INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA (IRDAI)

INVITATION

OF

REQUEST FOR PROPOSAL (RFP)

"FOR THE DEVELOPMENT OF IRDAI'S NEW WEBSITES AND INTRANET PORTAL"

(RFP Ref. No.: – IRDAI/IT/20-21/01)

Issued by:

Insurance Regulatory and Development Authority of India

Sy No. 115/1, Financial District, Nanakramguda, Gachibowli,

Hyderabad, Telangana 500032

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Volume I – Bidding Terms and Conditions

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INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

**Sy No. 115/1, Financial District,
Nanakramguda, Hyderabad – 500032**

REQUEST FOR PROPOSAL

FOR THE DEVELOPMENT OF IRDAI'S NEW WEBSITES AND INTRANET PORTAL

On-line bids (Technical and Commercial Bid) are invited from the Implementing Agencies (IAs)/ firms / organizations ("Bidders") shortlisted vide our notice ref**: IRDAI/IT/19-20/01 dated 3rd Jan 2020** for the **development of IRDAI's new websites and Intranet Portal, Cloud hosting of developed Websites and Intranet Portal and provide end-to-end support including Technical support for a period of contract**. The detailed bidding document etc. can be viewed / downloaded from the website: https://eprocure.gov.in. Bidders are required to upload and submit their e-bid on Central Public Procurement Portal only. All amendments, time extension, clarifications, etc., will be uploaded on the :https://eprocure.gov.in website only. Bidders should regularly visit website to keep themselves updated.

1. 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

2. Definitions

These definitions shall be applicable for all Volumes of this document

#	Term	Definitions of Terms:
1	IT Head	A role responsible for the day-to-day operation of Information Technology department of IRDAI .
2	Audit trail	Information about transactions or other activities which have affected or changed entities (e.g. *metadata* elements), held in sufficient detail to allow the reconstruction of a previous activity.
3	Authorised user	A user who has permission to carry out the action being described. Different users may have different permissions. The permissions that authorize a user to carry out an action are granted by the organization, according to its policies and business requirements
4	Bulk importing	The process of capturing a set of electronic records, usually from another application and usually with some or all of their metadata.
5	Collaboration	The sharing and simultaneous editing of content items by several users. This term is often used to describe a collection of software tools that provide features designed to make it easy for users to capture, share, publish, revise and re-use documents.
6	Compliance	Conforming to laws and regulations and, relevant for document management, being able to demonstrate conformity by producing auditable documents that demonstrate the necessary steps have been taken.
7	Digital	In most contexts, 'digital' is used with the same meaning as 'electronic' i.e. it is capable of being processed by a computer.
8	Distribution	A published document for distribution has to be in a format that cannot be easily altered. As a common practice in law regulated industries, an original master copy of the document is usually never used for distribution other than archiving. If a document is to be distributed electronically in a regulatory environment, then the equipment tasking the job has to be quality endorsed AND validated. Similarly, quality-endorsed electronic distribution carriers have to be used. This approach applies to both of the systems by which the document is to be inter-exchanged, if the integrity of the

		document is highly in demand.
9	Download/checkout	The process of downloading a document or an object from a repository and placing a lock on the object. The lock prevents the user from checking out or otherwise modifying the document.
10	Electronic	In most contexts, 'electronic' is used with the same meaning as 'digital' i.e. it is capable of being processed by a computer.
11	Encryption	A procedure that renders the contents of a message or a file scrambled or un-intelligible to anyone not authorized to read it
12	Enterprise	An organisational unit. The enterprise may be a government agency, business, or non-profit organisation; and may be large, medium, or small in size.
13	Export	The process of producing a copy of electronic records: along with their metadata or another system. The records remain in the system after export unlike transfer.
14	File	An organised unit of records grouped together because they relate to the same subject, activity or transaction. IT uses the term component for the same thing.
15	File Folder Hierarchy	The hierarchy is the file and folder tree structure which an organization's documents reside in.
16	Free Text Searching	The ability to search for a document based on an arbitrary set of keywords, against the document's content text. Proximity rules may also be added to the search criteria.
17	Full-Text-Search	The ability to search a data file for specific words, numbers and/or combinations or patterns thereof
18	Group	A set of users. May include users with the same or different roles.
19	Indexing	The process of ensuring that a document is assigned important information in a way that will allow a document management system (or other research system) to find it reliably. The information usually includes objective information (such as author, address, title etc) and sometimes includes subjective information (such as a keyword). The indexing information is sometimes extracted automatically, sometimes entered manually.

20	Information Rights Management	Information Rights Management (IRM) is a term that applies to a technology which protects sensitive information from unauthorised access. Crucially IRM continues to protect and control access to the document when it is in use. Functionality such as preventing screen shots, disallowing the copying of data from the secure document to an insecure environment and guarding the information from programmatic attack, are key elements of an effective IRM solution.
21	Integration	The combination of several software applications such that data can be transferred from one application to others through a consistent interface which helps to better coordinate tasks and merge information.
22	Keyword search	A search for documents containing one or more words that are specified by a user
23	Keywords	Words designated by a user as important for searching purposes. This could be validated or controlled vocabulary.
24	Life-cycle	The course of developmental changes through which information, a document, or an information system passes from initial creation through mature uses to final disposition or replacement.
25	Metadata	Data describing context, content, and structure of documents and records and their management through time. Literally, data about data, e.g., a document's title is an example of its metadata. Likewise, the list of people who are allowed to see the document is also a part of its metadata.
26	Owner	The person or role responsible for a record or aggregation.
27	Profile	The set of permissions allocated to a user or group or role.
28	Publishing	Routing of content to the appropriate recipients either through paper or electronically through portals, Intranet, Extranet, Email or fax.
29	Repository	A direct access device on which the electronic records and associated metadata are stored. Also a synonym for archive.
30	Retention and disposition schedule	A formal instrument that defines the retention periods and consequent disposition actions authorised for *records* described in the schedule.

31	Search	The ability to look within the data and search by name, date, or keyword to find desired information
32	Security	In any enterprise, it is vital that the security of electronic documents is appropriately managed. WCMS/DXP systems ensure that access to the system is restricted only to those with the correct access permissions, both to ensure the integrity of data and to reduce the number of documents presented to the user only to those documents that are relevant to his or her role.
33	Security category	One or several terms associated with a *record* or *aggregation, which* define rules governing access to it.
34	Storage	Store electronic documents. Storage of the documents often includes management of those same documents; where they are stored, for how long, migration of the documents from one storage media to another (hierarchical storage management) and eventual document destruction.
35	System Integration	In information technology, systems integration is the process of linking together different computing systems and software applications physically or functionally.
36	Transfer	The process of moving complete *electronic files*, along with their *metadata*,to another system.
37	User	Any person using the system. A user may both have roles and be a member of groups.
38	User interface	Software that allows users to interact with a computer. This term is also used to describe the appearance and behaviour of that software.
39	User role	A set of functional permissions allocated to users allowed to perform actions that manage records. A user may have several user roles but has only one user profile.
40	Version (of a content item)	The state of a document at some point during its development.
41	Version control	Allows users to manage the life-cycle of a content item from conception to final copy. Including the ability to roll back versions and track usage of the different versions.
42	Hot DR Site	Hot DR site is a location where the target environment is already up and running and can be immediately activated by a failover. There

		are also high availability architecture options where you can have multiple nodes in a clustering or load balancing setup. In those cases, an outage of a single node does not impact availability.
43	Cold DR site	This is a target DR environment that needs to be activated once a recovery process is initiated. Infrastructure exists but needs to be started up and fully launched.
44	Warm DR Site	In between a hot site and cold site, a warm site is where you may have compute available on standby that can be easily connected to the recovered (or already replicated) data.

3. Abbreviations

Abbreviation	Detail
AD	Active Directory
AMS	Annual Maintenance Support
BoM	Bill of Material
BoQ	Bill of Quantity
CPPP	Central Public procurement portal
CSP	Cloud Service Provider
DC / DR	Data Centre / Disaster Recovery
DR	Disaster Recovery
EMD	Earnest Money Deposit
EOI	Expression of interest
ESI	Electronically stored information
FRS	Functional Requirement Specifications
GIGW	Guidelines for Indian Government Websites
HA	High availability
HLD	High Level design
IA	Implementing Agency
IRDAI	Insurance Regulatory and Development Authority of India
LLD	Low level design
MEITY	Ministry of Electronics Information and Technology,
MPLS	Multi-protocol label switching
OEM	Original Equipment manufacturer
PBG	Performance Bank Guarantee
POA	Power of Attorney
RPO	Recovery point objective
RTO	Recovery time objective
SEO	Search Engine optimization
SRS	Systems Requirement Specifications
TAT	Turn Around Time
TEC	Technical evaluation committee
ToR	Terms of Reference
UAT	User Acceptance Test
UI/UX	User interface/User Experience
VAPT	Vulnerability assessment and penetration testing
W3C	World wide web consortium
WCAG	Web Content Accessibility Guidelines
YoY	Year over Year
SLA	Service Level Assurance
UAT	User Acceptance and Testing
SC	Steering committee
PMU	Program Management unit
LOA	Letter of Acceptance
VM	Virtual Machine

VPC	Virtual private cloud
TCO	Total cost of ownership

4. About IRDAI

Insurance Regulatory and Development Authority of India(IRDAI) is established under the Insurance Regulatory and Development Authority Act,1999 to protect the interest of holders of Insurance policies, to regulate, promote and ensure orderly growth of the Insurance Industry. **Insurance Regulatory and Development Authority of India**, hereinafter called **"IRDAI"** which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this bid document, hereinafter called Request for Proposal for the development of its new websites and intranet.

5. Instructions to the Bidders

5.1. Selection of Bidder

IT firms who have been shortlisted in the EOI stage vide our website notice IRDAI/IT/19-20/01   **dated 03.01.2020 can only bid for this RFP.** IT firm should be able to handle the Websites(www.irdai.gov.in and www.policyholder.gov.in) and Intranet Portal development as a turnkey project using WCMS/DXP and provide end-to-end support including hosting of developed Websites and Intranet Portal on Virtual Private Cloud(VPC) platform, migration of existing data into new system, provide maintenance support to the newly developed application and also provide technical support.

Bidders are advised to study the Tender Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, forms, terms and conditions, requirements, specifications etc. in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender document will be at the bidder's risk and may result in the rejection of the bid.

The process of tendering would be as follows:

The bidding process would be in **single stage.** Bidders have to submit the Technical and commercial bids in one stage. The bids are to be submitted online in the CPP Portal. Bidders shall upload both the Technical and Commercial Bid online in CPP portal.

5.2. Technical bid

The eligible bidders from EOI stage will be required to submit their technical bid in the mentioned forms and also make technical presentation which will be evaluated by the Technical Committee formed for this purpose. **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.**

5.3. Commercial bid

Commercial bids of only technically qualified bidders will be opened and overall L1 (lowest) bid will be identified as successful bidder/Implementing Agency.

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 last date of submission of Bid is as mentioned in the Schedule.

- At any time before the submission of proposal, IRDAI may, for any reason, whether at its own initiative or in response to a clarification requested by the service provider, carry out amendment(s) to this RFP document. The amendment will be made available on our website (www.irdai.gov.in) as well as Central public procurement portal and will be binding on bidders. IRDAI may at its discretion extend the deadline for the submission of proposals.

- A virtual pre-bid meeting either through WebEx / any other mean will be convened by IRDAI as mentioned in the 'SCHEDULE'. The purpose of this meeting will be to clarify the requirements as envisaged by the Authority and to address the queries of the bidders.

- The functional and technical requirements of the proposed system have been made available in this document. Any other available information, to the extent possible, will be provided to the bidders to facilitate their Technical presentation.

- Applications/ Bids that are incomplete in any respect or those that are not consistent with the requirements as specified in this document or those that do not adhere to formats, wherever specified, may be considered non-responsive and may be liable for rejection and no further correspondence will be entertained with such bidders.

- Canvassing in any form would disqualify the bidder.

5.5. Due Diligence

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the bidding documents. Failure to furnish all information as required or to submit a Bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the Bid.

5.6. Eligibility Criteria

Bidders who have been shortlisted in the EOI stage shall ONLY be eligible for participating in this   tender.

5.7. Other terms

- Consortium way of bidding will **NOT** be entertained. **Bidder is requested to submit a self –declaration to this effect as part of Technical Bid. ONLY the subcontracting of Cloud Hosting is permitted.** Subcontracting of any other activity **is not permitted.**

- Bidders who have the capability of providing cloud services from their own Cloud offerings/Cloud DCs are allowed to provide cloud services under this contract. However, all the eligibility conditions pertaining to cloud hosting requirements/Cloud services should be met.

- A Board Resolution OR Power of Attorney(POA) in the name of the person executing the bid, authorizing the signatory to represent the Bidder. Copy of the Board's resolution or POA should be submitted along with Technical Bid.

5.8. Clarification on bidding documents

Bidders requiring any clarifications/queries on the Bidding Documents may send their queries by email at the following mailing addresses:

To: **it@irdai.gov.in,roshith.ma@irdai.gov.in,parthasarathi.bal@irdai.gov.in**,   **TEL**: **040-20204117, 040–20204727 on or before last date of pre-bid queries, as mentioned in the 'SCHEDULE'.** The queries should necessarily be submitted in the **following format only**, **queries in any other format is not acceptable**:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			

5.9. Pre-bid meeting:

The IT firm or his authorized representatives will be invited to attend pre-bid meeting, which will be virtually hosted through Virtual meeting systems (WebEx/any other VC platform).

The pre-bid meeting for the bidders will be held '**SCHEDULE'**. The purpose of the meeting will be to clarify any issues regarding the Bidding Documents in general and the scope of Work in particular. IRDAI may formally respond to the pre-Bid queries after the pre-Bid meeting as mentioned in the Schedule.

The Bidders will have to ensure that all their queries are submitted in one consolidated mail in a single excel sheet as per the format mentioned below, latest by the Date &Time mentioned in the Activity Schedule.

Clarifications, if any, regarding the terms & conditions of this RFP, any error, omission or discrepancy found in this RFP document, have to be obtained by the bidder latest by the date & time mentioned in the Activity Schedule. Thereafter, no representations/ queries will be entertained in this regard. Later on, if any issue(s) arise(s), IRDAI will consider the matter on merits and decide the same, prior to opening of commercial bids.

Any requests for clarifications received after the indicated date and time may not be entertained by IRDAI. At any time prior to the last date for receipt of bids, IRDAI may, for

any reason, whether at its own initiative or in response to clarifications requested by prospective Bidders, modify the RFP Document by clarifications.

IRDAI does not undertake to answer all the queries that have been posted by the Bidders. Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid Meeting, shall be made by the IRDAI exclusively through an amendment/corrigendum. Non-attendance at the Pre-Bid Meeting will not be a cause for disqualification of a Bidder. Any such corrigendum/ clarification/ modification issued shall be deemed to be incorporated into this RFP.

In order to provide prospective bidders reasonable time for taking the clarifications into account, IRDAI may, at any time prior to the last date of bid submission, extend the date for the submission of Bids.

Any effort of the Bidder to influence IRDAI in its decision in respect of evaluation of the Bid or award of the contract shall result in the rejection of the Bid and forfeiture of the Earnest money deposit (EMD).

5.10. Preparation of Proposal

The Bidder is expected to carefully examine all the instructions, guidelines, terms, conditions, and formats of the RFP. The bidder should furnish all the necessary information as required by the RFP in the desired formats, as only the information received in the desired formats will be evaluated. Submission of a proposal not substantially responsive to all the requirements of the RFP shall be at Bidder‟s own risk and may be liable for rejection.

5.11. Amendments to the RFP

At any time prior to the deadline for submission of bids, IRDAI may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, amend the bidding documents. The amendment will be notified in Central public procurement portal and will be binding on all Bidders.

5.12. Formats and submission of bids

The bidding process will be in Single stage. Technical Bid and Commercial Bid are to be submitted in the online CPP Portal as mentioned in '**Process of Selection of Bidder'.**

5.13. Technical bid

The **Technical Bid** shall contain the following forms:

1.	Authorized	A Board Resolution or Power of Attorney in the name of the person

	Person for Bidding	executing the bid, authorizing the signatory to represent the Bidder. Copy of the Board's resolution or POA should be submitted along with technical bid.
2.	Self-Declaration for not bidding in consortium	A Self-Declaration signed by authorized person stating that the bidder is not bidding in consortium. (As mentioned in VOL-I Point 5.7 Other Terms)
3.	EMD	Demand draft towards EMD of Rs.7,00,000/-(Seven lacs only) (Scanned copy to be part of Technical bid and hard copy is to be sent to IRDAI. The bidder has to ensure that the EMD reaches IRDAI before the last date of bid submission as per **'SCHEDULE'**).The details of the EMD, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected. The EMD shall be addressed to : "CHIEF GENERAL MANAGER (IT), 4th FLOOR, INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA, SY.NO: 115/1 , FINANCIAL DISTRICT,NANAKRAMGUDA GACHIBOWLI, HYDERABAD – 500032
4.	Form 1	Application for Development of IRDAI Websites(www.irdai.gov.in and www.policyholder.gov.in) and Intranet Portal
5.	Form 2	Project work Experience Certificates
6.	Form 3	Team Structure
7.	Form 4	Illustrated CVs Of Key Professional Staff
8.	Form 5	BoM for Cloud Hosting Details For Websites & Intranet Including Hardware , Software & Bandwidth Requirements Without Prices (Price masked BoM)
9.	Form 6	Structure Of Technical Proposal
10.	Form 7	Statement of NIL Deviation

11.	Form 8	Compliance with Functional Requirements for Website& Intranet portal
12.	Form 9	Compliance with Technical Requirements for Websites & Intranet Portal
13.	Form 10	Index of Supporting Documents mentioned in **Technical Evaluation Criteria - Table A**
14.	Annexure-E	OEM Authorization letters for all software & hardware proposed in the solution from the respective OEM.
15.	Undertaking on uptime	Written declaration from Bidder stating that the uptime requirements of 99.5% of the Application availability (with maximum Mean time to recover less than 2 hours), SLC requirements and performance criteria benchmarks will be met

All pages in the Bid proposal should be serially numbered, should be affixed with the Company seal and signed by the Authorized signatory.

The bid proposal should be e-signed ENTIRELY by the Authorised Signatory.

The bidder shall enclose the required supporting document wherever necessary in Technical Bid.

5.14. Commercial bid

Commercial bid (BoQ) shall be submitted online in CPP Portal only in the format available there.

As part of commercial Bid submission, all the Bidders should submit digitally signed password protected file to the mail **it@irdai.gov.in** containing the following information:

- Break-up prices of Line item-1 for the cloud hosting requirements as specified in the format in Annexure-D (part 1).
- Detailed break-up of prices for all the line items 2 to 6 mentioned in the Commercial Bid(BoQ) in the format specified in Annexure-G.
- Detailed price rates of various configurations of VMs and Storage services as per the format given in Annexure-D(Part-2).
- Per man-day unit costs for effecting Change requests (as per the format provided in VOL I - Annexure-A) beyond the stipulated man-days of 180 days for a period of 3 years.

The pricing of Multiple line items should not be clubbed and each line item should be priced separately

Password of file containing the break-up of prices will be submitted immediately on opening of commercial bids.

Bidder shall quote the ATS charges/subscription for the procured software only for second year (that is, first year ATS/subscription costs should be included in one-time purchase price and ATS/subscription charges for second year only needs to be quoted in BoQ). That is, ATS charges for Software purchased should be quoted for second year only from procurement date.

