at a rich, modular and highly interactive turn-key solution based on latest technology /products (with a comprehensive future road-map) to revamp its Intranet and website. The following section contains features that IRDAI thinks may lead to fulfillment of the purpose of the website and the Intranet.

4.1 Website

As a regulator, the very nature of IRDAI makes it responsible for **disseminating information** related to insurance sector to a wide spectrum of stakeholders – citizens, regulatory authorities, government departments, insurance companies, insurance intermediaries, reinsurance companies, foreign investors etc.

The key criteria are to ensure proper and effective dissemination and management of information. This would require a **well-designed, well maintained Web Content Management System(WCMS)/ Digital Experience Platform(DXP)** at the core of the solution proposed. As both the website and Intranet portal are web based and oriented towards information management and dissemination, same WCMS can be considered for both the website and Intranet portal.

The website solution should-

1. Compliant to Government of India Guidelines (GIGW) for website and Intranet. Please refer to Appendix II for all relevant guidelines.
2. Be easy to use and accessible for differently abled persons.
3. Inherently **support localization features and multi-lingual support** with English and Hindi language support being mandatory. Support of other Indian languages is desirable.
4. Support **Social media integration** and capable multiple channel information delivery – webcasts, RSS feeds, etc.
5. **Load fast** – loading time through internet should be within 1 second during peak time (9 AM-9PM) also. Load time and Start render should ideally be under 1 sec.

6. CMS should support **rich text editing**, document, image, zip, etc uploading/attaching, hyperlinking functionality. The user should be able to upload files in multiple extensions (doc, docx, odf, ppt, pptx, xls, xlsx, jpeg, tiff, png, zip, rar, video, audio etc)
7. Have Inherent, **inbuilt high performance, customizable, user friendly search facility** which should be configurable through admin interface. The search should be able to find content through HTML pages, word files, PDF files, excel files, etc.
8. Support features that facilitate **SEO** enabling the website to figure high in results of various search engines – Google, Bing, Duck Duck Go, etc.
9. Support **publishing workflows** – Document (Order, circular, notice, etc) will be uploaded by the department user. This will be approved by Head of Department. On approval it'll be visible to a group of moderators, who can then publish the same to the website. **Audit logs** have to be maintained of all the updations of the website.
10. There must be **custom publishing workflows e.g.** which on updation of English content on the website, send a notification to the Official languages department for the translation of the said document and OLD may be allowed to upload it on the website after translation. Till the time translation is done, a suitable message should display. "Page not found" error must not appear.
11. Support functionality to register with the website for mobile updates and email alerts.
12. Support **customizable discussion forum** for public consultation for exposure drafts released by IRDAI.
13. Support facilities like – event calendar, hit counter, level content structure (main link, sub links and so on), alerts, banners, photo gallery, meta tags, meta titles, automated chat facility for common queries, XBRL support, Blog feed, etc.
14. There should be **user-feedback mechanism** with reporting and analytics to see web site stats, average time spent, most accessed pages, etc. Bidder should provide monthly MIS report with the above statistics along with hardware usage and performance indexes.
15. Sitemap should be updated automatically in case of page addition / removal.

4.2 Intranet Portal

In addition to the points mentioned above under the heading Website, Intranet portal should have additional features detailed below-

1. Should be able to integrate with LDAP/AD to display user account information, aid authentication and authorization.
2. Should have a Web Content Management System to store exhaustively the regulation, orders, notices, addendums, court orders etc. which can become the **central reference facility**.
3. Departmental sub-sites.
4. Discussion and collaboration forums.
5. Authentication and Role based access features which can be utilized to develop other custom applications using Intranet portal as a base layer.
6. Ability to integrate future enhancements in a modular manner like Legal management system, asset management system, etc.
7. Facility for applying different level of encryption (different bit-size) based on sensitivity of data.

4.3 Other common considerations for Intranet portal & the website

1. High Availability (99.50%) to the application users with average downtime time being less than 2 hours monitored on monthly basis.
2. Open Architecture - The architecture should be scalable, interoperable, flexible to support and modular in nature, so as to allow easy customization.
3. Responsive web design – should be supported on multiple browsers and multiple devices.
4. Pages should support versioning/ roll back.
5. Solution should support regular incremental and differential automatic back-ups.
6. Should be mobile and tablet devices friendly.
7. Consuming web services from RTI portal/other government or financial institution portals for disclosure of applications and appeals or other information in IRDAI website.
8. Adhere to best web practices and internet security standards mentioned in Appendix II.