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)

Commercial Bid Evaluation Considerations:

a) Only fixed price commercial bids indicating total price, as specified in BoQ for all the services specified in this bid document will be considered.

b) The bidder shall quote the price as per specified format for the entire project on a single responsibility basis. The price shall be quoted entirely in Indian Rupees and taxes will be paid on actual basis. The price shall be written both in figures & words in the prescribed offer form.

c) **No line items in Commercial Bid shall be submitted as zero**. Prices of different line items should not be clubbed under one-line item.

d) **The spread of quarterly payments for AMS and Hosting charges needs to be provided in appropriately distributed manner. If bidder is found to make upfront loading of – AMS charges, hosting payments etc. then bidder's bid may be rejected. Proposals are liable to be rejected if bidder indulges in unfair pricing practice.**

e) Commercial Bid of only technically qualified bidders shall be opened for evaluation.

f) For all the quoted prices and the numbers used during the process defined above, only two digits after decimal will be considered for calculation purposes and the same will be subject to standard rounding rules.

g) The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of contract. A bid submitted with an adjustable price quotation or incomplete or conditional bid may be rejected as non-responsive.

h) Any change in tax upward/downward as a result of any statutory variation in tax taking place within contract terms shall be allowed to the extent of actual quantum of Tax paid by the Implementing Agency. In case of downward revision in tax, the Implementing Agency shall reimburse the actual quantum of reduction of tax to IRDAI.

i) Errors & Rectification: Arithmetical errors will be rectified on the following basis:

- If, in the price structure quoted by a bidder, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.

- If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected; and

- If there is a discrepancy between the amount expressed inwards and figures, the amount in words shall prevail,

- If, as per the judgment of IRDAI, there is any such arithmetical discrepancy in a bid, the same will be suitably conveyed to the bidder by post or e-mail. If the bidder does not agree to the observation of IRDAI, the bid is liable to be ignored.

5.15.   Submission of bids in response to the RFP

The bids shall be submitted online only at Central Public Procurement Portal (CPPP) Website: https://eprocure.gov.in/eprocure/app.Manual Bids will not be accepted.

Bidder has to select the payment option as "offline" to pay the EMD as applicable and enter details of the instrument.

Bids should be submitted as per the due dates as mentioned in 'SCHEDULE'.

Commercial proposal shall be as per point no: 8(II) above.

6. Bid evaluation process

6.1 Technical Evaluation

All Technical Bids to the RFP would be evaluated on the technical criteria set below by assigning the relevant scoring for each of the technical parameters. Technical bids shall be opened and evaluated for acceptability of the techno-functional requirements and other technical suitability. The Bidders shall respond to the requirements as per the Forms and Data template requested in this document.

6.2 Technical Evaluation Criteria Table - A

S. No	Criteria	Range of Marks (Max. Marks)	Minimum qualifying marks required	Supporting Document
1	**CSP Data centre should be Tier III Certified with following certifications:** • ISO 27001 - Cloud services should be certified for the latest version of the standards. If the latest version was published during last six months on the date of submission, the certification for active previous version is acceptable. And if the bidder is identified as Implementing Agency, then proposed CSP DC has to get certified for latest standards in a time bound manner no later than 6	**11 Marks** (Mandatory)	**11 Marks**	Copy of Certification of CSP

	months from the date of bidding . • ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology. • ISO 27018 - Code of practice for protection of personally identifiable information (PII) in Virtual Public clouds. • ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services			
2	Compliance to Technical and Functional Requirements as per Form-8 And Form-9.	**16Marks** Complying without deviation - **16 marks.** With deviations in Desirable (D)category – **13 marks.** With deviations in mandatory category –**0 marks.**	**13 Marks**	Sealed and Signed Form-8 and Form-9
3	Experience in Design, Development & Maintenance of Website/ Web portal/ Web application.	**8 Marks** >8 projects –**8marks**. 6 to 8 projects- **7marks** 3 to 5 projects -**5 marks** Less than 3 projects **– 0 marks**	**5Marks**	Copies of Purchase Order & Work completion certification from client

4	Working experience of IA in Cloud environment.	**9 Marks** >= 4 projects–**9 marks** 1 - 3 projects–7 **marks**	**7 Marks**	Copies of Purchase Order & work completion certificate/Other proof evidencing cloud deployment of project
5	Technical team and other resources availability with bidder having Project experience in Website/ web portal design, development, hosting and maintenance. <u>Resource categories</u> • Project Manager/ Lead • UI/UX Designer • Programmer • Cloud Certified personnel • System Administrator	**6 Marks** All resources under each category having work experience more than or equal to 3 years – **6 Marks** At least 3 resources having work experience more than or equal to 3 years **– 4 marks**	**4 Marks**	Form- 3 and Form-4 sealed and Signed
6	**<u>Presentation on Technical Proposal</u>** **1. Solution Proposed for Application:** This section should present Bidders' proposed solution meeting requirements outlined in the RFP. Bidders are required to present sound, complete, and	**Each heading carries 5 marks Total = 25 marks**	**20 marks**	

competent technical architecture solution. The solution proposed by the bidder will indicate bidders' understanding of the requirements and this is to be demonstrated by the bidder by making presentation before the Evaluation Committee **2. Solution Proposed for Application with architecture diagram (Hardware, Software, Sizing, Bandwidth on Cloud etc.)** This section should present Bidders' proposed solution meeting requirements outlined in the RFP. Bidders are required to present sound, complete, and competent technical architecture solution. The solution proposed by the bidder will indicate bidders' understanding of the requirements and this is to be demonstrated by the bidder by making presentation before the Evaluation Committee. The solution sizing, based			

on the inputs provided and the valid assumptions made by the bidders, need to be submitted. The same will be evaluated by the TEC. TEC may choose to have a presentation on the same from the bidders if the sizing is not found to be appropriate or clarifications required for better understanding **3. Project Management Plan** In this section, Bidders' should propose the main activities of the project, duration, phasing and interrelations, milestones (including interim approvals by the purchaser (i.e. IRDAI)), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan **4. Organization & Staffing** In this section, Bidders' should propose the structure			

	and composition of the proposed team size for both during i) Development and implementation phase and ii) Post GO-LIVE during AMS including Support services. Key emphasis will be on the experience of the Project team. **5. Quality Assurance, Maintenance, & Support** Bidders are required to discuss their Quality Assurance framework and testing plans in details meeting the requirements of this RFP. This section should also present Bidder's detailed maintenance and support plan including support services and man power resources to be deployed during AMS period.			
7	**Demo of Use Case-Scenarios:** As per details made available under VOL1 - Annexure-F	25 marks	20 marks	
Grand Total		**100 marks**	**80 marks**	

6.3 Format for Technical Proposal & Presentation

Bidders shall be invited to give brief presentation on Technical Proposal in line with the format prescribed in FORM-6 Structure Of Technical Proposal and Use Case based Demo as per VOL-1 **Annexure–F** to the IRDAI's Technical Evaluation Committee(hereinafter referred to as TEC) for evaluation. The bidders are advised to be ready to present their demo and Approach Paper on a notice of one day. The travel and lodging arrangements and expenses in this regard will have to be borne by the bidder themselves. The bidder is also expected to address any additional questions by IRDAI's TEC. OEMs may be readily available for any queries/clarifications.

The bidder shall present the Technical Proposal to the Technical Evaluation Committee in line with the format prescribed in **FORM-6 Structure of Technical Proposal.**

The Bidder shall propose solution sizing, based on the inputs provided and valid assumptions made by the bidders, as part of the offer. The same will be evaluated by the TEC. TEC may choose to have a presentation on the same from the Bidders if the sizing is not found to be appropriate or clarifications required for better understanding

It is assumed that Bidders shall have read all relevant sections of the RFP document for technical proposal to ascertain the full scope of the requirements associated with each item.

If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification during pre-bid meeting in accordance with the Bidding process.

The resources required from IRDAI for the Study, Design, Development, Customization, Migration, Integration, Testing, Training, Implementation, Maintenance and Support shall be indicated by the bidder in the Technical proposal. This will form the basis of the project team that will be provided by IRDAI to support the implementation.

6.4 Technical score

Total score of each bidding party shall be determined based on their total technical score. A **minimum score of 80 marks** shall be required to qualify in Technical Bid. **A bidder has to score minimum qualifying marks as mentioned in each of the sections**. A maximum of 100 marks can be allocated for the technical bid with **overall 80 marks** being the qualifying score. IRDAI may choose to invite the bidders to discuss and clarify

their technical proposal. Any change in the proposal, however, shall not be permissible after the bid submission.

In case, there is only one bidder having **technical score of 80 or more**, IRDAI may, at its discretion, also consider the next two highest technical scorers with minimum score of 70.

In case, no Bidder is having technical score of 80 or more, IRDAI may, at its discretion, qualify maximum of 3 top scoring Bidders with minimum score of 70 in technical evaluation and compute the score as per the evaluation criteria.

6.5 Various stages of Technical bid evaluation

a) Evaluation of technical proposals of Bidders who had pre-qualified in EOI stage, based on evaluation criteria mentioned in the table above.

b) Presentation-cum-Interaction.

c) Arriving at the final score on technical presentation.

Based on the above mentioned criteria, the decision of the Technical Evaluation Committee in short listing the bidders would be final and binding to all the bidders.

6.6 Bidder shortlist and process

Subsequent to the commercial bid evaluation, the successful L1 bidder shall be issued a Letter of Acceptance (LOA). The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance bank guarantee (PBG) for IRDAI's counter signature within 21 days from the receipt of LOA.

7. Language of bid

The bid prepared by the Bidder and all correspondence and documents related to the bid exchanged by the Bidder and the IRDAI shall be written in English language.

8. Bid Scope

Bidders shall submit their technical proposal for the entire services on a **"Single responsibility"** basis such that the proposal covers all the Bidders obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services. This includes all requirements under the Bidders responsibilities for successful development of new Websites and Intranet Portal as per scope of work and, where so required by the bidding documents, the acquisition of all permits, approvals and licenses etc.; and such other items and services as may be specified in the bidding

documents, all in accordance with the requirements of the General Conditions of Contract and the Forms and Data templates. The duration of contract is for a period of 4 years.

9.   Estimated Value of the Tenders:

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.

10.   Earnest money deposit (EMD)

The Technical bids should be submitted along with an EMD of **Rs. 7,00,000/- (Rupees Seven Lakhs only).** Those bids without this EMD will be summarily rejected. The Demand Draft/ Banker's Cheque / Pay Order of Scheduled or Nationalized Banks should be drawn in favour of "Insurance Regulatory and Development Authority of India" Payable at Hyderabad. The EMD will not carry any interest.

11.   Refund of EMD

The EMD of those Bidders whose Bids are rejected during the technical evaluation stage will be returned within 30 days from the date of Technical shortlisting. The EMD of the successful bidder will be released after the bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG).

12.   Forfeiture of EMD

The earnest money deposit (EMD) may be forfeited:

a) If the bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form.

b) In the case of a successful bidder, if the bidder fails to sign the Contract Agreement, or to furnish the required Performance Bank Guarantee (PBG) on issuance of Letter of Acceptance.

c) Fraud / and or other misconduct of the bidder.

13.   Performance Bank Guarantee (PBG) and format

i.   The successful bidder will have to furnish a security deposit to the tune of 10% of the total order value in the form of a Bank Guarantee for a period of **4 years** obtained from a nationalised/scheduled bank for the due performance and proper fulfilment of

the contract. The format of Performance Bank Guarantee is made available in VOL-1 Annexure – B.

ii. After submission of Performance Bank Guarantee (PBG), EMD shall be returned to the successful bidder.

14. Bid validity

The price bid shall remain valid **for not more than 180 days** from the last date of bid submission.

In exceptional circumstances, IRDAI may solicit the Bidders' consent to an extension of the bid validity period. The request and responses thereto shall be made in writing or by email. If a Bidder accepts to prolong the period of validity and the validity of Demand draft does not cover the extended period, the bidder shall submit a revised EMD draft with validity period suitably extended. A Bidder may refuse the request without forfeiting its earnest money deposit (EMD). A Bidder granting the request will not be required nor permitted to modify its technical bid.

15. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of the technical and commercial bids and IRDAI will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. Only those Bids, which are received prior to the due date, time, and in the method and format prescribed for receipt of Bids, will be considered. Email / Telephonic/ Fax Bids shall be rejected.

16. Disqualifications

The IRDAI may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:

(a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

(b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;

(c) Submitted a proposal that is not accompanied by required documentation or is non-responsive;

(d) Failed to provide clarifications related thereto, when sought;

(e) Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.

(f) Submitted a proposal with price adjustment/variation provision.

17.   Rights to Terminate the Process:

IRDAI may terminate the RFP at any time assigning proper reasons. IRDAI makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by IRDAI. The Bidders participation in this process may result in IRDAI selecting the Bidder to engage in further discussions toward execution of a contract. The commencement of such discussions does not, however, signify a commitment by IRDAI to execute a contract.

Annexure–A Format for the Per man-day cost for change management

All bidders should submit the per man-day cost of resource personnel (unit cost) who would be effecting change requests in the software as part of change requests that may come up from time to time beyond the stipulated 180 man-days for a period of 3 years for change requests .

(Bidders should submit digitally signed password protected file to the mail **it@irdai.gov.in)**

Sr.No	Line Item in BoQ	Unit Cost (in INR)
1	*Cost of resource personnel(Per man day costs)*	

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

Annexure-B – PBG(PERFORMANCE BANK GUARANTEE) Format

(on Non-Judicial Stamp Paper of Rs.100.00)

This Deed of Guarantee executed at _____ on this day of _____ BY _____, a Banking Company constituted under _____ Act having its Branch Office at

_____ (hereinafter referred to as "Bank" which expression shall. unless repugnant to the context and meaning thereof, means and includes its successors and assigns)

IN FAVOUR OF

IRDAI., a statutory and regulatory body constituted by an act of parliament having its Head Office at Sy No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032 (Hereinafter referred to as "IRDAI/Purchaser" which expression shall unless repugnant to the content and meaning thereof, means and includes its successors and assigns)

WHEREAS

(1) IRDAI is desirous to Design, Develop, Deploy and Maintenance of Website and Intranet Portal (hereinafter referred to as "said works") and has

requested_____a_____registered/established/constitutedunder /by_____ Act having its Head Office at _____ (hereinafter referred to as "Contractor" which expression shall. unless repugnant to the context and meaning thereof means and includes its successors and assigns) to submit its Bid to execute the said works.

2. The Contractor has submitted his Bid/tender to execute the said works for a total sum of Rs _____ (Rupees _____ only).

3. One of the conditions of the said tender is that the Contractor shall furnish to IRDAI a Performance Bank Guarantee (PGB) for an amount of 10% of the total value order i.e._____ (Rupees only) in favour of IRDAI for the due and faithful performance of the contract in all respects as per the conditions as set forth in the Tender by the Contractor.

4. The Contractor has approached us for issuing a PGB in favour of IRDAI for an amount of (Rupees_____ _____ only).

NOW THEREFORE THIS DEED OF GUARANTEE WITNESSETH THAT

1) In consideration of the premises and at the request of the contractor.We_____Bank both hereby irrevocably and unconditionally guarantee to pay to IRDAI, forthwith on mere demand and without any demur, as may be claimed by IRDAI to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by IRDAI by reason of failure to perform the said works as per the said contract.

2). Notwithstanding anything to the contrary, the decision of IRDAI as to whether computer hardware and software have failed to perform as per the contract and go whether the contractor has failed to maintain the computer hardware and software as per the terms of the contract will be final and binding on the Bank and the Bank shall not be entitled to ask IRDAI to establish its claim or claims under this Guarantee but shall pay the same to IRDAI forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by IRDAI on the Bank shall be conclusive and binding notwithstanding any difference/dispute between IRDAI and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3). This Guarantee shall expire at the close of business hours on_____ (this date should be the date of expiry of the contract i.e 4 years) without prejudice to IRDAI' claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e., (this date should be date of expiry of Guarantee. i.e. 6 months after end of warranty/contract period).

4). The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of IRDAI in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of IRDAI under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or IRDAI certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5). In order to give full effect to the Guarantee herein contained, IRDAI shall be entitled to act as if the Bank is IRDAI' principal debtors in respect of all IRDAI' claims against the contractor hereby Guaranteed by the Bank as aforesaid and the Bank hereby expressly waives all its rights of surety ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.

6). The Bank agrees with IRDAI that IRDAI shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by IRDAI against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of IRDAI or any other indulgence shown by IRDAI or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7). The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of IRDAI by any amalgamation or absorption or with the contractor, Bank or IRDAI, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8). This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by the Bank (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9). Notwithstanding anything to the contrary contained herein, the Bank further agrees to accept the notice of invocation as a valid claim from the beneficiary of this Guarantee, should such occasion arise, at any of its branches operating in India including the issuing branch on the day of such invocation and if such invocation is otherwise in order.

10). It shall not be necessary for IRDAI to exhaust its remedies against the Contractor before invoking this guarantee and the guarantee therein contained shall be enforceable against us not withstanding any other security which IRDAI may have obtained from the Contractor at the time when this guarantee is invoked is outstanding and unrealized.

11). Any notice by way of demand or otherwise under this guarantee may be sent by special courier, fax or registered post accompanied by the copy of the guarantee.

12). Notwithstanding anything contained herein: -

a) Our liability under this Bank Guarantee shall not exceed and is restricted to _____ (Rs. _____ only)

b) This Guarantee shall remain in force up to_____ or up to the date extended by renewal of this guarantee.

c) Unless the demand/claim under this guarantee is served upon us in writing before _____ or on or before the expiry of six months from the validity date extended by renewal of this guarantee. All the rights of IRDAI under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.

13) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Dated this ------- ----- day of --------------- 2020 at

For and on behalf of ------------------- —-— Bank.

Sd/_____

Annexure C - NDA (Non - Disclosure Agreement) Format

(To be submitted in separate Rs 100 stamp paper)

This confidentiality and non-disclosure agreement is made on the....................day of...................., 20....between (IA name), (hereinafter to be referred to as "-------") which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 2013 and having its principal office at ....(address) and INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA (hereinafter to be called "IRDAI") which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Head Office at ………. (address) on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows:

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption 'Definitions' of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party ("Confidential Information"). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party).

1. DEFINITIONS (a) CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, knowhow, inventions, techniques, processes, plans, algorithms,

software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys, Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, Scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defences taken before a Court of Law, Judicial Forum, Quasi-judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however, in addition, without limitation no information that is exempted from disclosure under section8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

(b) MATERIALS means including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

2. COVENANT NOT TO DISCLOSE The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfil its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultants and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential

Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information, and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information.

The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual (i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties, (ii) that it has requested or received Confidential Information, or (iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

(a) the Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or

(b) was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party;

(c) was independently developed by Receiving Party or its Representatives without reference to the Confidential Information; or

(d) the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.

(e) is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.

3. RETURN OF THE MATERIALS Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

4. OWNERSHIP OF CONFIDENTIAL INFORMATION The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided "as is" with all faults.

By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

5. REMEDIES FOR BREACH OF CONFIDENTIALITY (a) The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein

or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or in equity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.

(b) The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.

6. TERM This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually.

7. GOVERNING LAW & JURISDICTION This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Hyderabad.

8. ENTIRE AGREEMENT This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

9. WAIVER No term or provision hereof will be considered waived by either party and no breach excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.

10. SEVERABILITY If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

11. NOTICES Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the IRDAI shall be served on the Information Technology Department of the Company's Head Office at Hyderabad may be by RPAD & email.

IN WITNESS WHEREOF THE PARTIES HERE TO have set and subscribed their respective hands and seals the day and year herein above mentioned.

(a) for & on behalf of Insurance Regulatory and Development Authority (IRDAI)	(a) for & on behalf of (IA NAME)
CHIEF GENERAL MANAGER	CHIEF EXECUTIVE OFFICER
--	--
In the presence of: Witnesses -1:	In the presence of: Witnesses - 1:
Witnesses -2:	Witnesses -2:

Annexure D – PART -1 - Cloud Hosting for Website and Intranet Portal – Break-up of prices

Bidders should propose the Cloud hosting (for Website and Intranet) sizing of resources based on the proposed application/ platform/ solution and based on the inputs on visitor statistics, existing bandwidth usage etc. (provided under VOL II- Annexure-A), number of concurrent users and estimated YOY growth rate etc. (Please refer VOL 2 - Point 8 for instructions)

All Bidders should submit the detailed break-up of prices submitted as part of Commercial bid line item. Detailed break-up format for cloud hosting charges should contain all the columns mentioned in this format with total cost for one-month period and 4 years' period with sub-totals and grand total. The Break-up of prices should be submitted in this format with all columns.

The unit prices indicated in break-up format shall form the part of the contract and will be used as rates for scale-up or scale-down of resources during the contract period.

The Costs are to be filled up excluding taxes :

Sr No		Description	Qty(X)	vCPU	RAM	Unit of measurement	Multiplication factor(Y)	Unit price(z)	Total Price Per month (T=X*Y*Z)	Period till performance warranty -- cost	Next Year-1 Cost	Year-2 Cost	Year-3 Cost	Total Cost for 4 Years
Compute Services = All VMs with operating System Linux or Windows as proposed by Bidder														
	Website& Intranet (DC). Database(VMs) shall be in HA mode.Physical core to vCPU ratio should be 1:1 or 1:2 for all proposed Virtual Machines. CPU launch year :Beyond 2017	Web, App,DB layers, UAT, Other servers like Search server etc												
1						Per VM per hour	720 hours							
2						Per VM per	720 hours							

					hour								
3						Per VM per hour	720 hours						
	Sub-total												
Storage Services(for DC , Backups, UAT environments, Archiving etc.)													
			(in GBs)			Per GB Per month	GB used per month						
			(In GBs)			Per GB Per month	GB used per month						
	Sub-total												
Network Services													
1	Eg :load balancer(physical or virtual)					Per VLB/Month							
2	Eg :VPN Connectivity and gateways												
3	Eg :IPs : Public, Static , Dynamic IPs												
4	Eg:Bandwidth: Data transfer(in and out)												
5	Other components												
	Sub-total												

Backup as a service												
	Sub-total											
Security services												
1	Eg Firewall, Throughput: Mbps	Allow / Deny inbound & outbound traffic				Per Firewall/Month						
2	Eg:SSL Certificates	Public facing https end point - to be provided by CSP				Per Certificate/Mo nth						
3	Eg: Anti-Virus	Deployed on all VMs				Per VM/Month						
	Sub-total											
Monitoring services												
1	Eg:Resource Monitoring Dashboards					Per Month						
2	Eg: Audit Trail	.				Per Month						
	Sub-total											
Disaster recovery services												

	Sub-total													
Additional Value added services														
1	Eg:SMS Gateway services	Service to provide mass delivery of messages to mobile users.				Per 1000 SMS /month								
	Sub-total													
2	Eg:SMS Notification Service	This service may be used to send SMS notifications to the target recipient when an alarm / alert is triggered and the corresponding notification is configured				Per 100 notifications Per month								
	Sub-total													
Any other components/services (Please specify)														
					Grand Total									

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

Annexure D - Part 2 – Price rates for Various configurations of VMs and Storage

All Bidders should submit the price rates for the following various configurations of VMs for one each and per GB per hour cost of storage Services. **(Please refer VOL-I-Point – 3.8 for instructions). Prices rates are to be submitted in this format**

The prices indicated shall form the part of the agreement/contract entered into with the Successful Bidder/Implementing Agency and will be used as rates for scale-up or scale-down of computing resources during the contract period.

Compute and Storage Configurations for Auto Scale Up /Scale Down (Linux/Windows as proposed by bidder)

VM Configurations. Physical core to vCPU ratio is 1:2 or 1:1 for all proposed Machines. CPU launch year : Beyond 2017	Qty	vCPU	RAM	Per VM per hour Rate(in Rs)
VM-Conf-1	1	4	8	
VM-Conf-2	1	4	16	
VM-Conf-3	1	4	32	
VM-Conf-4	1	8	16	
VM-Conf-5	1	8	32	
VM-Conf-6	1	8	64	
VM-Conf-7	1	16	32	
VM-Conf-8	1	16	64	

VM-Conf-9	1	16	128
VM-Conf-10	1	32	64
VM-Conf-11	1	32	128
VM-Conf-12	1	64	128
VM-Conf-1-Database/RDBMS	1	4	8
VM-Conf-2-Database/RDBMS	1	4	16
VM-Conf-3-Database/RDBMS	1	4	32
VM-Conf-4-Database/RDBMS	1	8	16
VM-Conf-5-Database/RDBMS	1	8	32
VM-Conf-6-Database/RDBMS	1	8	64
VM-Conf-7-Database/RDBMS	1	16	32

VM-Conf-8-Database/RDBMS	1	16	64	
VM-Conf-9-Database/RDBMS	1	32	64	
VM-Conf-10-Database/RDBMS	1	32	128	
Storage services	**Qty**			**Rate per GB per hour**
SSD Block Storage	1 GB			
Block Storage HDD Storage	1 GB			
Block Storage with low performance HDD	1 GB			
File Storage	1 GB			
Object storage for un-structured data	1 GB			
Storage for data archiving	1 GB			

Bandwidth charges	Qty			Rate per GB(in Rs.)
In-bound	1 GB			
Out-bound	1 GB			

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: **Company Seal :**

Annexure E – OEM Authorization letter format

REF No.   Date:

To:

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We ………………………… (Name of the OSD / OEM) who are established and

reputable manufacturers / developers of ………………………… having factories /offices at ………, ……… and …………… do hereby authorize M/s ……………………… (who is the Bidder submitting its bid pursuant to the Request for Proposal issued by the IRDAI) to submit a Bid and negotiate and conclude a contract with you to supply, install, commission and maintain the product/s manufactured / developed by us against the Request for Proposal received from your IRDAI by the Bidder and we have duly authorized the Bidder for this purpose.

We undertake to perform the obligations as set out in the RFP in respect of

such services and hereby extend our support and services through

M/s.……………… during the 7 years period stated in the RFP including the contract period of _____.

We assure you that in the event of M/s ……………………… not being able to fulfil its obligation in respect of the terms defined in the RFP then

…………………………………… (OEM / OSD Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the IRDAI.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Bidder:

c. Such Products as the IRDAI may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and

d. in the event of termination of production of such Products:

i. advance notification to the IRDAI of the pending termination, in sufficient time to permit the IRDAI to procure needed requirements; and

ii. Following such termination, furnishing at no cost to the IRDAI, the design documents, operations manuals, standards and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Authorized Signatory)

Name:
Designation:
Vendor's Corporate Name
Address
Email and Phone #

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and duly authorized to bind the OEM, by way of a board resolution or power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Annexure- F :Use Cases for evaluation

Sample Use Cases and Requirements for Presentation in front of Technical Evaluation Committee (TEC):

Use Case 1: UI/UX Design (10 Marks) Bidder has to re-design below mentioned 3 web pages from the IRDAI's website:

#	Web Page	URL	Marks
1	Home Page	https://www.irdai.gov.in	4
2	Regulations	https://www.irdai.gov.in/ADMINCMS/cms/frmGeneral_NoYearList.aspx?DF=RL&mid=3.1.1	3
3	Directory of Employees	https://www.irdai.gov.in/ADMINCMS/cms/NormalData_Layout.aspx?page=PageNo1317&mid=1.5.2	3

Below is the list of expectations for the redesign of the above pages:

a) Bidder is expected to design full responsive/adaptive version of the above pages for both desktop and mobile platforms in both English and Hindi .

b) Bidder is expected to propose user friendly, intuitive and visually appealing designs

c) Bidder may suggest better colour schemes which enhances the brand authority and give end users a better experience.

d) Bidder is expected to make use of latest UI/UX website design trends while designing the above pages.

e) Bidder is expected to propose an improved Information Architecture and intuitive navigations.

f) Bidder is expected to use better fonts, images, videos, infographics, iconography in order to improve data visualization and representation wherever necessary.

Use Case 2: Workflow Management (10 Marks)

Bidder is expected to propose a solution using their WCMS/DXP capability to cater to the sample use case – scenario mentioned below:

Scenario:Life Department of IRDAI is planning to publish an Orderby creating an ad-hoc webpage. This webpage will be full-responsive / adaptive in nature and will be accessible across platforms like mobile, tablet and desktop.

- Content should be available in multiple languages like English and Hindi where switching between languages is easy.

- Entire content of the webpage will be time-bound i.e. it will have a publishing date/time and expiration date/time.

- Post expiry, all content/information under this webpage will be moved to an archived section.

- Webpage content will consist of Order (both PDF & HTML version) and its related information/content in the form of text, images, etc.

- Team member from Life Department will share all the webpage content i.e. Order document (PDF version) and its related content with-it Department responsible for Website publishing via proposed WCMS/DXP solution.

- IT Dept.- Support team will configure this webpage content and convert Order from PDF to HTML within the proposed WCMS/DXP solution and further share it with respective IT Dept. Admin for reviews and feedback.

- IT Dept. Admin shares various changes and improvisations adhering to the set brand and design guidelines with the Support team.

- Post implementation of the changes by the Support team, IT Dept. Admin gives a go-ahead on publishing of this webpage.

- Webpage will automatically be published and archived as per the configured publishing & expiration - date/time.

Below is a reference webpage that can be used as a sample in order to propose solution.

URL:https://www.irdai.gov.in/ADMINCMS/cms/frmOrders_List.aspx?mid=3.1.5

Below is the list of expectations from the proposed WCMS/DXP Solution that the OEM should be able to demonstrate in their demo:

a. Provision to create Departments, define Roles (Admin, Maker, Checker, Publisher, Coordinator etc.) and create Users and assign them roles & permissions.

b. Provision to create workflow/processes, task management etc.

c. Support Drag and drop content organization and editing interface through WYSIWYG interface and in-context feature set for content authors.

d. Single-page app editing - Edit and manage single-page applications (SPAs) with the same drag-and-drop editor you use for websites.

e. Propose a solution where PDF can quickly be converted to HTML with least possible effort

f. Support management of content in multiple languages

g. Provision to Search for documents, video, images and other media types based on keywords, file names, content description, tags, metadata and file's text content.

h. Provision to Search current data as well as archived data

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

(for line items 2 to 6 in BoQ)-- All bidders should submit the detailed break-up costs for each line items 2 to 6 in the BoQ in the below mentioned format (with sub-totals after each Line item category).

Note:

- Bidder shall quote the ATS charges/subscription for the procured softwares only for second year (that is, first year ATS/subscription costs should be included in one-time purchase price and ATS/subscription charges for second year only needs to be quoted in BoQ).

- ATS charges for WCMS/DXP Softwares purchased should be quoted for second year from procurement date.
- 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 9 months from date of GO-LIVE)

Sr.No	Line Item in BoQ	Item Desc	Qty	Product code	License Type & Count	Unit Cost	Total cost				Total cost for 4 years
							Period till end of performance warranty period	1st year from end of performance warranty	2nd year	3rd year	

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal:

Form – 1: Application For Bid

Date:

[Bidders are required to submit the covering letter as given here on their letterhead]

To,
The Chief General Manager (IT)
Insurance Regulatory and Development Authority of India
115/1, Financial District
Nanakramguda, Gachibowli.
Hyderabad – 500 032

Sub: Proposal for selection of Implementing Agency(IA) for development of new Website and Intranet Portal

Dear Sir,

1. We, the undersigned, having carefully examined the NIT, offer to Propose for the selection as Implementing Agency for development of new Website and Intranet Portal, in full conformity with the said NIT.

2. We have read the all the provisions of NIT and confirm that these are acceptable to us.

3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

4. 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.

5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.

6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.

7. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.

8. Demand draft no. _____ dated _____ drawn on _____ for Rs. _____ is enclosed towards EMD.

Authorized Signatory:
Name:
Designation:
Name of the Firm:
Address: Company Seal :
E-mail Address:
Telephone :

Form – 2 :Work Experience Certificate

[*Bidders are required to submit the covering letter as given here on their letterhead. Relevant services carried out during the last three years which best Illustrate Qualification. The following information should be provided in the <u>following format for each reference assignment</u> carried out which was legally contracted by the client stated below:]*

Date:

To,
The Chief General Manager (IT)
Insurance Regulatory and Development Authority of India
115/1, Financial District
Nanakramguda, Gachibowli.
Hyderabad – 500 032

Ref: IRDAI/IT/19-20/01: RFP FOR DEVELOPMENT OF NEW WEBSITE AND INTRANET PORTAL

Name of the assignment:	
Brief scope/description of the project	
URL of the Website/Web Portal / Online Application:	
Name of Client:	Professional Staff Provided by your Firm:
Address:	No. of Staff:
	No. of Staff Months:
Start Date (Month/Year)	Completion Date: (Month/Year)	Approximate Value of Services: (in Rs.)
Name of Associated Firm(s) if any:	No. of man months of processional Staff provided by Associated Firm(s):
Name of Senior Staff (Project Director/ Coordinator, Team Leader) involved and functions performed:	
Name and details of Contract Person: Name:	

Designation:	
Contact	No:
e-mail:	
Copy of the completion Certificate:	
Project Deployed on Cloud:(Yes/No) If 'Yes' name of Cloud Service Provider :	

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm: Address: Company Seal

Form – 3: Team Structure

Date:

[Bidders are required to submit the covering letter as given here on their letterhead]

To,
The Chief General Manager (IT)
Insurance Regulatory and Development Authority of India
115/1, Financial District
Nanakramguda, Gachibowli.
Hyderabad – 500 032

Ref: IRDAI/IT/19-20/01: RFP FOR DEVELOPMENT OF NEW WEBSITE AND INTRANET PORTAL

Please provide information about the resources that will be deployed by implementer for proposed implementation as per the template below:

	KEY PROFESSIONAL STAFF					
Resource Category	(F)ull time /(S)hared	Name of Staff with qualification and experience in years	No. of Projects executed	Area Expertise	Position Assigned	Task Assigned
Project Manager/Lead						
UI/UX Designer						
Programmer						
Cloud Certified personnel						
Sever Administrator						

[Note: Illustrative CVs of the mentioned staff above to be provided in Form - 4]

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

Form – 4 : Format For Illustrated Cvs Of Key Professional Staff

1	Name of the Staff					
2	Proposed Position					
3	Date of Birth					
	Education Details					
	Summary of Key Training and Certifications					

	Languages	SNo.	Language	Reading	Writing	Speaking
		1				
		2				
		*				

*Add new row for additional languages

	Employment Record			
		1.	Employer	
			Period of employment (From –To)	
			Position held	
		2.	Employer	
			Period of employment (From –To)	
			Position held	
		*		

*Add rows as applicable for adding employment record

	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned	1	Name of assignment or project:	
			Year:	
			Client:	
			Main project features:	
			Positions held:	
			Activities performed:	
		2	Name of assignment or project:	
			Year:	
			Client:	
			Main project features:	
			Positions held:	
			Activities performed:	

Add entries for additional projects as per above format

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

FORM–5: Bom Pertaining To Cloud Hosting With Price Masked

[Bidders are required to submit the filled in Form no -5 on their letterhead]

Date:

[Bidders are required to submit the covering letter as given here on their letter head. Bidder to submit the unpriced Bill of Material as part of Technical Bid in the below format.]

*The information provided in this format should be the **price masked BoQ for cloud hosting***

The Infrastructure requirements (Cloud hosting requirements) for Website and Intranet are provided in VOL-I Point 3.8 under heading Infrastructure requirements for Cloud hosting. Bidder may propose solution sizing based on the application/ platform/ solution proposed/offered and the inputs on visitor statistics, existing bandwidth usage (provided under VOL- I -Annexure-A), number of concurrent users and estimated YOY growth rateetc. Please refer VOL-I –Point 3.9 for instructions)

To,

The Chief General Manager (IT)
Insurance Regulatory and Development Authority of India
115/1, Financial District
Nanakramguda, Gachibowli.
Hyderabad – 500 032

Ref: IRDAI/IT/19-20/01: RFP FOR FOR DEVELOPMENT OF NEW WEBSITE AND INTRANET PORTAL

Dear Sir,

We hereby confirm that the following items pertaining to **Cloud hosting services are supplied in Bill of Material in quantities** as mentioned below.

Website& Intranet(DC) Physical core to vCPU ratio should be 1:1 or 1:2 for all proposed Machines. CPU launch year : Beyond 2017				
Items	Description	Qty	vCPU	RAM

Storage Services		
Type of storage	Description	Total Storage(in GB)

Network Services		
Item/Services description	Unit of Measurement	Quantity

Backup as a service		
Item/Services description	Unit of Measurement	Total Size(in GB)

Security services		
Item/Services description	Unit of Measurement	Quantity

Disaster Recovery services		
Item/Services description	Unit of Measurement	Quantity

Monitoring services		
Item/Services description	Unit of Measurement	Quantity

Additional Value added services		
Item/Services description	Unit of	Quantity

		Measurement	

Any Other Services			
	Item/Services description	Unit of Measurement	Quantity

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

Form -6 :Structure Of Technical Proposal

The Technical Proposal needs to be structured as follows:

Section 1: Executive Summary

This section should be a succinct statement and executive summary by the Bidder highlighting the key aspects of technical proposal.

Section 2: Bidder Profile & Qualifications

This section should cover the Bidder's local presence, the project team composition and relevant experience and the company / companies of the tools and products selected to deliver the Application.

Section 3: Solution Proposed for Application with architecture diagram

This section should present Bidders' proposed solution meeting requirements outlined in the RFP. Bidders are required to present sound, complete, and competent technical architecture solution. The solution proposed by the bidder will indicate bidders' understanding of the requirements and this is to be demonstrated by the bidder by making presentation before the Evaluation Committee. The solution sizing, based on the inputs provided and the valid assumptions made by the bidders, need to be submitted . The same will be evaluated by the TEC. TEC may choose to have a presentation on the same from the bidders if the sizing is not found to be appropriate or clarifications required for better understanding

Section 4: Project Management Plan

In this section, Bidders' should propose the main activities of the project, duration, phasing and interrelations, milestones (including interim approvals by the purchaser (i.e. IRDAI)), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

Section 5: Organization & Staffing

In this section, Bidders' should propose the structure and composition of the proposed team size for both during i) Development and implementation phase and ii) Post GO-LIVE during AMS including Support. Key emphasis will be on the experience of the Project team.

Section 6: Quality Assurance, Maintenance, & Support model

Bidders are required to discuss their Quality Assurance framework and testing plans in details meeting the requirements of this RFP. This section should also present Bidder's detailed maintenance and support plan including support service and manpower resources to be deployed during AMS period.