It is highly **recommended** to use the open architecture while designing and configuring software solution.

IRDAI is open for both Closed Source Software(CSS) and Open Source Software(OSS).

The bidder shall provide justification of exclusion of OSS in their response as the case may be. The Technical Evaluation Committee will evaluate the technical and non-technical aspects of the offerings. Only those offerings which meet the requirements and have proven track record will be considered.

In addition, IRDAI would prefer technologies/products/solutions that are **Leaders or Challengers in Gartner Magic Quadrant 2018/2019 for Digital Experience Platforms(DXP) or Web Content Management Systems(WCMS)** so that IRDAI is at the forefront of information dissemination platforms.

The Bidder may also like to peruse websites of other insurance market regulators worldwide (e.g. SEC, USA; SFC, Hong Kong; FSA, UK etc.) and other Indian Regulators (e.g. RBI, SEBI, PFRDA, TRAI etc.)

4.4 Hardware

- IRDAI is looking at two models for development and hosting of the proposed website and Intranet solution –
 1. Pay and Use Cloud based hosting – No hardware or software licenses for hosting DC -DR will be purchased by IRDAI.
 2. Hosting model – IRDAI will purchase the hardware and software licenses for hosting DC and DR, which may be hosted at bidder’s location/IRDAI location.
- The solutions providers should suggest hardware platform specifications which will host both website and the intranet.
- The hardware suggested should be able to achieve specified performance metrics under peak load.
 1. Average Memory utilization (tracked on 60 seconds basis) should not exceed 70% under peak load.
 2. Average CPU Utilization (tracked on 60 seconds basis) should not exceed 70% under peak load.
 3. The hardware should have headroom for 20-25% growth yoy for 5 yrs.
- Both website and Intranet portal need to be securely accessible through secured URL.
- The proposed solution should be both vertically and horizontal scalable without redesign.

- All components of the proposed infrastructure should be configured in a fail over mode. This will ensure no single point of failure of the system and a high availability of the application for its end users.
- Disaster Recovery –
 - In Pay and Use Cloud based hosting, the service provided has to propose effective DR strategy.
 - In Hosting model, DR may be hosted at bidder’s location/IRDAI location. IRDAI will purchase the hardware and software licenses for hosting DR.
- Data Synchronization –
 - In Pay and Use Cloud based hosting, data needs to be automatically synced on near-real time basis between Primary DC and the DR system.
 - In Hosting model, data needs to automatically synced on near-real time basis between Primary DC and DR.

Appropriate software and architecture for the above two cases should be suggested.

- The bidder will need to create three environments – Development, Testing, UAT. UAT will be hosted at IRDAI and will be used for staging and STQC audits.
- Existing Antivirus infrastructure of IRDAI for systems/applications deployed at IRDAI may be used for protection of server against malware.
- Existing Active Directory in IRDAI premises can be utilized for Active directory integration by the bidder.

5. Indicative scope of work

5.1 Website and Intranet development.

- Study the existing setup of intranet, external website (www.irdai.gov.in) and other existing intranet / external applications.
- Hosting of developed IRDAI website and Intranet portal at bidder’s location/IRDAI specified location or Cloud.
- Developing the new IRDAI website and Intranet portal in the section “Introduction to the Project”.
- Hyperlinking of existing internal applications on the Intranet portal.

- Supporting External applications (4 Nos. mentioned at Point 6 in Appendix III) in the existing IRDAI website hosting at bidder's location/IRDAI specified location or cloud based hosting till they are integrated/re-developed as part of separate work-item.
- Migration of existing data from the existing intranet and website to the newly developed intranet portal and website.
- Single Sign on access to all the internal users of IRDAI with **AD Integration** providing secured authenticated access to the new redesigned intranet portal.
- There will be additions / modifications / deletions of functionalities to be developed. Major changes will go through a Change request process (effort estimation more than 10 days).

5.2 Website and Intranet Portal Maintenance:

- Install Software, module/Security patches and upgrades including bug fixes.
- The AMC Team will make additions / modifications / deletions as necessary to facilitate content updating.
- Manage, edit, update and maintain the site (this includes all development work)
- STQC certification.
- Troubleshooting and supporting the administration of the website(s) and Intranet portal and maintaining them as required.
- Assist in developing and implementing Search Engines Optimization strategies to increase website visibility.
- Conduct feasibility studies, systems analysis, development, implementation and evaluation and testing of website improvements and web-based applications as when required.
- Provide user guidance and training support for content uploading and website and Intranet portal administration
- Preparing the technical and user Manual of the WCMS and the website.
- Adding, Modifying or Deleting Users and permissions.
- Consuming web services from RTI portal/other government or financial institution portals for disclosure of applications and appeals or other information in IRDAI website.

5.3 Website Monitoring and Reporting:

- Observe timeline and benchmarks for web portal, track and evaluate their usability of user's load and gear up the performance. Provide constant web monitoring to ensure that the smooth functioning of web portal.
- Review users accessibility, analyse usage statistics and provide timely information to concerned officers.
- Make recommendations on web portal's enhancement and improvement of their functionality based on the gathered data from monitoring reports and its analysis.

5.4 Security Audit:

- Before deploying/hosting the application should be vetted for security Audit by CERT Empanelled Vendor for hosting on at bidder's location/IRDAI specified location or Cloud.
- The cost of the testing and bug fixing should be borne by Bidder. The IRDAI reserves the right to conduct third party audit on the newly developed portal, hosting web server & networking equipment's etc., which may be audited by the IRDAI officials or security auditors appointed by IRDAI.
- Follow Security audit protocol and provide security audit of web portal quarterly basis.
- Patch Management and Version Update: Evaluation of suitability/requirement of Servers patches and application of the same on all servers as and when required or directed on Real Time and Zero Day Patching basis.
- Version update of frameworks and tools used.
- Annual STQC Certification
- Technical & User Manual for updation of security patches in source code.
- Maintenance & administration of the Application Database.
- The Bidder will fix all the bugs reported within the contract period before handing over.
- All the activities performed during development phase and Operation and Maintenance period shall be closely monitored by Department through issue-tracking software.
- Audit Gap Closure: The vendor is expected to undertake remedial action for all alerts /audit findings / observations /guidelines raised by the security system or Government agencies etc time to time.

5.5 Site Hosting & Administration:

- Website Security & Performance Monitoring: The selected vendor must maintain the integrity of the site against spam, ransomware, hackers, viruses and electronic attacks via firewalls, security software and passwords.
- Monitor Changes to SSL Certificates
- Actively Detect & remove Malware and Prevent Intrusions
- Web performance analysis, Tuning of Database and Operating System Health check and space utilization
- Recovery of lost data, restoration and repair of damaged data and the correction of data to the extent possible in case of partition failures or corruption of the hard disk. The cost of recovery, restoration, repair and correction of data will be borne by the Bidder.
- Incidence & Response Management: The Vendor shall co-operate with the appointed representatives of IRDAI in case of security incidents. The incident response process will seek to limit damage and may include the investigation of the incident and notification of the appropriate authorities.
- Enhancements / Module Development: In addition to the above tasks, vender may be required to undertake various business needs. Major requirements may be treated as Change requests depending upon the complexity/effort required. The vendor may be required to deploy additional resource onsite for understanding the requirements/ trouble shooting / new module development etc.
- Knowledge Transfer is an integral part of the Scope of Work of Bidder. This will have to be done even in case the Contract with Bidder ends or is terminated before the planned timelines.
- Bidder needs to include in the response the Exit Management Plan for the KM Solution and Operations at the end of the Contract duration. The transition period shall span a minimum of six (6) months before the contract end date. The selected Bidder shall ensure during the Exit Management the Handover
- The existing application and infrastructure (in case of Hosting model) to IRDAI should be transferred in running condition and ensure that the system runs from IRDAI location or location of service provider identified by IRDAI. Entire cost of migration is to be borne by the bidder.