Form – 7 : Statement Of Nil Deviation

Date:

[Bidders are required to submit the covering letter as given here on their letterhead]

To,

The Chief General Manager (IT)
Insurance Regulatory and Development Authority of India
115/1, Financial District
Nanakramguda, Gachibowli.
Hyderabad – 500 032

Ref: IRDAI/IT/19-20/01: RFP FOR DEVELOPMENT OF NEW WEBSITE AND INTRANET PORTAL

Dear Sir,

There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

Form-8 : Compliance With Functional Requirements For Website& Intranet

[Bidders are required to submit the filled form as given here on their letterhead sealed and signed by Authorized Signatory]

#	FUNCTION / FEATURE DESCRIPTION	CATEGORY MANDATORY(M)/DESIRABLE(D)	COMPLIANCE (YES/NO)
1.	WCMS/DXP Configuring the development and staging environments, installing the WCMS/DXP, and performing configurations to provide user access, roles, and permissions.	M	
2.	Compliance to Standards and Guidelines - Website and Intranet solution should be compliant with i. Government of India guidelines (GIGW) compliance with STQC Certification ii. World Wide Web Consortium (W3C) Guidelines, iii. Web Content Accessibility Guidelines (WCAG) 2.0 level AA certification and further revisions and adhere to guidelines/ vulnerability notes issued by CERT-IN from time to time. iv. All notifications/orders in the website shall be will be OCR based PDF only along with a technical write-up regarding conversion. v. IPV6 Compliant.	M	
3.	Responsive Design& Progressive Web	M	

	Application Website& Intranet Portal should be responsive and to work perfectly on all devices (Desktop, Laptop, Smart phones, Tablets) and popular Operating Systems (eg.Windows, Linux, Android, iOS, Smartphone etc.) and leverage the new features supported by modern browsers to make it a Progressive Web App. These features include using service workers, web app manifests, push notifications, offline support etc.		
4.	Content and Structure The building blocks of the solution must be designed with a high degree of usability and flexibility in mind. The following is a description of a setup that should be able to provide the needed flexibility.	M	
5.	Content Items All changeable content in the solution, be it text, photos, videos, links or file attachments, shall be organised as content items. A content item is a unit which can hold different types of information and metadata which will appear to the user as one set of information. For example, a news article will be a content item, a profile page for a staff member will be another type of content item, a categorised pdf file in the Circular section will be a third. Different kinds of content items, called content types below, must be configured to	M	

	meet the needs described in the functional requirements.		
6.	Content Type Creation and Configuration Create custom Content types and configure the required custom fields as described in the content model. Following are some examples of relevant content types, but this list should not be regarded as exhaustive. • Circulars • Guidelines • Notices • Orders • Regulations • Rules • Profiles (Key persons, Employees, regulated entities, etc.) • Various Data Reports / Business figures etc. • Exposure drafts / Journals • Public Disclosures • Tenders • Fact Sheets and Infographics • Publications • Press Releases	M	

	• Events / Speeches • FAQs • Product Lists • Links to other internal application (for intranet) • Calendar event • Important Alerts • Library article		
7.	Language Support Website& Intranet Portal to be made available in Bi-lingual i.e.in English and Hindi and support for multiple Indian languages in future(Unicode compliant).	M	
8.	Content formats Various types of content should be delivered through the Website& Intranet Portal. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download).	M	
9.	Content Editing The website& Intranet Portal should allow site editors to easily insert text and images in content via a WYSIWYG editor without requiring the ability to write HTML. This includes the ability to include photo captions, to upload images to the media library, and scale and crop images in the	M	

	editor.		
10.	Editorial Workflow The site should allow site editors to create and edit draft content as well as schedule content to be published at a specific date and time.	M	
11.	Discussion Forums and blogs Support customizable discussion forum for public consultation for exposure drafts.	M	
12.	Taxonomies Create the vocabularies and terms described in the content model to classify and organize content on the website& Intranet Portal and support faceted search capabilities.	M	
13.	Search A robust, easy to use search engine i.e.a "Google" type search is available with one search input field, and can search across the solution: text content, metadata, media library files and all other registered information at the same time so as to make it easy for users to find content by keyword. i. Predictive search: When a user starts typing in the search field, relevant terms is automatically suggested based on the indexed content and popular searches. ii. Full file search for all supported	M	

	content types including Office documents (Word, PowerPoint, Excel), PDFs, content from HTML pages, images (for example jpg and png files), and videos.	
iii.	Ability to define and perform advanced searches by setting up the search parameters in advance (e.g. Categories, documents only, PDF only, Excel only etc.) Search across documents including digitally signed in ePub orOCR based pdf.	
iv.	Support search functionality for present, historic and archived content.	
v.	Search results should be displayed showing title, description, author, content type, file type (if applicable), category, tags and publication date for each hit.	
vi.	Search results can be sorted and filtered on all available columns.	
vii.	Search results should be displayed together with relevant filtering options, allowing to filter by category, date or content type.	
viii.	Multiple filters can be applied simultaneously, i.e. When filtering by author, the user can filter by more than one at the same time.	
ix.	Users can View previously	

		searched keywords / search history		
	x.	Results from search and filter operations are presented in a clean way, including clickable hyperlinks accessing the individual results. E.g. searching for content items may produce a list of content items. Clicking one of them brings up the content item itself. Thereafter, it should be possible to return to the search results again without re-running the search		
	xi.	The results from a search can be exported to one of many report outputs. E.g. after having searched, the output could be saved as a PDF-file, exported to a spreadsheet, Word document, printed directly, etc.		
	xii.	On specific pages, a search field can be configured to search only in one or more selected categories.		
	xiii.	When typing a staff member's name in the search field, contact details from the staff directory will pop up.		
	xiv.	Multi Language Search — Provision to Search across all languages for Content for multi-language sites and portal instances		
	xv.	Provide search security i.e. the ability to exclude from results and areas where the searcher does not		

	have access xvi. Ability to integrate with a 3rd-party search engine		
14.	Archiving The website& Intranet Portal should allow site editors to mark content as archived to indicate that information may be out of date or no longer updated.	M	
15.	Contact Forms The site should feature a contact form. The site should also allow site editors to easily create forms on an as-needed basis and determine how form submissions are processed.	M	
16.	Careers / Employment The site should feature job listing to display job opportunities and allow site visitors to easily browse and apply for available jobs.	M	
17.	Audio/ Video The site should allow site editors to easily embed videos into website pages in a manner that render gracefully across various screen sizes. Site shall allow site editors to easily embed audio clips.	M	
18.	Newsletter The site should allow site visitors to easily subscribe to IRDAI newsletters via subscription forms with relevant calls to	M	

	action.		
19.	SEO The site should be configured to support SEO best practices, include the required metadata, output standards-compliant content, and automatically generate an XML site map.	M	
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.	M	
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.	M	
22.	Layout and sub-sections (micro sites) Content creators should have the ability to use different layout elements to create branded "sub-sections", special landing pages, accommodate and integrate "orphan sites" and include various programs and initiatives that IRDAI would like to include on www.irdai.gov.in	D	
23.	Maps The site should support the embedding of	M	

	maps and allow site editors to easily include maps in the various post types. (Google Map integration)		
24.	Site Analytics and reports • The system has a built-in analytics tool or supports the use of a commonly available tool such as Google Analytics. • Provide a report on site traffic statistics and search engine analysis reports on a monthly basis • Give monthly updated reports to IRDAI about no. of new visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis. • Show number of visitors to the website	M	
25.	Accessibility Compliant to WCAG 2.0 accessibility guidelines and changes notified time to time.	M	
26.	User Management Separate Authentication Privileges for Super-User(Administrator) and Normal User for Website/Intranet Portal& Database Management.	M	

27.	Publishing workflows • Document (Order, circular, notice, etc) will be uploaded by the Department user. Head of Department will approve this. On approval it'll be visible to a group of moderators, who can then publish the same to the website Intranet Portal. Audit logs have to be maintained of all the updations of the website& Intranet Portal. • 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	M	
28.	Training IA shall prepare the training curriculum and provide three training sessions for website and intranet during the contract period for the following roles at IRDAI premises: • Site Administrator Training • Department Administrator Training	M	

	• Content Editor Training Training sessions can be recorded and material to be provided for use in trainings and future training purposes. Trainer should be a certified trainer in the respective CMS /DXP proposed with relevant experience. Training tools/ software(s), training material (paper/ electronic media/ training manuals/ quick reference cards etc.) shall be the responsibility of IA. IRDAI will provide the required infrastructure like Training hall, laptop/PC and network. The number of participants will range from 5 to 20 in each session .		
29.	Version control Version control of Solution will be activated. The version history of a file is easily accessible and old version of documents can easily be restored by the user.	M	
30.	Integration Integration with Email and SMS Gateway to send notifications. SMS Gateway services shall be provided as part of hosting services by the bidder. Email shall be provided by IRDAI for integration. One of the key integration requirement is integration with RTI Portal offered by NIC. The website should be ready to consume web services and integrate with different web applications. Also, the website shall be capable of creating/ exposing web	M	

	services for complete application content.		
31.	Information Security • The IRDAI entities concerned as well as different roles/access profiles to stick to the "need-to know/need to do" and "least privilege" access principles. • The solution must allow auditing and tracing of the activities performed, by admins or users. The solution should provide ways to restrict download of more sensitive information.	M	

32.	**Support requirements** –
	
	i. IA shall coordinate with the Cloud Support Team for resolving the server related problems/cloud infrastructure issues as and when required.
	
	IA should provide support for the issues reported. The support shall
	
	    • Handle user requests/incident reports received via email or phone.
	
	    • Provide basic guidance to users, handles FAQ and trivial issues.
	
	    • Provide incident resolution and answers business queries
	
	    • If the problem cannot be
		M	

	assessed/ resolved on phone, the help desk would immediately assign criticality to each call as well as a deploy Web developer/engineer to diagnose and take corrective actions, including deployment of hardware/software etc. and all other activities as per requirements of maintenance services. **Application support during AMS period includes updates and changes/modifications complying with the specified SLCs and performance requirements and uptime requirements.** ii. Updating of web/application/database servers including installation and configuration of patches and removing security vulnerabilities etc. will be covered under AMS services.		
33.	**Change Management** All change requests are to be carried out after requests are approved by IRDAI. A proper impact analysis should be carried out before effecting/deploying changes in production.	M	

	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. The unit rates shall be disclosed in VOL I - Annexure-A. IRDAI may hire personnel based on unit rates quoted in VOL I - Annexure-A to effect change requests that may arise from time to time beyond the stipulated 180 man-days for period of 3 years for change requests in RFP. 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..		
34.	Chatbot i. Chabot solution with specific customization for the requirements of IRDAI. ii. Currently the scope is to automate the visitor enquiries related to information available in the WCMS/DXP. iii. Chatbot to intelligently access the Web Content Management System (CMS)/DXP to answer the questions. iv. Chatbot should be capable to scour through all PDF documents which	M	

	were produced through scanning. v. In future it may be required to access other systems to automate requirements.		

WCMS/DXP Requirements

35.	The IA shall procure/ install and commission an enterprise class Web Content Management System (WCMS)/Digital Experience Platform (DXP) from reputed IAs.	M	
36.	The WCMS/DXP system procured by IA shall have warranty and support at least till the end of the contract period from software IA.	M	
35.	The WCMS/DXP shall have support for upgrades to the software till the end of the contract Period.	M	
36.	The WCMS/DXP shall not require special hardware for installation & operation and shall run on any standard support server from major server manufacturers.	M	
37.	The WCMS/DXP shall allow for large number users to work on the system (for data input). The expected number of users and concurrency is indicated in VOL-I- Point 3.8.	M	
38.	The WCMS/DXP shall be a centralized software system accessible over LAN or WAN.	M	
39.	The WCMS/DXP should have provision for configuration to meet the requirements of Website& Intranet Portal and may support multiple views for multiple users.	M	
40.	The IA shall separate the development and production WCMS/DXP environment	M	
41.	The WCMS/DXP shall allow for creation of meta-data, summary, headnotes, indexes, tagging, linking, support full text and itemized search.	M	

42.	WCMS/DXP should integrate with devices such as printers, scanners, digitization equipment (OCR, HCR, ICR), image processing devices etc.	M	
43.	WCMS/DXP should integrate with storage mechanisms and file system structures so classifications and data or downloaded / uploaded correctly within the WCMS/DXP	M	
44.	WCMS/DXP should be able to capture and process documents that are scanned and should support OCR/HCR/ICR processing.	M	
45.	WCMS/DXP should allow for image processing and clean-up of scanned documents including alignment, rotation, zooming, transposition etc.	M	
46.	WCMS/DXP should support forms processing either submitted through the system or handwritten/ printed / typed form	M	
47.	WCMS/DXP should provide for indexing and should allow for automatic and manual indexing	M	
48.	WCMS/DXP should provide for document management, collaboration, web content development and management and workflow	M	
49.	WCMS/DXP should allow version control, search, navigation, taxonomy creation and document Organizing documents	M	
50.	Web content management component of WCMS/DXP should support various standardized web interfaces / specifications (W3C) including HTML, XML, delivery, authorization, Web Services, SOAP etc.	M	
51.	WCMS/DXP should allow for other production and ad-hoc workflows to be built into the system	M	
52.	WCMS/DXP should allow for process tolls, sequential and simultaneous processing, reminders, deadlines, delegations and process monitoring and routing	M	

53.	WCMS/DXP store should allow for storage in file system, format conversions, databases, data warehouses and SANs. Both near line and offline storage should be supported.	M	
54.	WCMS/DXP should support secure authentication mechanism, access controls, encryption, and user account management and should support directory services.	M	
55.	WCMS/DXP should support electronic signatures, PKI, watermarking	M	
56.	WCMS/DXP should allow for web content distribution	M	
57.	WCMS/DXP should allow for email content distribution	M	
58.	The WCMS/DXP should allow converting content to display on the World Wide Web.	M	
59.	Versioning :Shall have in built version management system	M	
60.	Multiple platform : Shall support multiple databases and platforms including the latest platforms	M	
61.	Access Control: WWCMS/DXP shall provide integrated access control	M	
62.	Scalability: Shall allow single site across multiple domains and shall be able to work on a virtualized environment for hosting	M	
63.	Editablity/ Editors: Shall have a WYSIWYG editorial interface to the content or support an external WYSIWYG editor	M	

64.	Templates: Create standard output templates (usually HTML and XML) that can be automatically applied to new and existing content, allowing the appearance of all content to be changed from one central place.	M	
65.	Modularity/Plugins: Shall allow for plugins and modules for extensions	M	
66.	W3C Compliant: Shall stay update to current W3C standards	M	
67.	Workflow management: WCMS/DXP shall support work flow automation	M	
68.	Collaboration: Shall allowing content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or ignored reverting to old versions.	M	
69.	Delegation: Shall allow for delegation of development activity	M	
70.	Document management: Shall allow for document management capabilities	D	
71.	Content virtualization: WCMS/DXP software shall provide a means of allowing each user to work within a virtual copy of the entire web site, document set, and/or code base. This enables viewing changes to multiple interdependent resources in context prior to submission.	M	
72.	Content syndication: Shall support content syndication i.e help distribute content by generating RSS and Atom data feeds to other systems. They may also e-mail users when updates become available.	M	
73.	Multilingual: Ability to display content in at least English and Hindi languages.	M	

Cloud Hosting Requirement

SNo.	Category & Requirement Description		

74.	i. The IA shall be fully responsible for matters related to Cloud hosting and shall be the single point of contact for all issues whether application or cloud hosting. ii. The IA shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting Website**& Intranet Portal** application with Inbuilt Anti-Spam/Malware/Antivirus threats control software on Cloud. iii. The IA shall be responsible for provisioning of VPN tunnelling over existing internet for connectivity to theDC. iv. The IA will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLC's. v. The Cloud Services needs to have 24x7x365 availability. The CSP should provide 24*7*365 Helpdesk support. IA shall provide a 24*7 operated contact number which will be used by IRDAI to raise any issues related to the services provided by. Coordination with CSP to get the hosting related issues resolved lies with with IA	M	
75.	Regulatory Data centre locations should be in India Cloud provider should offer cloud services from within India.	M	
75.	Regulatory Maintain and ensure data locality Cloud provider should ensure that customer data resides only in the Region they specify.	M	
76.	Regulatory Compliance The environment of Virtual Private Cloud shall comply with the respective Provisional Empanelment Compliance Requirements published by Ministry of Electronics Information and Technology, Government of India(MEITY)	M	
77.	Regulatory Protect your applications from the failure of a single location Cloud provider should offer data centers engineered to be isolated from failures in other data centers, and to provide inexpensive, low latency network connectivity to other data centers in the in the same region.	M	

78.	Computer Computer instances The proposed landscape for the deployment of Websites & Intranet Portal is UAT, Production & DR on virtual private Cloud.		
79.	Computer Compute instances – Burstable performance Cloud provider should offer instances that provide a baseline level of CPU performance with the ability to burst above the baseline.	M	
80.	Computer Compute instances – Dedicated Cloud provider should offer instances that run on hardware dedicated to a single customer.	D	
81.	Computer Resize virtual cores, memory, storage seamlessly Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage.	M	
82.	Computer Local disk/Instance store Cloud service should support local storage for compute instances to be used for temporary storage of information that changes frequently.	D	
83.	Computer Provision multiple concurrent instances Cloud service must offer self-service provisioning of multiple instances concurrently either through a programmatic interface (API/CLI) or through a management console.	M	
84.	Computer Auto Scaling support Cloud service should be able to automatically increase the number of instances during demand spikes to maintain performance and decrease capacity during lulls to reduce costs.	M	
85.	Computer Bring your own image/Instance Import Customer should be able to import their existing image and save it as a new, privately available image that can then be used to provision instances in the future.	M	

86.	Computer Export Instance Image Cloud service must support the ability to take an existing running instance or a copy of an instance and export the instance into a VMDK or VHD image format.	M	
87.	Computer Instance failure recovery Cloud service must be architected in such a way to automatically restart instances on a healthy host if the original physical host fails.	M	
88.	Computer Instance restart flexibility Cloud provider must be able to schedule events for customer's instances, such as a reboot, stop/start, or retirement. Depending on the event, customer might be able to take action to control the timing of the event.	M	
89.	Computer Support for Docker containers Cloud service should support containers, including Docker and/or other containerization platforms.	D	
90.	Computer Highly scalable, high performance container management service Cloud provider should offer a highly scalable, high performance container management service	D	
91.	Computer Event-driven computing that runs code in response to events Cloud service should be able to run customer code in response to events and automatically manage the compute resources.	M	
92.	Computer Pay-as-you-go pricing Cloud provider should offer a simple pay-as-you-go pricing where customers can pay for compute capacity by the hour with no long- term commitments.	M	
93.	Networking Multiple network interface/instance Cloud service should be able to support multiple (primary and additional) network interfaces.	M	
94.	Networking Multiple IP addresses/instance	M	

	Cloud service should be able to support multiple IP addresses per instance. Use cases include hosting multiple websites on a single server and network appliances (such as load balancers) that have multiple private IP addresses for each network interface.		
95.	Networking Ability to move network interfaces and IPs between instances Cloud service should support the ability to create a network interface, attach it to an instance, detach it from an instance, and attach it to another instance.	M	
96.	Networking Network traffic logging - Log traffic flows at network interfaces Cloud service should support capturing information about the IP traffic going to and from network interfaces.	M	
97.	Networking Auto-assigned public IP addresses Cloud service should be able to automatically assign a public IP to the instances.	M	
98.	Networking IP Protocol support Cloud service should be able to support multiple IP protocols, including TCP, UDP, and ICMP protocols.	M	
99.	Networking Static public IP addresses Cloud provider must support IP addresses associated with a customer account, not a particular instance. The IP address should remain associated with the account until released explicitly.	M	
100.	Networking Subnets within private network Customer should be able to create one or more subnets within private network with a single Classless Inter-Domain Routing (CIDR) block.	M	
101.	Networking Subnet level filtering (Network ACLs) Cloud service should support subnet level filtering – Network ACLs that act as a firewall for associated subnets, controlling both inbound and outbound traffic at the subnet level.	M	
102.	Networking Ingress filtering Cloud service should support adding or removing rules applicable to inbound	M	

	traffic (ingress) to instances.		
103.	Networking Egress filtering Cloud service should support adding or removing rules applicable to outbound traffic (egress) originating from instances.	M	
104.	Networking Disable source/destination checks on interfaces Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks.	M	
105.	Networking Configure proxy server (NAT instance) at network level Cloud service should support NAT instances that can route traffic from internal-only instances to the Internet.	M	
106.	Networking Multiple VPN Connections per Virtual Network Cloud service should support creating multiple VPN connections per virtual network	M	
107.	Networking DNS based global load balancing Cloud service should support Load balancing of instances across multiple host servers.	M	
108.	Networking Load balancing supports multiple routing methods Cloud service should support multiple routing mechanism including round-robin, failover, sticky session etc.	M	
109.	Networking Front-end Load Balancer Cloud service should support a front- end load balancer that takes requests from clients over the Internet and distributes them across the instances that are registered with the load balancer.	M	
110.	Networking Back-end Load Balancer Cloud service should support an internal load balancer that routes traffic to instances within private subnets.	M	