- At the end of the Contract Period, Bidder will be required to provide necessary handholding and transition support to designated staff or any other Agency that is selected for maintaining the system post the Contract with Bidder. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new Agency with respect to the working / performance levels of the solution, conducting training sessions, etc.

6. Instructions to Bidders

6.1 Completeness of response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the EOI documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the EOI documents with full understanding of its implications.
- b. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of its proposal.

6.2 EOI proposal preparation costs & related issues

- a. The Bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the Purchaser to facilitate the evaluation process, unless explicitly specified to the contrary.
- b. Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- c. This EOI does not commit Purchaser to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EOI, unless explicitly specified to the contrary.

- d. All materials submitted by the Bidders will become the property of Purchaser and may be returned completely at its sole discretion.

6.3 Pre-bid Meeting

- a. Purchaser shall hold a pre-bid meeting with the prospective Bidders at IRDAI Head Office, Financial District, Nanakramguda, Hyderabad-500032 as per the date provided in Fact Sheet.

The Bidders will ensure that their queries with regard to the EOI, to be addressed by the Purchaser during the Pre-Bid meeting shall reach by post, facsimile or email on or before the date and time provided in Fact Sheet to the officer whose details are provided below (Nodal Officer):

1	Ankit Rana	Assistant Manager – IT	IRDAI, Financial District, Hyderabad – 500032	Phone number 040- 20204462 it@irdai.gov.in
2	Parthasarathi Bal	Manager – IT	IRDAI, Financial District, Hyderabad – 500032	Phone number 040- 20204117 it@irdai.gov.in

6.4 Responses to pre-bid queries and issue of corrigendum

- a. The Nodal Officer notified by the Purchaser will endeavour to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith.
- b. At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI document by issuing a corrigendum.
- c. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the IRDAI website (www.irdai.gov.in), and CPPP (www.eprocure.gov.in) and emailed to all participants of the pre-bid conference.

- d. Any such corrigendum shall be deemed to be incorporated into this EOI.
- e. In order to afford prospective Bidders reasonable time in which to take the corrigendum into account in preparation of their bids, Purchaser may, at its discretion, extend the last date for the receipt of EOI Bids.

6.5 Right to terminate the EOI process

- a. Purchaser may terminate the EOI process at any time without assigning any reason. Purchaser makes no commitments, expression or implied that this process will result in a business transaction with anyone.
- b. This EOI does not constitute an offer by the Purchaser. The Bidder's participation in this process may result in Purchaser short listing the Bidder to submit a complete technical and financial response at a later date.

6.6 Submission of responses

Bidders should submit their responses to an EOI as per the procedure specified in the eProcurement portal (www.eprocure.gov.in) being used for this purpose.

The documents must be uploaded in the format specified for this purpose and as per the specified folder structure in the e-Procurement portal.

The bidder must ensure that the bid is **digitally signed** by the Authorized Signatory of the bidding firm and has been duly submitted (freezed) within the submission timelines. IRDAI will in no case be responsible if the bid is not submitted online within the specified timelines.

All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

6.7 Bid submission format

The entire proposal shall be strictly as per the formats specified in this EOI and any deviation may result in the rejection of the Bidder's EOI proposal.

6.8 Venue and deadline for submission

The response to EOIs must be submitted on the **eProcurement portal (www.eprocure.gov.in)** by the date and time specified for the Eoi. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. Purchaser shall not be responsible for any delay in the submission of the documents.

6.9 Short listing criteria

- a. Purchaser will shortlist Bidders who meet the pre-qualification criteria and technical evaluation by Technical Evaluation Committee as mentioned in this EOI.
- b. Short-Listing of a bidder does not automatically entail inclusion in further procurement process.
- c. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of its EOI proposal.

6.10 Evaluation Process

- a. Purchaser will constitute a committee to evaluate the responses of the Bidders in response to this EOI document (Technical Evaluation Committee).
- b. The Technical Evaluation Committee constituted by the Purchaser shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the Bidder's EOI proposal.
- c. Each of the responses shall be evaluated to validate compliance of the Bidders according to the pre-qualification criteria, forms and the supporting documents specified in this EOI document.
- d. The decision of the Technical Evaluation Committee in the evaluation of responses to the EOI shall be final. No correspondence will be entertained outside the evaluation process conducted by the Technical Evaluation Committee.

- e. The Technical Evaluation Committee may ask for meetings with the Bidders to evaluate its suitability for the assignment.

6.11 Consortiums

Consortium way of bidding and subcontracting will NOT be entertained. However, the bidder can either have its own infrastructure facilities or arrangements with any third party Internet Data Centre (IDC) service provider/ cloud service provider, for hosting the developed application or any Cloud service provider having data center in India.

6.12 Technology/Standards/Protocol/Software/Hardware Neutral

IRDAI does not favor any particular proprietary standard, protocol, software, hardware, etc. All product terms in this EOI are meant to be vendor neutral. In case any proprietary technology terms are inadvertently used, Solution Provider should quote any industry equivalent standard product with supporting technical documents.

7. Pre-qualification evaluation criteria

#	Basic requirement	Specific requirements	Documents required
1	Legal Entity	<ul style="list-style-type: none"> - Should be a company registered under the provisions of the Indian Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008. - Registered with the GST authorities. - Should have been operating for the last Five years. 	<ul style="list-style-type: none"> - Certificate of incorporation / Partnership deed - GST registration certificate - Certificate of commencement of business (if applicable)
2	Board resolution / Power of attorney in favour of authorized signatory	A board resolution OR power of attorney in the name of the person executing the bid, authorizing the signatory to commit the Bidder.	Board resolution; OR Power of attorney with appropriate supporting documents
3	Sales turnover from system integration	<p>Annual sales turnover generated from services related to system integration during each of the last three financial years (as per the last published Balance sheets), should be at least INR 7,50,00,000/- (Seven Crores and Fifty Lakhs only).</p> <p>This turnover should be on account of Information Communication Technology (ICT)</p>	A Certificate to this effect from a Chartered Accountant, in original MUST be submitted.

		systems development and implementation (i.e. revenue should be on account of system integration/turnkey solutions or products and their associated maintenance or implementation services, packaged software etc.) only.	
4	Technical capability	<p>Bidder must have successfully completed at least the following numbers of ICT system development and implementation engagement(s) of similar nature of value specified herein :</p> <ul style="list-style-type: none"> - One project of similar nature not less than the amount INR 1.5 Crores; OR - Two projects of similar nature not less than the amount equal INR 1 crore each; OR - Three projects of similar nature not less than the amount equal INR 75 lakhs each <p>“Similar nature” here refers to projects consisting of end-to-end web based application development and implementation using Content Management Systems/Digital Experience Platforms, supply of hardware/software licenses, hosting, maintenance and providing technical support.</p>	<p>Completion certificates from the client;</p> <p>OR</p> <p>Work order + Self certificate of completion (signed by Statutory Auditor – Company Secretary/ Chartered Accountant)</p> <p>OR</p> <p>Work Order + Phase Completion Certificate from the client</p>
5	Certifications	1. The bidder must be CMMi level 3 or above certified	Copy of certificates.

		<p>2. The bidder should have a Tier-3 data center and ISO-20000, ISO-20001 and ISO-27001 certifications</p> <p>OR</p> <p>Should have arrangement with hosting provider/cloud service provider having Tier-3 data center or above in India and ISO-20000, ISO-20001 and ISO-27001 certifications</p>	<p>In case of arrangement with hosting provider/cloud service provider, Tier-3 data center or above in India and ISO-20000, ISO-20001 and ISO-27001 certifications for hosting provider along with copy of hosting arrangement agreement.</p>
6	Debarment	<p>The bidder should not have been debarred/blacklisted by Central Procurement Agency, Central/State government organization, Statutory authority or PSU for breach of ethical conduct or fraudulent practices, etc. as specified in Rule 151 of GFR.</p>	<p>Self-Certified letter that the bidder (or any of its successor) is not in the active debarred list published by:</p> <p>a) Central Public Procurement Portal; and</p> <p>b) Central/State government organization, Statutory authority or PSU</p>
7	Manpower strength	<p>Organization should have in-house development implementation and support experts team.</p>	<p>Self-certification by the authorized signatory with clear declaration of staff. (Total & For the suggested technology(ies)/product(s)/solution(s))</p>