111.	Networking Health checks - monitor the health and performance of application Cloud service should support health checks to monitor the health and performance of resources.	M	
112.	Networking Integration with Load Balancer Cloud service should support integration with load balancer.	M	
113.	Networking Low Latency The CSP should be able to provide a 10 GB network connectivity between the servers if required.	M	
114.	Storage – Block Storage Support for storage allocated as local disk to a single VM Cloud provider should offer persistent block level storage volumes for use with compute instances.	M	
115.	Storage – Block Storage Storage volumes > 1 TB Cloud provider should offer block storage volumes greater than 1 TB in size.	M	
116.	Storage – Block Storage SSD backed storage media Cloud service should support solid state drive (SSD) backed storage media that offer single digit millisecond latencies.	M	
117.	Storage – Block Storage Provisioned I/O support Cloud service should support the needs of I/O-intensive workloads, particularly database workloads that are sensitive to storage performance and consistency in random access I/O throughput.	M	
118.	Storage – Block Storage Encryption using provider managed keys Cloud service should support encryption of data on volumes, disk I/O, and snapshots using industry standard AES-256 cryptographic algorithm.	M	
119.	Storage – Block Storage Encryption using customer managed keys Cloud service should support encryption using customer managed keys.	M	

120.	Storage – Block Storage Durable snapshots Cloud service should support point- in-time snapshots. These snapshots should be incremental in nature.	M	
121.	Storage – Block Storage Ability to easily share snapshots globally Cloud Service should support sharing of snapshots across regions making it easier to leverage multiple regions for geographical expansion, data centre migration, and disaster recovery.	M	
122.	Storage – Block Storage Attach more than one compute instance to a single volume Cloud service should support adding more than one compute instance to a single storage volume in R/W mode so that many users can access and share a common data source.	D	
123.	Storage – Block Storage Consistent Input Output per second (IOPS) Cloud service should support a baseline IOPS/GB and maintain it consistently at scale	M	
124.	Storage – Block Storage Annual Failure Rates <1%Cloud service should be durable and support annual failure rates of less than 1%	D	
125.	Storage – File Storage Simple, scalable file storage service Cloud provider should offer a simple scalable file storage service to use with compute instances in the cloud.	M	
126.	Storage – File Storage SSD backed storage media Cloud service should offer SSD backed storage media to provide the throughput, IOPS, and low latency needed for a broad range of workloads.	M	
127.	Storage – File Storage Grow file systems to petabyte scale Cloud service should support petabyte-scale file systems and allow thousands of concurrent NFS connections.	D	
128.	Storage – File Storage Consistent low latency performance (T50-T99)	D	

	Cloud service should support consistent low latency performance between 5-15 ms at any scale.		
129.	Storage – File Storage

Scalable IOPS and throughput performance (/TB)

Cloud service should support scalable IOPS and throughput performance at any scale. | D | |
| 130. | Storage – File Storage

Sharable across thousands of instances

Cloud service should support thousands of instances so that many users can access and share a common data source. | M | |
| 131. | Storage – File Storage

Fully elastic capacity (no need to provision)

Cloud service should automatically scale up or down as files are added or removed without disrupting applications. | M | |
| 132. | Storage – File Storage

Highly durable

Cloud service should be highly durable - file system object (i.e. directory, file, and link) should be redundantly stored across multiple data centres. | M | |
| 133. | Storage – File Storage

Read-after-write consistency

Cloud service should support read after write consistency (each read and write operation is guaranteed to return the most recent version of the data). | M | |
| 134. | Relational Database

Managed relational database service

Cloud provider should offer a service that makes it easy to set up, operate, and scale a relational database in the cloud. | M | |
| 135. | Relational Database

Low latency, synchronous replication across multiple data centres in a region

Cloud service should support synchronous replication of a primary database to a standby replica in a separate physical datacentre to provide data redundancy, eliminate I/O freezes, and minimize latency spikes during system backups. | | |
| 136. | Relational Database

Read Replica support

Cloud service should support read replicas that make it easy to elastically scale out beyond the capacity constraints of a single DB Instance for read-heavy database workloads. | M | |

137.	Relational Database Manual Failover Cloud service should support a manual failover of the DB instance from primary to a standby replica.	M	
138.	Relational Database Provisioned IO support Cloud service should support the needs of database workloads that are sensitive to storage performance and consistency in random access I/O throughput.	M	
139.	Relational Database Cross region Snapshots Cloud service should support copying snapshots of any size between different cloud provider regions for disaster recovery purposes.	M	
140.	Relational Database Cross region Read Replica Cloud service should support creating multiple in-region and cross region replicas per database instance for scalability or disaster recovery purposes.	M	
141.	Relational Database High Availability Cloud Service should support enhanced availability and durability for database instances for production workloads.	M	
142.	Relational Database Point in time restore Cloud service should support restoring a DB instance to a specific date and time.	M	
143.	Relational Database User snapshots and restore Cloud service should support creating a DB snapshot and restoring a DB instance from a snapshot.	M	
144.	Relational Database Modifiable DB parameters Cloud service should allow the DB parameter to be modified.	M	
145.	Relational Database Monitoring	M	

	Cloud service should allow monitoring of performance and health of a database or a DB instance.		
146.	Relational Database Encryption at rest Cloud service should support encryption using the industry standard AES-256 encryption algorithm to encrypt data.	M	
147.	Security and administration Control access to your cloud resources at a granular level Cloud provider should offer fine- grained access controls including, conditions like time of the day, originating IP address, use of SSL certificates, or authentication with a multi-factor authentication device.	M	
148.	Security and administration Utilize multi-factor Cloud service should support multi- factor authentication. MFA requires users to prove physical possession of a hardware or virtual MFA device by providing a valid MFA code.	M	
149.	Security and administration authentication when accessing cloud resources Cloud service should support multi- factor authentication. MFA requires users to prove physical possession of a hardware or virtual MFA device by providing a valid MFA code.	M	
150.	Security and administration Identify when an access key was last used to rotate old keys and remove inactive users Cloud service should support reporting a user's access keys last use details.	M	
151.	Security and administration Policy Simulator to test policies before committing to production. Cloud service should provide a mechanism to test the effects of access control policies that are attached to users, groups, and roles before committing the policies into production.	M	
152.	Security and administration Policy validation to ensure policies match intentions Cloud service should support a policy validator to automatically examine non-compliant access control policies.	M	
153.	Security and administration Directory as a service Cloud provider should support setting up a stand-alone directory in the cloud or connecting cloud resources with existing on-premises Microsoft Active	M	

	Directory.		
154.	Security and administration User and Group management Cloud service should support features such as user and group management.	M	
155.	Security and administration Managed service to create and control the encryption keys used to encrypt your data Cloud provider should offer a service to create and control the encryption keys used to encrypt user data.	M	
156.	Security and administration Audit of all action on keys Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on.	M	
157.	Security and administration Key Durability Cloud service should support durability of keys, including storing multiple copies to ensure keys are available when needed.	M	
158.	Security and administration Durable and inexpensive log file storage Cloud service should support storing log files in a durable and inexpensive storage solution.	M	
159.	Security and administration Choice of partner solution Cloud service should support a variety of 3rd party solutions.	D	
160.	Security and administration Automatically records a resource's configuration when it changes Cloud service should automatically record a resource configuration when it changes and make this information available.	M	
161.	Security and administration Examine the configuration of your resources at any single point in the past Customer should be able to obtain details of what a resource's configuration looked like at any point in the past using this cloud service.	M	
162.	Security and administration	M	

	Receive notification of a configuration change		
	Cloud service should notify every configuration change so customers can process these notifications programmatically.		
163.	Security and administration Create and manage catalog of pre- approved services for use Cloud provider should offer the ability to create and manage catalogs of IT services that are approved for use.	M	
164.	Deployment and Management Service to quickly deploy and manage applications in the cloud Cloud provider should offer a service to quickly deploy and manage applications in the cloud by automatically handling the deployment, from capacity provisioning, load balancing, auto- scaling to application health monitoring.	M	
165.	Deployment and Management Supported OS Cloud Service should support Windows, Linux, and Docker containers.	M	
166.	Deployment and Management Deployment Mechanism Cloud service should support various deployment mechanisms, including a Git repository, or an integrated development environment (IDE) such as Eclipse or Visual Studio.	M	
167.	Deployment and Management Support for SSL connections Cloud service should support SSL connections.	M	
168.	Deployment and Management Auto scaling Cloud service should support automatically launching or terminating instances based on the parameters such as CPU utilization defined by users.	M	
169.	Deployment and Management Swap virtual IP between staging and production environments Cloud service should support swapping IP addresses between staging and production environments so that a new application version can be deployed with zero downtime.	M	
170.	Deployment and Management Integration with caching solution Cloud service should be integrated with a caching solution for example Redis	D	

	cache.		
171.	Deployment and Management Service to create a collection of related resources and provision them using a template Cloud provider should offer a service to create a collection of related resources and provision them in an orderly and predictable fashion using a template.	M	
172.	Deployment and Management Single template based format to declare your stack Cloud service should use a template based format, text-based file that describes all the resources required for an application. The resources in the template should be managed as a single unit.	M	
173.	Deployment and Management Allow parametrization and specific configurations Cloud service should support parameterization for specific configuration.	M	
174.	Support The CSP should provide 24*7*365 Helpdesk support The Cloud Services needs to have 24x7x365 availability	M	
175.	Support 365 day service health dashboard and SLC history Cloud provider should offer 365 days' worth of Service Health Dashboard (SHD) history.	M	
176.	Support Service to compare resource usage to best practices Cloud provider should offer a service acts like a customized cloud expert and helps provision resources by following best practices.	D	
177.	Support Monitoring Tools Monitoring tools that will enable collection and tracking metrics, collection and monitoring log files, set alarms, and automatically react to changes in the provisioned resources. The monitoring tools should be able to monitor resources such as compute and other resources to gain system-wide visibility into resource utilization, application performance, and operational health.	M	
178.	Support Governance and Compliance Able to define guidelines for provisioning and configuring cloud resources	M	

	and then continuously monitor compliance with those guidelines. Ability to choose from a set of pre-built rules based on common best practices or custom rules (e.g., ensure Storage volumes are encrypted, Compute instances are properly tagged, and Elastic IP addresses (EIPs) are attached to instances) and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.		
179.	Support Audit Trail Provide Audit Trail of the account activity to enable security analysis, resource change tracking, and compliance auditing	M	
180.	• Security &Statutory Certification/Compliance • The CSP facilities/services need to be certified / compliant to the following standards based on the project requirements: • ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards . If the latest version was published during last six months on the date of submission, the certification for active previous version is acceptable. And if the bidder is identified as Implementing Agency, then proposed CSP DC has to get certified for latest standards in a time bound manner no later than 6 months from the date of bidding • ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology • ISO 27018 - Code of practice for protection of personally identifiable information (PII) in Virtual Public clouds. • ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services • SOC 1 Compliance • SOC 2 Compliance • SOC 3 Compliance	M	
181.	Security & Statutory Certification/Compliance CSP must be MeitY empanelled and STQC audited as on bid submission last date. CSP is required to submit the STQC Audit clearance report.	M	
182.	Security & Statutory Certification/Compliance During the contract period, the CSP will be required to follow any new/latest guidelines released by GOI/MeitY regarding Cloud Services.	M	

| 183. | Security & Statutory

Certification/Compliance

E-Discovery: Electronic discovery (e-discovery) is the process of locating, preserving, collecting, processing, reviewing, and producing Electronically Stored Information (ESI) in the context of or criminal cases/proceedings or investigation. IRDAI must be able to access and retrieve such data in a CSP environment in a timely fashion for normal work purposes | M | |
| 184. | Security & Statutory

Certification/Compliance

Law Enforcement Request: The Law Enforcement Agency as mandated under any law for the time being in force may seek access to information stored on cloud as provided by the Service Provider. The onus shall be on the Cloud Service Provider to perform all due diligence before releasing any such information to any such law enforcement agency. | M | |

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

Form – 9: Compliance With Technical Requirements For Websites &Intranet Portal

	Criteria			
#	FUNCTION / FEATURE DESCRIPTION		CATEGORY MANDATORY(M) /DESIRABLE(D)	COMPLIANCE (YES/NO)
1	General			
1.		WCMS / DXP should use a Centralized Server Architecture (3-tier architecture with web & touch enabled user interface)	M	
2.		The site should be compliant with Service oriented, Restful Services and Open Architecture	M	
3.		Capability of Single Sign-on for any future integrations with enterprise LDAP/AD systems	M	
4.		An audit trail of changes to data in the system should be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs	M	
5.		Ability to easily extract a full replica/copy of the site at any point in time (for backup or recovery purposes)	M	
6.		The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently	M	
7.		System should provide Content-as-a-service capabilities with the ability to generate new services quickly	M	
8.		Improve overall User interface(UI) and User Experience(UX) across all platforms. UI/UX – The UI/UX shall be on par with latest trends and utilize current design best practices and align with our brand strategy with a clean, elegant, user-centric design. UI shall be responsive, that automatically adjusts to target screen sizes (typically desktop, tablet and phone). Information should be provided with minimum clicks with logical and intuitive flow.	M	
9.		Improve the overall Information Architecture or organisation of	M	

		information based on the priority and frequency of access - Build and create architecture of information mapping relevant hierarchy to facilitate intuitive access to content. - Design a framework for information presentation to facilitate understanding and map them to the user journeys. - Design a navigation framework of interface elements to enable users to access all hierarchies within information architecture		
10.		All components of the package should be accessible using standard Web-Browsers without any need for extra application client software.	M	
11.		Any editorial or administrative task can be performed with as much automated functionality and as few clicks as possible.	M	
12.		Achieve synergy & uniformity across all platforms ie web and mobile apps.	M	
13.		Improve Content Strategy and User engagement	M	
14.		Overall branding should be consistent across all platforms	M	
15.		Colour scheme - The colour combination of the website should enhance the branding of the authority and attract users to navigate and spend time across platforms. Thus, bidder shall use good colour scheme.	M	
16.		Overall UI elements should be consistent across all platforms	M	

17.		Overall theme of the website should be consistent and appealing	M	
18.		Use Images, videos icons, info graphs, graphical data where necessary to improve user's engagement and reduce user's effort to read heavy textual information wherever possible	M	
19.		The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.	M	
20.		The proposed solution should have necessary security and audit trail features.	M	
21.		The front-end solution, when completely designed, set up and configured according to the needs described in the Authority's requirements, shall conform to the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) level AA.	M	
22.		The system is able to run in a virtualized environment	M	
23.		Support a secure communication protocol (SSL/TSL)	M	
24.		The system supports easy and flexible backup/restore procedures	M	
25.		All functionality both in the front-end and the back-end is fully supported when using the latest version of any modern browser, either on a desktop or mobile version.	M	
26.		The software can easily be updated and upgraded with bugfixes as well as new or improved functionality without breaking any customisations made in the specific solution.	M	
27.		For Website and Intranet Portal the solution will be hosted in Virtual Private Cloud . The IA will deliver the components as mentioned in FORM-5.	M	
28.		In case of critical errors/downtime an administrator should be able to immediately publish a simple html page or page part explaining the situation.	M	
29.		The IA shall deliver a detailed manual for administrators, describing daily/weekly/monthly maintenance	M	

		tasks.		
30.		The IA shall deliver a detailed manual for editors, adapted to the specific solution set up for the Authority.	M	
31.		The IA shall give training to editors, adapted to the specific solution set up for the Authority.	M	
32.		Limit downtime required for maintenance: IA describes best practices with the proposed solution.	M	
33.		RTO and RPO recommendations: RTO – 4 hrs RPO -15 mins	M	
34.		System changes made by administrator shall be logged.	M	
2	**Media library**			
1		Media files and other binary files (images, sounds, videos, pdfs, word documents, excel documents) are stored in a centralized media library.	M	
2		Versioning: Any file in the library can be replaced with a new version. Previous versions are retained in the system.	M	
3		Photos and videos can be previewed inside the library.	M	
4		Possible to batch import media, e.g. importing many pictures from a folder in one go.	M	
5		Easy to upload pictures one by one or in batches.	M	
6		Drag-and-drop upload one or more items from Windows Explorer and from Outlook attachments.	M	
7		Easy to categorise and tag uploaded files one by one or in batches. Fields: title, description,keywords/tags, author/photographer.	M	
8		Metadata (EXIF) are automatically read from uploaded image files and used to populate the fields mentioned above.	M	
9		The media archive is searchable, based on any information contained in the fields mentioned above.	M	
10		Automatic resizing of pictures to fit different purposes/templates.	M	
11		Built-in editing tool for cropping, resizing, adjusting brightness, contrast and colours.	M	
12		Versioning: Original photo retained when doing edits.	M	

13		Photo albums / slide shows can be created with selected photos or all photos in a certain category, and be inserted in an article.	M	
14		Photo albums / slide shows are shown to readers in a full screen format. Readers can see thumbnails of all photos and easily navigate between them.	M	
15		A content item could have one or more media files from the media library associated to it. These should be displayed according to the relevant template/module used by that content item.	M	
3	**Version control**			
1		Every time a content item is updated, a new version is created, and the item can at any time be rolled back to an older version.	M	
2		Possible to see content item history for all users with access to item (open, edit, changes to metadata, etc.)	M	
3		All changes to metadata should be part of the audit trail, what was changed, what the value was before, who changed it.	M	
4		Possibility to compare versions side by side.	M	
4	**Ownership and review**			
1		Possibility to assign a responsible editor for the content.	M	
2		For new content, the default responsible editor should be inherited from parent content.	M	
3		Each editor can see a list of all content he/she is responsible for. Administrators can see a list of all content a selected editor is responsible for.	M	
4		Responsibility for one page or a group of pages can easily be transferred to another editor.	M	
5		Page responsible can be selected for individual pages or for a selection of pages.	M	
6		Administrators can transfer responsibility for all pages from one editor to another.	M	
7		Possibility to set a review date on which the responsible editor will get a reminder to review the content.	M	