8. Technical evaluation criteria

S.No.	PARAMETERS	MAXIMUM MARKS	CRITERIA
Implementation Agency profile			
1	Revenue of company in the financial year 2018-19 (INR Cr.)	10	5 marks for revenue = INR 7.5 crores and additional 1 mark each for additional 2.5 crores.
2	<p>Successfully completed the ICT system development and implementation engagement(s) of similar nature as per Appendix I - Form 4</p> <p>“Similar nature” here refers to projects consisting of end-to-end web based application development and implementation using Content Management Systems/Digital Experience Platforms, supply of hardware/software licenses, hosting, maintenance and providing technical support.</p>	20	<p>Minimum marks as per PQ references – 10 marks</p> <p>Each Additional Reference for amount INR \geq 1.5 Cr carries 10 Marks</p> <p>Each Additional Reference for amount INR \geq 1 Cr carries 5 Marks</p> <p>Each Additional Reference for amount INR \geq 75 lakhs carries 3.5 Marks</p>
4	CMMi Level of the Organization	10	<p>Cmmi Level 3 – 5 marks</p> <p>Cmmi Level 4 – 7.5 marks</p> <p>Cmmi Level 5 – 10 marks</p>
EOI Technical Presentation			
5	<p>Demonstration of in-depth understanding of the IRDAI ‘s project requirements through the technical proposal and presentation covering- Feasibility Coverage of IRDAI’s requirements Challenges foreseen in Implementation</p> <p>Solution Architecture of the proposed system (Best proposed architecture, technologies proposed demonstration of robustness of the proposed solution, quality control, BCP mechanism, hardware deployment and project support, etc.)</p>	60	Evaluation based on technical proposal and presentation.

	<p>Please provide the overall project approach along with the detailed work plan for the proposed assignment with IRDAI. The project approach should highlight the broad project phases, key activities planned and methodologies proposed to be employed for IRDAI.</p> <p>Specify the approach for achieving the technical requirements as per Appendix I - Form 5. Additional information may be provided separately marked as additional “relevant information”.</p>		
	TOTAL (MARKS)	100	Qualifying Marks for empanelment >= 70
<ul style="list-style-type: none"> • For all the parameters relevant signed and stamped/sealed documentary evidence should be provided signed by the authorized signatory. Unsigned and non-sealed/ non-stamped document(s) shall not be considered for evaluation. • Documentary evidence should be page numbered and reference to the evaluation parameters in PQ and evaluation criteria table (if applicable) should be clearly mentioned for quick evaluation. • Minimum qualifying marks need to be scored by the bidder wherever mentioned in the evaluation criteria table. Scoring less than Minimum qualifying marks shall lead to disqualification of the bidder in the technical evaluation. • The Bidder references should contain related projects only, along with the requested details. If the project information submitted by the Bidder is not relevant or is incomplete, IRDAI may not consider it as valid experience and the decision of IRDAI in this regard will be final. • Bidder may please note that the above parameters may be further elaborated, viz., more details may be included in the Request for Proposal (RFP) document to be issued as a result of evaluation process of EOIs. 			

9. Appendix I: Bid submission forms

The Bidders are expected to respond to the EOI online on the eProcurement portal by providing all documents supporting pre-qualification / EOI criteria.

Proposal / pre-qualification bid shall comprise of following forms:

Form 1: Covering letter with correspondence details

Form 2: Details of the Bidder's operations and IT implementation business

Form 3: Compliance sheet for pre-qualification criteria

Form 4: Bidder's experience in "Similar" projects as defined in Point 4 of Pre-Qualification Criteria (for which work order / completion certificates can be provided) for evaluation by Technical Committee

Form 5: Outline for proposed solution for IRDAI website and Intranet to be submitted as part of the Technical Bid

9.1 Form 1: Covering letter with correspondence details

<Location, Date>

The Chief General Manager (IT)

Insurance Regulatory and Development Authority of India
Survey No. 115/1, Financial District,
Nanakramguda, Gachibowli,
Hyderabad – 500032
Telangana State (INDIA)

Dear Sir,

We, the undersigned, offer to provide the IT Implementation services for development of IRDAI website and Intranet portal.

Our correspondence details with regard to this EOI are:

#	Information	Details
1	Name of the Contact Person	<<Insert Name of Contact>>
2	Address of the Contact Person	<<Insert Address>>
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this EOI.	<<Insert Name of Contact>>
4	Telephone number of the Contact Person.	<<Insert Phone No.>>
5	Mobile number of the Contact Person	<<Insert Mobile No.>>
6	Fax number of the Contact Person	<<Insert Fax No.>>
7	Email ID of the Contact Person	<<Insert Email>>

8	Corporate website URL	<<Insert Website URL>>
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We are hereby submitting our Expression of Interest (EOI) through eProcurement Portal(CPPP). We understand you are not bound to accept any proposal you receive.

We understand and agree to comply that on verification, if any of the information provided here is found to be misleading the EOI process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the resultant contract during the project.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

For and on behalf of <<Legal name of bidding entity>>

<<Authorized Signatory's signature affixed with corporate seal>>

Name: <<Insert Name of Contact>>

Title: <<Insert Name of Contact>>

Signature: <<Insert Signature>>

9.2 Form 2: Details of the bidder's operations and IT implementation business

#	Information sought	Details to be furnished
A	Name and address of the bidding company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of establishment	
D	Date of registration	
E	Registrar of Companies (ROC) reference no.	
F	Details of company registration	
G	Details of registration with appropriate authorities for GST	
H	Name, address, email, phone nos. and mobile number of contact person	

9.3 Form 3: Compliance sheet for pre-qualification criteria

#	Basic requirement	Documents required	Provided(Yes/No)	Reference & Page Number
1	Legal Entity	<ul style="list-style-type: none"> - Copy of Certificate of incorporation / Partnership deed - Copy of GST registration certificate - Certificate of commencement of business (if applicable) 		
2	Board resolution / Power of attorney in favour of authorized signatory	Board resolution; OR Power of attorney with appropriate supporting documents		
3	Sales turnover from system integration	A Certificate to this effect from a Chartered Accountant, in original MUST be submitted.		
4	Technical capability	Completion certificates from the client; OR Work order + Self		

		<p>certificate of completion (signed by Statutory Auditor (Company Secretary/Chartered Accountant))</p> <p>OR</p> <p>Work Order + Phase</p> <p>Completion Certificate from the client</p>		
5	Certifications	<p>Copy of certificates.</p> <p>In case of arrangement with hosting provider/cloud service provider with Tier-3 data center and above datacenter in India and ISO-20000, ISO-20001 and ISO-27001 certifications for hosting provider along with copy of hosting arrangement agreement.</p>		
6	Debarment	<p>Self-Certified letter that the bidder (or any of its successor) is not in the active debarred list published by:</p> <ul style="list-style-type: none"> a) Central Public Procurement Portal; and b) Central/State government organization, Statutory authority or PSU 		
7	Manpower strength	<p>Self-certification by the authorized signatory with clear declaration of staff. (Total & For the suggested technology(ies)/product(s)/solution(s)</p>		

9.4 Form 4: Bidder’s experience in “Similar” projects as defined in Point No. ‘4’ of Pre-Qualification Criteria (for which work order / completion certificates can be provided) for evaluation by Technical Committee.

S. No	Project 1	Project 2	Project 3
Client Name			
-Client Location -Contact person -Contact number -Email id			
Nature of assignments performed for the Client			
Details about solution implementation and services provided. -Product Stack/Technologies Used -Model for Implementation (Build, Own, Operate / Build, Own, Outsourced hosting / Pay and Use Cloud Model) -Services Provided -Software Architecture -Application Size (in Lines of Code) -Database Size -Application Use cases -Encryption Used (if any) -Performance indicators for implemented solution <ul style="list-style-type: none"> ○ Concurrent users ○ Total users per day 			

<ul style="list-style-type: none"> ○ Memory and Processor utilization under peak load ○ Start Time and Time of First Render ○ Search Engine Ranking <p>-Testing coverage</p> <ul style="list-style-type: none"> ○ Manual Testing ○ Automation Testing ○ Unit Testing ○ Load Testing ○ Penetration Testing <p>-Web/Security Standards followed</p> <p>-Certifications (if any)</p> <p>-Period of implementation and maintenance-Project Management and Quality Control Tools used</p>			
Contract Amount			
Completion Period (In Months) Stipulated/ Actual			
If work not completed, please indicate whether work was left incomplete or contract was terminated.(give full details)			
Any other relevant information			

Note: The bidder should give the above information in this format only.