8		Default review date one year from publication of the content.	M	
5	**Content management**			
1		Which content is displayed on a given page is defined by a combination of categories and tags, or by specifically selecting the article/content item.	M	
2		All content is organised using categories and tags.	M	
3		Any content item is placed in a category.	M	
4		Categories can be nested in two levels (main categories and sub categories) or more.	M	
5		All content items can be tagged with an unlimited number of tags.	M	
6		Tags can be predefined by an administrator.	M	
7		Tags can be created on-the-fly by editors when editing a content item.	M	
8		Tags can be nested in two levels or more.	M	
9		Automatic link checker: All links to external or internal content are checked regularly. A report showing broken links is available to administrators.	M	
10		Links can be excluded from checking using a list of specific urls or url patterns.	M	
6	**Templates and modules**			
1		The front-end design is based on templates and modules (or a similar model)	M	
2		Administrator can select which modules should be visible on smaller displays and which should be hidden.	M	
3		Templates define the overall framework for displaying pages, including the layout grid and styling of content.	M	
4		Different sections of the site can use different templates.	M	
5		Templates are completely separable from the content. Templates can be adjusted or replaced for any given section or for the whole site.	M	
6		Modules define the presentation of specific types of content. They are placed within the layout grid defined by the template. The modules are	M	

		dynamically styled according to the applicable template.		
7		The placement of modules within a template is flexible, meaning that an administrator can define where each module is placed on a given page or a set of pages.	M	
8		An administrator can show or hide specific modules on a given page or a set of pages.	M	
9		A template management tools allows for easy switching of templates for the whole or parts of the site.	M	
10		Templates shall define how different content modules are treated when a page is printed. Certain modules will be omitted from the print version, others will be placed above or below the main content.	M	
7	**Module types**			
1		Text box, showing customizable content (including photos and links), to be used on a variety of pages.	M	
2		Form module, showing a form set up by an editor to get user input.	M	
3		RSS feed, showing content from external sources. The initial setup will include the Authority's press clippings which are provided using RSS. The module will show title, news source (e.g. name of newspaper) and date. By hovering over the title, the abstract will be shown, and by clicking the title, the news item is opened in a new window. Below the list, there is a link to the media monitoring portal.	M	
4		Embedded content, such as a YouTube video, a Twitter feed, a Slide Share show, etc.	M	
5		Document list, showing a set of articles or other content items, based on selection criteria such as content type, category and tags. Titles are shown as clickable links. Metadata is displayed in columns, and editors can decide which columns to show and in which order. Regular intranet users can sort the list by clicking the different column headings. Lists support pagination, and the total number of items is shown.	M	
6		Important alerts: In Intranet Portal urgent messages concerning the building or IT functions. To be used exceptionally. Will appear centrally on	M	

		the FrontPage with a noticeable styling.Title, short text, publication date, end date.		
7		News section, showing one top story with a clickable image, title, introduction, date, number of likes, number of comments; as well as a number of other stories showing title and date. Also, a permanent link to the news archive	M	
8		"IRDAI Today" –A calendar showing upcoming events that everyone should know about. Two next events visible on the front page. Showing title, start and end date/time, location. By hovering the title, description and contact person is shown. By clicking the title, all information (including related files) is shown. For example Hindi Pakhwada celebration.	M	
9		Each page in the menu can have a "page contact", a selected editor, which will be shown on that page according to template/module settings. Clicking the name of the page contact will open a new email to that person.	M	
10		Logged-in user: clickable name of the current user, leading to the profile page where certain details can be edited.	M	
8	**Graphic design and layout**			
1		The chosen IA will make a proposal for a graphic design in line with the Authority's existing visual profile.	M	
2		The design is flexible and based on styles. All text on the site, including section titles etc., can be changed by editors or administrators without having to edit image files etc.	M	
3		The design and layout is coded using CSS. Tables are not used for layout.	M	
4		Every page in the solution shall be printable in a format that adapts to A4 pages. A print style sheet is set up to ensure that all printed text is adapted for maximum readability on paper, and that the placement of modules is adapted to the format. Content that is not relevant for printing, such as menus, is hidden.	M	
5		An editor or administrator can select which modules shall be hidden from printing.	M	

6		Responsive design, adapts automatically to different screen resolutions. Menus can be collapsed and selected parts of the page content may be omitted from smaller displays.	M	
7		Design and layout shall be tested with equally good results on the following displays: smartphones, tablets and desktops with a widescreen display (1920x1080).	M	
8		Text formatting shall be consistent and ensure high readability throughout the site and on all displays. Choice of fonts, size, color and line spacing shall be based on best practices.	M	
10		Printer friendly styles shall be implemented on all pages and readability on paper ensured according to best practices.	M	
		Printed pages show complete urls in brackets behind links inserted in text.	M	
9	**Navigation**			
1		The website should allow the visitors to find what they are looking for without confusion or unnecessary clicks. However, the web site should have following feature for better navigation and hold the visitors to go through much information - The navigation to be clutter-free - Good Internal Linking and reverse navigation - Informative header and footer The menu/navigation structure is separable from the content structure (categories). The same article/content item can be displayed on different pages.	M	
2		Menus can have submenus, at least three levels including top-level item	M	
3		Menus can be split so that e.g. the first level is shown horizontally on every page, while the second and third levels are shown vertically and only within the applicable section of the site.	M	
4		Menu items can be hidden	M	
5		Start and end dates can be set for menu items	M	
6		Menu items can be made visible only to selected user groups.	M	
10.	**Error Handling**	Each page shows breadcrumbs reflecting its placement in the navigation structure.	M	

11	Logical and Hierarchical sitemaps	The website should display specific error message to the visitors or to the users for better understanding of the functions of the website. - Auto-redirection of 301 errors when pages are removed or renamed – Ability to handle 404 errors	M	
12	Compliance	The website shall help both users and search engines navigate the site easily by mapping hierarchical list of pages (with links) organized by topic	M	
			M	
1		Compliant to World Wide Web Consortium (W3C) and Web Content Accessibility Guidelines (WCAG)	M	
2		Compliant to Government of India Guidelines (GIGW) for Websites & Intranet Portal	M	
3		Websites & Intranet Portal solution shall be designed to obtain the Website Quality Certification issued by STQC Website Quality Certification Services	M	
4		Website& Intranet Portal solution should take into consideration W3C Guidelines on Internationalization	M	

5		The Websites & Intranet Portal content and its design should be W3C XHTML and CSS compliant.	M	
6		Websites & Intranet Portal design should be compliant to Nielsen and Molich's 10 User Interface Design Guidelines	M	
13	**Workflow management**			
1.		Ability to define any number of simple to complex business processes/workflows, tasks leveraging users, groups and roles	M	
2.		Ability to define tasks and assign it to users	M	
3.		Define due dates and timelines for a workflow process and specific tasks.	M	
4.		Ability to replicate/copy/clone and modify existing workflows	M	
5.		Support parallel, nested and conditional workflow processes	M	
6.		Support workflows integration with Outlook for email notifications	M	
7.		Support content approval/rejection process with commenting and feedback where required	M	
8.		Support workflows to track users and their tasks and assignments	M	
9.		Workflow Analytics for all instances of open and in progress processes in real time allowing for easy identification of operational bottlenecks and insight to optimize efficiency.	M	
10.		Should alert users when tasks are overdue, and alerts can be sent at regular and defined intervals.	M	
11.		Define workflow status e.g. review, approved, not approved, pending approval, not submitted for approval etc. can be easily searched.	M	

12.		Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see at a glance their tasks, a description about task, who assigned the task and timelines for completion of task.	M	
13.		Maintain logs and audit trails for every activity	M	
14.		Support workflow tasks to be linked to a calendar	M	
14	**Analytics and reporting**			M
1.		View total visitors Count across all platforms	M	
2.		View Top pages visited by visitors	M	
3.		View individual Page-wise visit counts	M	
4.		View individual Page sessions duration – measuring the average amount of time the visitor stayed on the page	M	
5.		View Percentage of new sessions - Of the total number of visits, how many were returning visitors and how many were new	M	
6.		Device/Platform – Percentage of visitors visiting on Mobile site, Tablet, Desktop & Mobile app (Android & iOS)	M	
7.		View Conversions / Success rate - Click events / Call to Actions (CTAs) to identify success rate	M	
8.		Exit page – Statistics of last page a visitor browses before leaving a website	M	
9.		View Channels / Source for website traffic - Direct, Organic search, Referral, Email, Paid search, Other advertising, Social and Display.	M	
10.		Display traffic types, filter and visualize paths for easy source identification. Display assets and filter interactions on each asset by touchpoint	M	
11.		Detects visitor device details, demographics and locates them based on their IP address	M	
12.		View Bounce rate of single page website visits	M	

13.		Classify visitors into segments based on interaction and system data	M	
14.		Create and manage different content relevant to each segment you want to serve	M	
15.	**Pro-active Alert mechanism :**	Automated Alert mechanism to send pro-active alert by means of Email & SMS to the designated IRDAI personnel when the Website/Intranet portal is down / not accessible	M	
16	**Other features (for website)**			
1		Chatbots The website shall have chat bot functionality where the user can ask generic information related to IRDAI topics on website.	M	
2		Text to Audio widget	M	
3		Blog Section	M	
4		Discussion Forums	M	

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

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

S. No	Criteria	Supporting Document	YES/NO, (If YES the Page No.)
1	ISO 27001, ISO/IEC 27017:2015,ISO 27018, ISO 20000-9, SOC1,SOC2,SOC3 compliance - Certification for Cloud Service Provider .	Copies of Certificates	
2	MeitY empanelled and STQC audited certificates and STQC Audit clearance report.	Copies of certificates	
2	Compliance to Technical and Functional Requirements as per FORM - 8 and FORM - 9.	Sealed and Signed FORM-8 and FORM-9	
3	Past experience in Design, Development & Maintenance of Website/ Web portal/ Web application.	Copies of Purchase Order & Work completion certificate.	
4	Working experience in Cloud environment.	Copies of Purchase Order & Work Completion certificate from client	
5	Technical team and other resources availability with bidder having Project experience in Website/ web portal design, development, hosting and maintenance. ✓ Project Manager/ Lead ✓ UI/UX Designer ✓ Programmer ✓ Cloud Certified personnel ✓ System Administrator	FORM-3 and FORM-4 sealed and signed	

Authorized Signatory:
Name and Title of Signatory:
Name of the Firm:
Address: Company Seal :

Form-11   Bid Submission Checklist
Technical bid

The technical bid shall contain the following forms:

All pages in the Bid proposal should be serially numbered, should be affixed with the Company seal and signed by the Authorized signatory.

Sr No		List of Items to be submitted	Page # in Technical Bid
1.		A Board Resolution OR Power of Attorney in the name of the person executing the bid, authorizing the signatory to represent the Bidder. Copy of the Board's resolution or POA should be submitted along with technical bid.	
2.		Self-declaration from Bidder stating that Bidding is not done in consortium (Refer Point 5.3 Other terms)	
3.		Copy of the EMD of Rs 7,00,000 in form of DD/Pay Order/Bankers Cheque	
		Technical Bid proposal with supporting documents and following forms.	
4.	Form 1	Application for Development of IRDAI new Website and Intranet Portal	
5.	Form 2	Project work Experience Certificates	
6.	Form 3	Team Structure	
7.	Form 4	Illustrated CVs Of Key Professional Staff	
8.	Form 5	BoM for Cloud Hosting Details For Websites & Intranet Including Hardware , Software & Bandwidth Requirements Without Pricing (Masked BoM)	
9.	Form 6	Structure of Technical Proposal	
10.	Form 7	Statement of NIL Deviation	
11.	Form 8	Compliance with Functional Requirements for Website and Intranet portal	
12.	Form 9	Compliance with Technical Requirements for Websites &Intranet Portal	

13.	Form 10	Index of Supporting Documents mentioned in **Technical Evaluation Criteria - Table A**	
14.	Form 11	Bid Checklist	
15.	Annexure-E	OEM Authorization letters for all software & hardware proposed in the solution from the respective OEM.	
16.	Undertaking on uptime requirements	Written declaration from Bidder stating that the uptime requirements of 99.5% of the Application availability (with maximum Mean time to recover less than 2 hours), SLC requirements and performance criteria benchmarks will be met	

The bidder shall enclose the required supporting document wherever necessary in Technical Bid.

Volume II-Functional, Technical and Operational Specifications

1. Objective of this RFP

IRDAI is intending to have a new platform capable to manage the authoring, delivery and access to the Authority's Websites and departmental content on Intranet. The selected service provider is required to build both Website and Intranet on the same technology platform. IRDAI is expecting a rich, modular, highly interactive and turn-key solution based on latest technology /products (with a comprehensive future road-map) to revamp its Websites(www.irdai.gov.in, www.policyholder.gov.in) and its Intranet Portal and hosting the revamped websites and portal on Virtual private cloud Platform which is available 24x7, 365 days. The key criterion is 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 hosted on Cloud Platform (Virtual Private Cloud). As both the website and Intranet portal are web based and oriented towards information management and dissemination, it is planned to have Websites and Intranet Portal operate and run from WCMS/DXP on the Cloud (Virtual Private Cloud) with state of art security features.

The broad objectives of this RFP are as follows:

Websites Development &Management:

- Redesign and development of IRDAI Websites (i.e.) www.irdai.gov.in www.policyholder.gov.in and IRDAI's intranet portal as dynamic and responsive websites on WCMS/DXP platform.

- WCMS/DXP regular updating and Website security.

- Regulatory information management and dissemination

- 24 X 7 website content updates

- Search engine optimization

- Bilingual websites– English and Hindi websites (Hindi content to be provided by IRDAI) with provision for Multi-lingual support as part of future enhancement

- Social Media updates on Website.

- Compliance of Websites and intranet portal to GIGW, W3C and WCAG 2.0 guidelines.

Intranet Portal Re-design and Management

- In addition to the requirements mentioned under heading "Websites Development & Management" above, the intranet portal should provide

- Information management and dissemination within IRDAI

- Bilingual – English and Hindi intranet sites (Hindi content to be provided by IRDAI)

- Department sub-sites.

- Compliance of Intranet to GIGW, W3C and WCAG 2.0 guidelines.

Websites and Intranet Portal hosting on Virtual Private Cloud(VPC):

- Migration of IRDAI's Websites www.irdai.gov.in , www.policyholder.gov.in and Intranet Portal to Virtual Private Cloud infrastructure from the current location of the Physically Dedicated server.

- The newly developed websites and Intranet should be hosted on same infrastructure under single instance of WCMS/DXP.

- Hosting the websites and intranet portal on Virtual Private Cloud with Data centre in India.

- HTTPS/ SSL for the hosting of the Websites and Intranet Portal

- Intranet on Cloud to be accessed only by internal employees over VPN tunnelling through internet and external access over secured SSL VPN using multifactor authentication.

NOTE: The Websites and Intranet Portal shall use WCMS/DXP hosted on cloud to have a simplified deployment and on-going management.

2. Present Websites and Intranet architecture

The existing websites of the regulator can be accessed/ viewed at https://www.irdai.gov.in and https://www.policyholder.gov.in, which present information through various sections/ web pages and sub menus.

Current Technology Stack

3.1 IRDAI website (www.irdai.gov.in)

- CMS Application is based on ASP.NET 2.0 (using VB) using FCK Editor

- Files (.DOC/ .PDF / .XLS) are stored on the file system.

- Web pages reside in Database (Microsoft SQL Server 2008)

- Database size – 1.1 GB (Approx.)

- Files and Folders size – 23 GB (Approx.)

- Hosted with Ctrl S Datacentre

- No Disaster Recovery Site

Monthly average of Websites visitor statistics

- Number of visits – 2,45,222

- Unique visitors – 1,62,323

- Web Pages Browsed– 14,60,961

- Bandwidth consumed – 619 GB

- Visitors Counter (from inception) – 4,40,13,674

3.2 IRDAI's Intranet Portal:

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.

Technical Stack

Application is based on ASP.NET 2.0 (using VB) using FCK Editor

- Files (.DOC/ .PDF / .XLS) are stored on the file system.

- Web pages reside in Database (Microsoft SQL Server 2008)

- Database size –1.3GB (Approx.)

- Files and Folders size – 10 GB (Approx.)

- Hosted at IRDAI own Data-centre

- No Disaster Recovery Site

No of users for intranet: Total employees and contract staff strength is 500 who are accessing intranet portal on daily basis to access information.

3. Visitor Statistics

Website(www.irdai.gov.in) -- For the Year 2019 (January to December)

Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth(GB)
Jan-19	1,41,283	2,18,312	13,87,871	79,75,650	529.12
Feb-19	1,42,193	2,13,696	13,31,245	76,91,377	513.08
Mar-19	1,69,113	2,50,377	15,44,095	89,13,949	527.92
Apr-19	1,50,370	2,26,035	13,72,278	78,90,153	427.55
May-19	1,60,263	2,40,368	14,90,575	84,94,463	486.18
Jun-19	1,52,637	2,26,461	13,60,029	81,96,062	459.22
Jul-19	1,77,716	2,65,654	15,34,841	94,26,322	569.18
Aug-19	1,62,180	2,46,310	14,38,601	86,62,673	461.07
Sep-19	1,82,351	2,77,986	15,37,402	96,94,886	497.6
Oct-19	1,53,771	2,40,237	13,83,101	84,67,206	494.16
Nov-19	1,83,123	2,76,517	16,60,288	1,00,13,316	493.34
Dec-19	1,72,871	2,60,707	14,91,205	91,40,136	1966.17
Average	**1,62,323**	**2,45,222**	**14,60,961**	**87,13,849**	**619**

IRDAI Website (www.policyholder.gov.in)

Summary – (Period 26/06/2020 to 21/07/2020)

Hits	
Total Hits	50,18,680
Visitor Hits	45,27,688
Spider Hits	4,90,992
Average Hits per Day	1,52,081
Average Hits per Visitor	27.99
Cached Requests	8,964
Failed Requests	12,149
Page Views	
Total Page Views	4,97,102
Average Page Views per Day	15,063
Average Page Views per Visitor	3.07
Visitors	
Total Visitors	1,61,769
Average Visitors per Day	4,902
Total Unique IPs	1,19,340

Daily activity -(Period 26/06/2020 to 21/07/2020)

Date	Hits	Page Views	Visitors
Fri 6/19/2020	1,35,644	12,418	4,462
Sat 6/20/2020	1,28,845	12,274	4,077
Sun 6/21/2020	1,13,031	11,632	3,470
Mon 6/22/2020	1,58,719	14,814	4,918
Tue 6/23/2020	1,55,162	15,564	5,317
Wed 6/24/2020	1,62,654	15,280	5,044
Thu 6/25/2020	1,58,510	15,856	5,181
Fri 6/26/2020	1,59,792	16,596	5,066
Sat 6/27/2020	1,44,165	13,595	4,666
Sun 6/28/2020	1,21,668	12,036	4,425
Mon 6/29/2020	1,56,767	16,213	5,056
Tue 6/30/2020	1,57,298	15,641	5,087
Wed 7/1/2020	1,65,993	16,829	5,441
Thu 7/2/2020	1,62,443	16,838	5,032
Fri 7/3/2020	1,50,878	14,671	4,939
Sat 7/4/2020	1,37,501	13,602	4,388
Sun 7/5/2020	1,15,571	12,483	3,797
Mon 7/6/2020	1,58,063	15,758	5,105
Tue 7/7/2020	1,63,368	16,676	5,488
Wed 7/8/2020	1,70,448	16,672	5,823
Thu 7/9/2020	1,70,317	17,603	5,424
Fri 7/10/2020	1,65,281	16,363	5,315
Sat 7/11/2020	1,39,971	13,992	4,716
Sun 7/12/2020	1,30,731	12,784	4,202
Mon 7/13/2020	1,70,390	17,839	5,762
Tue 7/14/2020	1,70,575	15,895	5,480
Wed 7/15/2020	1,83,711	17,957	5,834
Thu 7/16/2020	1,80,775	17,501	5,660
Fri 7/17/2020	1,70,827	16,943	5,605
Sat 7/18/2020	1,53,734	15,576	4,682
Sun 7/19/2020	1,37,489	14,071	3,978
Mon 7/20/2020	1,71,998	15,520	5,334
Tue 7/21/2020	96,361	9,610	2,995
Total	**50,18,680**	**4,97,102**	**1,61,769**

Hourly activity – Period 26/06/2020 to 21/07/2020

Hour	Hits	Page Views	Visitors
00:00 - 00:59	1,16,371	12,776	3,531
01:00 - 01:59	85,627	8,974	2,771
02:00 - 02:59	63,589	8,294	2,040
03:00 - 03:59	51,464	5,832	1,587

04:00 - 04:59	60,488	5,527	1,845
05:00 - 05:59	60,184	9,019	2,756
06:00 - 06:59	77,630	8,305	2,398
07:00 - 07:59	1,12,327	13,096	3,858
08:00 - 08:59	1,48,919	15,247	4,577
09:00 - 09:59	1,93,951	18,764	6,330
10:00 - 10:59	2,74,396	26,053	8,817
11:00 - 11:59	3,48,028	32,807	11,149
12:00 - 12:59	3,74,517	35,727	12,047
13:00 - 13:59	3,49,286	32,758	11,457
14:00 - 14:59	3,21,137	31,199	10,613
15:00 - 15:59	3,31,200	32,725	10,605
16:00 - 16:59	3,28,192	31,425	10,722
17:00 - 17:59	3,05,354	28,617	9,884
18:00 - 18:59	2,72,575	26,023	8,809
19:00 - 19:59	2,52,675	24,219	8,155
20:00 - 20:59	2,61,209	25,289	7,994
21:00 - 21:59	2,33,309	22,130	7,224
22:00 - 22:59	2,20,295	22,959	7,105
23:00 - 23:59	1,75,957	19,337	5,495
Total	**50,18,680**	**4,97,102**	**1,61,769**

Weekly activity

Week	Hits	Page Views	Visitors
6/14/2020 - 6/20/2020	2,64,489	24,692	8,539
6/21/2020 - 6/27/2020	10,52,033	1,03,337	33,662
6/28/2020 - 7/4/2020	10,52,548	1,05,830	34,368
7/5/2020 - 7/11/2020	10,83,019	1,09,547	35,668
7/12/2020 - 7/18/2020	11,60,743	1,14,495	37,225
7/19/2020 - 7/25/2020	4,05,848	39,201	12,307
Total	**50,18,680**	**4,97,102**	**1,61,769**

No of users for Intranet:

Total employees and contract staff strength is 500 who are accessing intranet portal on daily basis to access information.

4   Scope of Work

The Websites and Intranet Portal shall use WCMS/DXP platform hosted on Virtual Private Cloud environment with Security at the core of its solution architecture and should have a simplified deployment and on-going management.

Scope of Work for Websites & Intranet

IRDAI intends to develop responsive and progressive Websites & an Intranet application, which would cater to the various functions, activities, profile and helps in disseminating authority's information on regulatory affairs.

The sites should have an elegant and uncluttered look with multi-lingual support. It should be easy to use, easy to search, easy to navigate and should be visually appealing and compatible and supported by all modern browsers and device screens including mobile browsers.

The Intranet portal is expected to enhance the quality of information storage, information availability and transparency leveraging the new technological trends in the field of Intranets.

The chosen approach and technology from technical side needs to match with the broad scope of work presented here below with the key output:

- One common Intranet with specific organization layouts and content profiles.

- One single point of entry for all IRDAI applications.

- Department wise sub sites within the main site.

Broadly the scope of work includes:

SNO	BROAD SCOPE OF WORK
1	**Websites & Intranet development and design** i. **Requirement study and System Requirement specifications(SRS) preparation**: The Implementing Agency shall gather and document system requirements including functional requirements in a comprehensive manner for the services to be provided as per the envisioned new Websites and Intranet portal as specified in this document. Functional requirements shall form part of FRS. IA shall

prepare a detailed Software Requirements Specifications (SRS) document based on the functional, technical and operational requirements specified in this document, its own assessment and in consultation with the IRDAI departments and its representatives. It is required that the IA shall have detailed interactions with various stakeholders while preparing the SRS document.

Before proceeding with the design and development, IA should obtain the final sign-off from the Authority on the FRS and the SRS. It must be noted that:

- The requirements and specifications provided as part of this RFP are intended to describe salient aspects of the IA's scope of work and provide sufficient understanding to the bidders for preparing proposals and should not be considered as exhaustive.

- The requirements will have to be detailed further as part of SRS preparation.

ii. **IRDAI Website(www.irdai.gov.in), Policyholder site (www.policyholder.gov.in & Intranet Portal to be Developed and designed using** a modern, scalable Web content management system (WCMS)/ Digital Experience Platform (DXP).

iii. On the UI/UX design front, the IA shall offer multiple templates based on the finalised designed in Bi-lingual (English & Hindi) for IRDAI to choose from.:

Eg)

a) Home Page

b) Template for profiles of Top Management

c) Template for Tenders Page

d) Circular / Notice / Guidelines template

e) Template for publishing press releases, regulations etc.

IRDAI may approve the templates subject to condition the templates offered

are user friendly, intuitive and visually appealing designs. In case IRDAI rejects all the templates, the IA has to re-design all the templates in consultation with IRDAI.

iv. Along with its usual core skills, the IA will be required to position IRDAI's websites & Intranet with and not limited to

  a) responsive design and leverage the new features supported by modern browsers to make it a Progressive Web App,

  b) visually attractive and easy to navigate design,

  c) Search Engine Optimization (SEO) based design strategy and

  d) Provide-lingual (English and Hindi) sites and support for multiple Indian languages in future enhancement.

  e) Ability to define any number of simple to complex business processes/workflows, tasks leveraging users, groups and roles.

  f) Websites & Intranet must be compatible and interoperable with different browsers including Mobile devices browsers and different platforms.

  g) History of Amendments in regulations/documents – Should be able display the entire amendment history as previous versions, archived documents and view amendments to a document.

  h) Advanced search in websites and Intranet portal including content search in digitally signed documents in ePub or OCR based pdfs

  i) Provision for users to share sharable content on email, social media platforms like Facebook, Twitter etc.

  j) User may subscribe to receive Email & Push notification on the updates of selected topics of their choice.

  k) Text to Audio widget-online text content into rich audio through an embedded player, allowing users to instantly transform any blog

	and article into audio.
	l) Proactive automated alert through Email & SMS when the Website/Intranet is down to the designated IRDAI personnel. **Additionally, IRDAI Intranet Portal should have the following functionalities** (a) Discussion boards (b) Knowledge Management site.
2	**Migration of** all the contents, data, dynamic contents and functionalities of existing Websites and Intranet to the new platform.
3	**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. IRDAI may also decide to have an independent new website **www.policyholder.gov.in/**be created with all data migrated from existing site.
4	**Website& Intranet hosting:** The Portals are to be hosted in India on Virtual Private Cloud (VPC) by the IA with security and compliant to the provisional empanelment requirements of MEITY. i. IA shall be responsible for adequate provisioning of underlying system software, software licenses, infrastructure, bandwidth and cloud services for deployment and hosting of applications, which includes hardware requirements (No of CPU, Cores, No. of machines, RAM per machine and HDD). It is the responsibility of the Bidder to propose sizing of computing, network, storage, security and other resources requirements based on the proposed solution and inputs provided on existing Visitor statistics, Bandwidth usage, concurrent users and estimated YoY growth estimates etc. provided in VOL-II -Annexure A and VOL-II Clause 8 ii. Provision for compute, storage and bandwidth requirements that may be auto scaled (additional capacity based on the demand and auto-scaling rules) over the period of contract in line with the transaction load to meet the requirements. iii. Provision for cloud services which possess Anti Distributed Denial of

		Services (DDoS) feature.
	iv.	Carry out migration process to transfer all content from existing hosting Servers to new Cloud Servers at data centre in India with appropriate certifications requested as a part of this RFP.
	v.	IA shall provide Non-Disclosure Agreement (NDA) in Format Annexure-C
	vi.	Comply with all Cloud hosting requirements as mentioned in VOL II-Clause 5 and Clause 7.
5	**Security -**The IA shall ensure security and ensure protection against defacement and hacking of the application and DDoS attacks. IA shall provide support during website security third party audit conducted by IRDA time to time and IA shall fix the exposed gaps without any additional cost to IRDAI. The Websites and Intranet applications are to be hosted on the same Virtual servers. **There should be logical separation between Websites and Intranet portal and necessary Security mechanisms. It should be ensured that the data pertaining to Intranet is highly secured**. **Secured Access to Intranet Portal on Virtual Private Cloud (VPC):** The Intranet hosted on Virtual Private Cloud shall be accessible only to Employees and not exposed to internet. VPN tunnelling over existing Internet connectivity of IRDAI for accessing the Intranet application on Cloud hosting in a secured manner to cloud DC from IRDAI premises should be configured. Multifactor Authentication for Employees over secured SSL VPN for access to Intranet Portal from outside IRDAI LAN to be configured.	
6	**Maintenance of Portals:** The IA is expected to maintain the Portals for all matters related to Websites/Intranet portal Management, Security and Hosting during the period of Performance Warranty and Annual maintenance support. The application management will include any content update, upload or any modifications / changes in Websites and Intranet.	
7	**Support requirements**–	

	i. IA shall coordinate with the Cloud Support Team for resolving the server related problems/cloud infrastructure issues as and when required. IA should provide support for the issues reported. The support shall • Handle user requests/incident reports received via email or phone. • Provide basic guidance to IRDAI users, handles FAQ and trivial issues. • Provide incident resolution and answers business queries • If the problem cannot be assessed/ resolved on phone, the help desk would immediately assign criticality to each call as well as a deploy Web developer/engineer to diagnose and take corrective actions, including deployment of hardware/software etc. and all other activities as per requirements of maintenance services. **Application support during AMS period includes updates and changes/modifications complying with the specified SLCs and performance requirements and uptime requirements.** ii. Updating of web/application/database servers including installation and configuration of patches and removing security vulnerabilities etc.
8	**Change Management** All change requests are to be carried out after requests are approved by IRDAI. A proper impact analysis should be carried out before effecting/deploying changes in production. For Change requests , Bidder may provision 180 man-days costs for a period of 3 years for developing/effecting and deploying change requests during the AMS period. IRDAI will have the discretion to use the man-days for change requests at any time during the contract period and payment shall be made on the actual usage based on per man-day cost as VOL-1 Annexure-A. The consolidated 180 man-days cost shall be provided in the commercial bid format and shall be used for TCO calculation. The per Man-day unit rates for change management should be quoted by the

	Bidder in VOL I - Annexure-A. IRDAI may hire personnel based on unit rates quoted in VOL I - Annexure-A to effect change requests that may arise from time to time beyond the stipulated 180 man-days for change requests in RFP.
	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.
9	**Compliance to Standards and Guidelines:** Website and Intranet portals developed should be compliant with i. Government of India guidelines for websites (GIGW) and certified by STQC The IA shall ensure GIGW compliance Certification from STQC. For STQC certification process of the Website& Intranet, vendor has to do all coordination and follows up with STQC department for getting the websites and Intranet STQC certified for complying with GIGW before GO-LIVE. **Payment for STQC will be responsibility of the IA and shall be included in the commercials by the IA.** ii. World Wide Web Consortium (W3C) Guidelines, iii. Web Content Accessibility Guidelines (WCAG) 2.0 level AA certification and further revisions and adhere to guidelines/ vulnerability notes issued by CERT-IN from time to time. iv. All notifications/orders in the website& Intranet shall be digitally signed and in ePub or OCR based PDF only along with a technical write-up regarding conversion. v. Website& Intranet portals design should be compliant to Nielsen and Molich's 10 User Interface Design Guidelines vi. IPV6 Compliant.
10	**Content:** Content will be provided by designated content administrator in soft copy and no content will be uploaded on the website/Intranet without

	permission of such designated person.
11	**Integration:** The website should be ready to consume web services and integrate with different web applications. Also, the website shall be capable of creating/ exposing web services for complete application content. Websites and Intranet should be integrated with SMS and Email gateways. One of the key integration requirements is integration with RTI Portal of Govt of India. SMS Gateway services should be provided as part of hosting services by the bidder. IRDAI will provide the Email Gateway for integration.
12	**Site Analytics & Statistics -**Provide reports on site traffic statistics and search engine analysis reports on a monthly basis.
13	**Training** The IA shall ensure that IRDAI's Websites manager or Officer nominated to manage the website is adequately trained on all modules and training manuals for all categories of users shall be made available in printable format.(Refer VOL II clause 22)
14	**Project Planning, Management and Documentation** - The IA shall be responsible for all project planning and management activities as per the prevailing industry standards so as to be able to deliver the services and service levels as required under the project. The IA shall prepare/update the documents including that of Functional Requirements Specifications, Systems Requirement Specification, HLD, LLD, Detailed Design, Requirements Traceability Matrix, Test plans & Results, User Manuals, Operations Manual, Maintenance Manual, Administrator Manual, etc. as and when the changes occur in the format and in the time period acceptable to the Department.
15	**Disaster recovery &Business Continuity**: The Business Continuity plan should ensure delivery of services in the event of complete failure of the Cloud Data Centre. **RTO shall be 4 hours & RPO shall be 15 minutes. The uptime availability of the site should be 99.5%.** IA shall provide cloud-based disaster recovery service. Disaster Recovery-as-a-

	Service (DRaaS) shall be implemented. DRaaS shall ensure the availability adding failover to the cloud-based backup and recovery setup. DRaaS shall allow to spin up a warm or cold DR site on virtual private cloud, mimicking the production environment allowing the IRDAI Website and Intranet portals to be up and running within the RTO time limit of 4 hours. 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.
16	**Continuous Improvement/Enhancement** One of the objectives of the IT Department is to continually improve the technology, processes, document repository, search, interfaces and other features of the Portals. The system needs to be continually upgraded to meet the industry standards in respect of Web content management system(WCMS)/DXP) ,site performance, search capabilities, information management, analytics, Cloud Hosting Infrastructure etc.
17	**Security Audit Requirements:** IRDAI shall conduct information security audit including VAPT for the application and underlying infrastructure through third Party external auditors at regular intervals. The IA has to support security audits, which may include physical verification of infrastructure. The IA shall close any gaps emanating from such audits without incurring any additional cost to IRDAI.
18	**Chabot for automation**- The website shall have Chabot functionality where the user can ask generic information related to IRDAI topics on website.

5. Detailed Functional Requirements for Websites & Intranet

5.1. Development and designing of Websites & Intranet:

#	FUNCTION / FEATURE	DESCRIPTION
1.	WCMS/DXP	Configuring the development, UAT and production

		environments, installing the WCMS/DXP, and performing configurations to provide user access, roles, and permissions.
2.	Responsive Design and Progressive Application	Websites & Intranet should be responsive and should work perfectly on all devices (Desktop, Laptop, Smartphones, Tablets) and on all popular Operating Systems (e.g. Windows, Linux, Android, iOS, Smartphone etc.) and leverage the new features supported by modern browsers to make it a Progressive Web App. These features include using service workers, web app manifests, push notifications, offline support etc.
3.	Content and Structure	The building blocks of the solution must be designed with a high degree of usability and flexibility in mind.
The following is a description of a setup that should be able to provide the needed flexibility.		
4.	Content Items	All changeable content in the solution, be it text, photos, videos, links or file attachments, shall be organised as content items. A content item is a unit which can hold different types of information and metadata which will appear to the user as one set of information. For example, a news article will be a content item, a profile page for a staff member will be another type of content item, a categorised pdf file in the Circular section will be a another. Different kinds of content items, called content types below, must be configured to meet the needs described in the functional requirements. History of Amendments in Regulations - Track the entire amendment history and view proposed or pending amendments to a document.

5.	Content Type Creation and Configuration	Create custom Content types and configure the required custom fields as described in the content model. Following are some examples of relevant content types, but this list should not be regarded as exhaustive: • Circulars • Guidelines • Notices • Orders • Regulations • Rules • Profiles (Key persons, Employees, regulated entities, etc.) • Various Data Reports / Business figures etc. • Exposure drafts / Journals • Public Disclosures • Tenders • Fact Sheets and Info graphics • Publications • Press Releases • Events / Speeches • FAQs • Product Lists • Links to other internal application • Calendar event • Important Alerts • Library article
6.	Language Support	Websites & Intranet to be made available in **Bi-lingual**.e.in English and Hindi and support for multiple Indian languages as part of

		future(Unicode compliant) enhancements .
7.	Content formats	Various types of content should be delivered through the Website& Intranet. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download).
8.	Content Editing	The website& Intranet should allow site editors to easily insert text and images in content via a WYSIWYG editor without requiring to edit/code/write HTML/source code etc. This should include the ability to include photo captions, to upload images to the media library, and scale and crop images in the editor.
9.	Editorial Workflow	The site should allow site editors to create and edit draft content as well as schedule content to be published at a specific date and time.
10.	Discussion Forums and blogs	Support customizable discussion forum for internal consultation for exposure drafts / any new regulation/ guidelines etc. In Discussion forums or blogs, users can be allowed to post new content through a very simple form directly accessible from the front-end. The form opens directly in the front-end or in a pop-up window. It shows only a limited set of fields which are necessary to create the content, such as title, text/url, file attachment, tags and the end date for publication. Other fields, like author, category and start date, are pre-defined and automatically populated. Users are allowed to easily edit or un publish

		content that they have created themselves.
		Selected content types can have a "comment" functionality, where users can comment on the content and reply to each other's comments. The editor can turn off this functionality for specific content items.
		Users can easily edit or un publish their own comments.
		Edited comments are marked as edited. Unpublished comments are replaced with a text saying "This comment was deleted"
		Forums shouldn't require registration. The intranet should be able to personally identify each user (usually via Windows AD integrated authentication).
		Link the name of each commenter to his or her employee profile in the intranet directory.
11.	Taxonomies	Create the vocabularies and terms described in the content model to classify and organize content on the website/Intranet and support faceted search capabilities.
12.	Search	i. A robust, easy to use search engine i.e.a "Google" type search is available with one search input field, and can search across the solution: text content, metadata, media library files and all other registered information at the same time so as to make it easy for users to find content by keyword.
		ii. Predictive search: When a user starts typing in the search field, relevant terms are automatically suggested based on the indexed content and popular searches.

iii. Full file search for all supported content types including Office documents (Word, PowerPoint, Excel), PDFs, content from HTML pages, images (for example jpg and png files), and videos.

iv. Ability to define and perform advanced searches by setting up the search parameters in advance (e.g. Categories, documents only, PDF only, Excel only etc.) Search across documents including digitally signed in ePub or OCR based pdf.

v. Support search functionality for present, historic and archived content.

vi. Search results should be displayed showing title, description, author, content type, file type (if applicable), category, tags and publication date for each hit.

vii. Search results can be sorted and filtered on all available columns.

viii. Search results should be displayed together with relevant filtering options, allowing to filter by category, date or content type.

ix. Multiple filters can be applied simultaneously, i.e. When filtering by author, the user can filter by more than one at the same time.

x. Users can View previously searched keywords / search history

xi. Results from search and filter operations are presented in a clean way, including clickable hyperlinks accessing the individual results. E.g. searching for content items may produce a list of content items. Clicking one of them brings up the content item itself. Thereafter, it should be possible

		to return to the search results again without re-running the search
		xii. The results from a search can be exported to one of many report outputs. E.g. after having searched, the output could be saved as a PDF-file, exported to a spreadsheet, Word document, printed directly, etc.
		xiii. On specific pages, a search field can be configured to search only in one or more selected categories.
		xiv. When typing a staff member's name in the search field, contact details from the staff directory will pop up.
		xv. Multi Language Search — Provision to Search across languages for Content for multi-language sites and portal instances
		xvi. Provide search security i.e. the ability to exclude from results and areas where the searcher does not have access
		xvii. Ability to integrate with a 3rd-party search engine
13.	Archiving	The website& Intranet portal should allow site editors to mark content as archived to indicate that information may be out of date or no longer updated.
14.	Contact Forms	The site should feature a contact form. The site should also allow site editors to easily create forms on an as-needed basis and determine how form submissions are processed.
15.	Careers /	The site should feature job listing to display job