Name of the Authorized Signatory:

Date:

Place:

Seal:

9.5 Form 5 – Outline for proposed solution for IRDAI website and Intranet to be submitted as part of the Technical Bid

The bidder should submit the proposed solution as per the outline provided below:

- a) Overview
- b) Proposed WCMS/DXP Technology/Product/Solution Stack
- c) Proposed system architecture
- d) Features of Technology/Product/Solution proposed
- e) Coverage of proposed solution with IRDAI requirements with requirements/functionalities not met specified separately.
- f) Hardware required for achieving performance under peak loads
- g) Software licenses required for above stated hardware
- h) Effort estimation and timeline for execution
- i) Project management and software quality management tools to be utilized.
- j) Backup, data migration and near real-time data replication softwares/tools to be used.
- k) Availability of Enterprise support for the WCMS/DXP technology/Product/Solution.
- l) Additional features that can be added.
- m) Challenges likely to be encountered.
- n) Other relevant information.

Note- Please refrain from providing details that are not relevant for evaluating the WCMS/DXP Technology/Product/Solution Stack and other required project implementation information.

10. Appendix II: Standards and Guidelines

- 1) Website solution should be compliant with Government of India guidelines. (Refer : <https://guidelines.gov.in/>)
- 2) Website solution shall be designed to get Website Quality Certification issued by STQC Website Quality Certification Services
- 3) Website solution should take into consideration W3C Guidelines on Internationalization
- 4) The Website content and its design should be W3C XHTML and CSS compliant.
- 5) The Website should comply with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 level AA certification and further revisions.
- 6) The Website solution has to adhere to guidelines/ vulnerability notes issued by CERT-IN from time to time.

10.1 Appendix III: Information about existing setup of IRDAI website and Intranet

Existing setup of IRDAI's website (www.irdai.gov.in)

- 1) IRDAI's external website www.irdai.gov.in with CMS feature (FCK Editor) has been developed on .NET 2.0 framework and uses SQL Server database.
- 2) Website is being hosted externally with CtrlS Tier 4 Data Centre.
- 3) The website has approx. 3600 web documents uploaded in form of Orders, Circulars, Rules, Regulations, Notifications, Business Figures, Exposure drafts etc. in pdf, xls, doc, zip and jpg etc. formats and is maintained in-house

SL .No	SPECIFICATIONS	FIGURES
1	Database size	900 MB
2	Application Size (Including hosted files)	19 GB
3	Average Number of visits/day	7570
4	Average number of pages visited per day	46,963
5	Average number of hits / day	2,70,592 (approx)
6	Average bandwidth utilization/day	16.63 GB

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

10.2 Existing set up of IRDAI's Intranet portal:

- 1) IRDAI Internal website with CMS feature is developed on .NET 2.0 and MS-SQL technology.
- 2) Website application and website maintenance is done by the Internal IT Team.
- 3) There are 300 Internal users with an expected increase by 10-15% every year.
- 4) There are around 25 internal departments with departmental sites on Intranet portal created for 12 departments.
- 5) The Intranet site has approx. 2000 web documents uploaded in form of Orders, Circulars, etc.in pdf, xls, doc, zip and jpg formats and is maintained in-house by internal IT team.

Details are as follows:

Sl. No	Application Name	Brief Description
1	Database size	1GB
2	Application Size (Including hosted files)	4 GB
3	Approximate number of users	300

- 6) The existing Intranet site is in English.
- 7) The website application maintenance is done by Internal IT team with various web uploads done on Regular basis.
- 8) There are around 11 web applications developed on .NET and MS-SQL platform which are presently integrated with internal website with secured login access provided to the internal Users and a SAP/ERP application included. Total number of users of all the internal applications is 300.

Note – The other internal dot net applications need to be linked to the new Intranet portal homepage.