	Employment	opportunities and allow site visitors to easily browse and apply for available jobs.
16.	Audio/ Video	The site should allow site editors to easily embed videos into website pages in a manner that render gracefully across various screen sizes. Site shall allow site editors to easily embed audio clips.
17.	Newsletter	The site should allow site visitors to easily subscribe to IRDAI newsletters via subscription forms with relevant calls to action.
18.	SEO (Search engine optimization)	The site should be configured to support SEO best practices, include the required metadata, output standards-compliant content, and automatically generate an XML site map.
19.	Content Migration	Define a content migration plan, approach and development schedule for the IRDAI team. Full content migration, SEO, Taxonomy will be performed by the IA.
20.	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.
21.	Layout and sub-sections (microsites)	Content creators should have the ability to use different layout elements to create branded "sub-sections", special landing pages, accommodate and integrate "orphan sites" and include various programs and initiatives that IRDAI would like to include on www.irdai.gov.in
22.	Maps	The site should support the embedding of maps and allow site editors to easily include maps in the

		various post types. (Google Map integration)
23.	Site Analytics and reports	i. The system should have a built-in analytics tool or should support the use of a commonly available tool such as Google Analytics. ii. Provide a report on site traffic statistics and search engine analysis reports on a monthly basis. iii. Give monthly updated reports to IRDAI about no. of new visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis. iv. Show number of visitors to the website.
24.	Accessibility	Compliant to WCAG 2.0 accessibility guidelines and changes notified time to time.
25.	User Management	Separate Authentication Privileges for Super-User(Administrator) and Normal User for Website & Database Management. There should be provision to provide Role –based access to categories of users
26.	Publishing workflows	i. Document (Order, circular, notice, etc) will be uploaded by the Department user. This will be approved by Head of Department. On approval it will 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. **ii.** Custom publishing workflows e.g. which on updating 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.
27.	Training	i. Preparing the curriculum and providing three training sessions for the following roles: ● Site Administrator Training ● Department Administrator Training ● Content Editor Training ii. Training sessions can be recorded and material to be provided for use in trainings and future training purposes. **iii. The cost of training and the required infrastructure shall be borne by the bidder**
28.	Version control	Version control of Solution to be implemented. The version history of a file should be easily accessible and it should be able to restore old version of documents by users.
29.	Integration	i. Integration with Email and SMS Gateway to send notifications. ii. SMS Gateway services shall be provided as part of hosting services by the bidder. iii. Email Gateway shall be provided by IRDAI for integration.

		iv. One of the key integration requirement is integration with RTI Portal offered by NIC. v. The website should be ready to consume web services and integrate with different web applications. Also, the website shall be capable of creating/ exposing web services for complete application content.
30.	Information Security	i. The IRDAI entities concerned as well as different roles/access profiles to stick to the "need-to know/need to do "and "least privilege" access principles. ii. The solution must allow auditing and tracing of the activities performed, by admins or users. iii. The solution should provide ways to restrict download of more sensitive information.
31.	Support	**Support requirements** – i. IA shall coordinate with the Cloud Support Team for resolving the server related problems/cloud infrastructure issues as and when required. IA should provide support for the issues reported. The support shall • Handle user requests/incident reports received via email or phone. • Provide basic guidance to users, handles FAQ and trivial issues. • Provide incident resolution and answers business queries

		• If the problem cannot be assessed/ resolved on phone, the help desk would immediately assign criticality to each call as well as a deploy Web developer/engineer to diagnose and take corrective actions, including deployment of hardware/software etc. and all other activities as per requirements of maintenance services. **Application support during AMS period includes updates and changes/modifications complying with the specified SLCs and performance requirements and uptime requirements.** ii. Updating of web/application/database servers including installation and configuration of patches and removing security vulnerabilities etc. will be covered under AMS services.
32.	Change Management	All change requests are to be carried out after requests are approved by IRDAI. A proper impact analysis should be carried out before effecting/deploying changes in production. All the Change requests are to be handled as part of AMS. Bidder may provision 180 man-days costs for a period of 3 years under AMS charges for effecting, developing and deploying change requests during the AMS period. The unit rates shall be disclosed in VOL-I Annexure-A. IRDAI may hire personnel based on unit rates quoted in VOL-I -Annexure-A to effect change requests that may arise from time to time beyond the stipulated 180

		man-days for a period of 3 years. 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.
33.	Departmental Sub-sites	Content creators should have the ability to use different layout elements to create Departmental Sub-site, special landing pages, accommodate and integrate and include various programs and initiatives that IRDAI's Department would like to include on its sub sites. Site owner capabilities to manage sub-sites, including create.
34.	Collaboration & Knowledge Management	The Knowledge Management solution in Intranet will ultimately enable IRDAI to provide staff and selected partners with easy access to record and distribute knowledge and it will provide mechanisms for sharing knowledge, bringing people together to work collaboratively. IRDAI also envisages the establishment of one or several knowledge networks and Communities of Practice (CoP) through provision of components such as e.g. discussion boards, wikis and blogs. For selected content types, such as articles, draft guidelines etc. each content item can be "liked" (as on Facebook) and comments can be added to it. A Facebook-like activity stream: a list of recent changes, to be shown on the right hand side of the content type like articles, draft guidelines. • The activity stream shows new or changed

		content with name and profile picture of the author, a short description of the activity, as well as date and time. Clickable links to the content. Only shown in full-screen view - not on smaller screen sizes.
35.	Who to Contact / Help	• End users can easily identify and contact site owners · End users can easily identify and contact Help and Support
36.	User management & Access control	• The Intranet hosted on Virtual Private Cloud shall be accessible only to Employees and not exposed to internet for public access. • Limited network-level access to these services to only certain IP addresses on a whitelist. • VPN for the cloud connectivity so that IRDAI's workstations can connect to VPC through the VPN, establishing secured encrypted tunnel between workstation and VPC. • Access to on-premises network with a site-to-site VPN connection a result, employees can access Intranet Portal within the VPC and other internal on premise application using private IP addresses, as if they are within the same private network. • Active Directory authenticated role based access to Employees over secured VPN from IRDAI premises. • Authentication on the Intranet should be based on active directory (multi-domain). • Single sign-on: When logged into Windows Desktops, users are automatically identified and can access the intranet without entering a

		password.
		• Separate Authentication Privileges for Super-User(Administrator) and Normal User for Intranet application& Database Management.
		• The solution should deliver as much as possible Self Service Functionality for End users and Webmaster (recover of files, reset password, storage capacity reporting).
		• User data from Active Directory will be used for access control. Changes in Active Directory will be reflected in the intranet's user base (for access control purposes).
		• User data from Active Directory, including photos, will be imported and used to maintain the staff directory. The following info is fetched from AD: name, user name, department, email, telephone, mobile phone, portrait (image file).
		• Changes in Active Directory will be reflected in the staff directory. Users that are deactivated/removed in AD will be deactivated/removed from the staff directory as well.
		• The intranet uses a role-based access control scheme which defines what content and functionality different user groups have access to. Which group(s) a user belongs to is transferred from AD.
		• Access rights for different groups can be defined and edited by an intranet administrator.
		Access control can be controlled for each single content item and for groups of content items (such

		as a category).
37.	Chat Bot	i. Chabot solution with specific customization for the requirements of IRDAI.
		ii. Currently the scope is to automate the visitor enquiries related to information available in the WCMS/DXP.
		iii. Chabot to intelligently access the Web Content Management System (CMS)/DXP to answer the questions.
		iv. Chabot should be capable to scour through all PDF documents which were produced through scanning.
		v. There should be provision for Chabot Integration with BAP system /other applications as part of future enhancements.

5.2. Indicative Requirements for Web Content Management System (WCMS) / Digital Experience Platform (DXP)

The IA is expected to implement the Websites & Intranet portal through an enterprise class Web Content Management System (WCMS) / Digital Experience Platform (DXP) installed in the Data Centre and accessible to IRDAI users and help desk personnel.

The features inherently available as part of WCMS/DXP software should be used to the maximum in development and less of custom development.

The WCMS/DXP should provide for:

1. The IA shall procure/ install and commission an enterprise class Web Content Management System(WCMS)/Digital Experience Platform (DXP) from reputed OEMs.

2. The WCMS/DXP system procured by IA shall have warranty and support at least till the end of the contract period from software vendor. Software product should not have been declared or will be declared end-of-life or end-of-support. There should be roadmap/plan for product support for next 7 years. Bidder has to submit a OEM

authorization letter in this respect stating that product will be supported for next 7 years in the format provided in VOL-I Annexure-E.

3. The WCMS/DXP shall have support for upgrades to the software for a period of 7 years.

4. The WCMS/DXP shall not require special hardware for installation & operation and shall run on any standard support server from major server manufacturers.

5. The WCMS/DXP shall allow large number users to work on the system (for data input). The expected number of users and concurrency is indicated in VOL-II Clause 8.

6. The WCMS/DXP shall be a centralized software system accessible over LAN or WAN.

7. The WCMS/DXP should have provision for configuration to meet the requirements of Website& Intranet portal and may support multiple views for multiple users.

8. The IA shall separate the development and production WCMS/DXP environment

9. The WCMS/DXP shall allow for creation of meta-data, summary, headnotes, indexes, tagging, linking, support full text and itemized search.

10. WCMS/DXP should integrate with devices such as printers, scanners, digitization equipment (OCR, HCR, ICR), image processing devices etc.

11. WCMS/DXP should integrate with storage mechanisms and file system structures so that classifications and data are downloaded / uploaded correctly within the WCMS/DXP.

12. WCMS/DXP should be able to capture and process documents that are scanned and should support OCR/HCR/ICR processing.

13. WCMS/DXP should allow for image processing and clean-up of scanned documents including alignment, rotation, zooming, transposition etc.

14. WCMS/DXP should support forms processing either submitted through the system or

    Handwritten/ printed / typed form

15. WCMS/DXP should provide for indexing and should allow for automatic and manual indexing

16. WCMS/DXP should provide for document management, collaboration, web content Development, management, and workflow

17. WCMS/DXP should allow version control, search, navigation, taxonomy creation and document Organizing documents

18. Web content management component of WCMS/DXP should support various standardized web interfaces / specifications (W3C) including HTML, XML, delivery, authorization, WebServices, SOAP etc.

19. WCMS/DXP should allow for other production and ad-hoc workflows to be built into the

    system

20. WCMS/DXP should allow for process tolls, sequential and simultaneous processing, reminders, deadlines, delegations and process monitoring and routing

21. WCMS/DXP store should allow for storage in file system, format conversions, databases, data warehouses and SANs. Both near line and offline storage should be supported.

22. WCMS/DXP should support secure authentication mechanism, access controls, encryption, and user account management and should support directory services.

23. WCMS/DXP should support electronic signatures, PKI, watermarking

24. WCMS/DXP should allow for web content distribution

25. WCMS/DXP should allow for email content distribution

26. The WCMS/DXP should allow converting content to display on the World Wide Web.

The requirements for the Web Content Management System are given below:

1. Versioning: Shall have in built version management system

2. Multiple platform: Shall support multiple databases and platforms including the

   latest platforms

3. Access Control: WCMS/DXP shall provide integrated access control

4. Scalability: Shall allow single site across multiple domains and shall be able to work

on a virtualized environment for hosting

5. Editors: Shall have a WYSIWYG editorial interface to the content or support an external WYSIWYG editor

6. Templates: Create standard output templates (usually HTML and XML) that can be

    automatically applied to new and existing content, allowing the appearance of all content to be changed from one central place.

7. Modularity/Plugins: Shall allow for plugins and modules for extensions

8. W3C Compliant: Shall stay update to current W3C standards

9. Workflow management: WWCMS/DXP shall support work flow automation

10. Collaboration: Shall allow content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or ignored reverting to old versions.

11. Delegation: Shall allow for delegation of development activity

12. Document management: Shall allow for document management capabilities

13. Content virtualization: WCMS/DXP software shall provide a means of allowing each user to work within a virtual copy of the entire web site, document set, and/or code base. This enables viewing changes to multiple interdependent resources in context prior to submission.

14. Content syndication: Shall support content syndication i.e. help distribute content by generating RSS and Atom data feeds to other systems. They may also e-mail users when updates become available.

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.

5.3. Hosting Portals on Virtual Private Cloud Infrastructure

The Implementing Agency (IA) shall be responsible for provisioning of the Cloud services for Websites & Intranet deployment and shall comply with the following requirements.

Responsibilities of IA for Cloud Services:

a) IA will be responsible for migrating to cloud and managing the cloud service offerings.

b) It is the responsibility of the IA to monitor the cloud services (Resource Management, User Administration, Performance, Service Levels).

c) Establishing connectivity between User Department's premise to Cloud DC through VPN tunnelling over existing internet.

d) Deploying new application on Cloud, user administration, security administration, planning and implementation of Cloud Management and Monitoring Portal for complete infrastructure and services procured.

e) Monitoring & Reporting services.

f) Exit management and billing management

g) Compute Services: Provisioning, installation, Configuration,

h) Commissioning/De-commissioning and Management of the Virtual Machines and provide User Department the access to the same via secured web browser/ Command Line Interface

i) Storage Services: Provisioning of scalable storage capacity as per requirements of the User Department and availability of services

j) Managed Database Services: Setting up, installation, configuration, management, upgradation and migration of Database Servers

k) Network Services: Maintain and manage the required networks components for the Cloud Services procured by IRDAI

l) Security Services: Provisioning, Installation, Configuration, Management, Monitoring of Security Services as per the requirements of User Departments.

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 different seismic zone/location and a well drafted DR plan for restoration of the services during any disaster.

n) IA shall provide cloud-based disaster recovery service. Disaster Recovery-as-a-Service (DRaaS) shall be implemented. DRaaS shall ensure the availability adding failover to the cloud-based backup and recovery setup. DRaaS shall allow to spin up a

warm or cold DR site on virtual private cloud, mimicking the production environment allowing the IRDAI Website& Intranet portals to be up and running within the RTO time limit of 4 hours.

o) Monitoring and Reporting Services: Deploy agent based monitoring for Cloud infrastructure monitoring and track system usage and usage reports.

p) The software that are part of cloud offerings and Software procured from OEMs may undergo regular patches/updates. Such updates/patches at Software OS, Database level etc. should not affect the performance of the Core solution. It is the responsibility of IA to notify and provide an impact analysis to IRDAI pertaining to the updates/patches. All patches/updates should be first applied on Test environment and impact analysed before applying on Production systems.

q) In respect of cloud/hardware resources, if the bidder is not in a position to supply the exact configuration quoted in the bid, the bidder will supply the next higher version of the cloud /hardware resources without any additional cost to IRDAI. The bidder will also ensure that there is no impact on the licensing in view of supply of upgraded cloud/hardware resource.

SNo	Category	Requirement	Description
1.	General	Cloud Configuration	i. The IA shall be fully responsible for matters related to Cloud hosting and shall be the single point of contact for all issues whether application or cloud hosting. ii. The IA shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting Website&

			Intranet application with inbuilt Antispam/Malware/Antivirus threats control software on Cloud.
			iii. The IA shall be responsible for provisioning of adequate VPN tunnelling over existing internet to cloud DC site.
			iv. The IA will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLC's.
			v. The Cloud Services needs to have 24x7x365 availability. The CSP should provide 24*7*365 Helpdesk support. IA shall provide a 24*7 operated contact number which will be used by IRDAI to raise any issues related to the services provided by. Coordination with CSP to get the hosting related issues resolved lies with IA
2.	Regulatory	Data centre locations should be in India	Cloud provider should offer cloud services from within India.
3.	Regulatory	Maintain and ensure data locality	Cloud provider should ensure that customer data resides only in the Region they specify.

4.	Regulatory	Compliance	The environment of Virtual Private Cloud shall comply with the respective Provisional Empanelment Compliance Requirements published by Ministry of Electronics Information and Technology, Government of India(MEITY).
5.	Regulatory	Protect your applications from the failure of a single location	Cloud provider should offer data centres engineered to be isolated from failures in other data centres, and to provide inexpensive, low latency network connectivity to other data centres in the same region.
6.	Computer	Compute instances	The proposed landscape for the deployment of Websites & Intranet Portal is Production, UAT & Environment on virtual private Cloud.
7.	Computer	Compute instances – Burstable performance	Cloud provider should offer instances that provide a baseline level of CPU performance with the ability to burst above the baseline.
8.	Computer	Compute instances – Dedicated	Cloud provider should offer instances that run on hardware dedicated to a single customer.
9.	Computer	Resize virtual cores, memory, storage seamlessly	Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage.

10.	Computer	Local disk/Instance store	Cloud service should support local storage for compute instances to be used for temporary storage of information that changes frequently.
11.	Computer	Provision multiple concurrent instances	Cloud service must offer self-service provisioning of multiple instances concurrently either through a programmatic interface (API/CLI) or through a management console.
12.	Computer	Auto Scaling support	Cloud service should be able to automatically increase the number of instances during demand spikes to maintain performance and decrease capacity during lulls to reduce costs.
13.	Computer	Bring your own image/Instance Import	Customer should be able to import their existing image and save it as a new, privately available image that can then be used to provision instances in the future.
14.	Computer	Export Instance Image	Cloud service must support the ability to take an existing running instance or a copy of an instance and export the instance into a VMDK or VHD image format.
15.	Computer	Instance failure recovery	Cloud service must be architected in such a way to automatically restart instances on a healthy host if the original physical host fails.

16.	Computer	Instance restart flexibility	Cloud provider must be able to schedule events for customer's instances, such as a reboot, stop/start, or retirement. Depending on the event, customer might be able to take action to control the timing of the event.
17.	Computer	Support for Docker containers	Cloud service should support containers, including Docker and/or other containerization platforms.
18.	Computer	Highly scalable, high performance container management service	Cloud provider should offer a highly scalable, high performance container management service
19.	Computer	Event-driven computing that runs code in response to events	Cloud service should be able to run customer code in response to events and automatically manage the compute resources.
20.	Computer	Pay-as-you-go pricing	Cloud provider should offer a simple pay-as-you-go pricing.
21.	Networking	Multiple network interface/instance	Cloud service should be able to support multiple (primary and additional) network interfaces.
22.	Networking	Multiple IP addresses/instance	Cloud service should be able to support multiple IP addresses per instance. Use cases include hosting multiple websites on a single server and network appliances (such as load balancers) that have multiple private IP addresses for each network interface.

23.	Networking	Ability to move network interfaces and IPs between instances	Cloud service should support the ability to create a network interface, attach it to an instance, detach it from an instance, and attach it to another instance.
24.	Networking	Network traffic logging - Log traffic flows at network interfaces	Cloud service should support capturing information about the IP traffic going to and from network interfaces.
25.	Networking	Auto-assigned public IP addresses	Cloud service should be able to automatically assign a public IP to the instances.
26.	Networking	IP Protocol support	Cloud service should be able to support multiple IP protocols, including TCP, UDP, and ICMP protocols.
27.	Networking	Static public IP addresses	Cloud provider must support IP addresses associated with a customer account, not a particular instance. The IP address should remain associated with the account until released explicitly.
28.	Networking	Subnets within private network	Customer should be able to create one or more subnets within private network with a single Classless Inter-Domain Routing (CIDR) block.
29.	Networking	Subnet level filtering (Network ACLs)	Cloud service should support subnet level filtering – Network ACLs that act as a firewall for associated subnets, controlling both inbound and outbound

			traffic at the subnet level.
30.	Networking	Ingress filtering	Cloud service should support adding or removing rules applicable to inbound traffic (ingress) to instances.
31.	Networking	Egress filtering	Cloud service should support adding or removing rules applicable to outbound traffic (egress) originating from instances.
32.	Networking	Disable source/destination checks on interfaces	Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks.
33.	Networking	Configure proxy server (NAT instance) at network level	Cloud service should support NAT instances that can route traffic from internal-only instances to the Internet.
34.	Networking	Multiple VPN Connections per Virtual Network	Cloud service should support creating multiple VPN connections per virtual network
35.	Networking	DNS based global load balancing	Cloud service should support Load balancing of instances across multiple host servers.
36.	Networking	Load balancing supports multiple routing methods	Cloud service should support multiple routing mechanism including round-robin, failover, sticky session etc.
37.	Networking	Front-end Load Balancer	Cloud service should support a front-end load balancer that takes requests

			from clients over the Internet and distributes them across the instances that are registered with the load balancer.
38.	Networking	Back-end Load Balancer	Cloud service should support an internal load balancer that routes traffic to instances within private subnets.
39.	Networking	Health checks - monitor the health and performance of application	Cloud service should support health checks to monitor the health and performance of resources.
40.	Networking	Integration with Load Balancer	Cloud service should support integration with load balancer.
41.	Networking	Low Latency	The CSP should be able to provide a 10Gbps network connectivity between the servers if required.
42.	Storage – Block Storage	Support for storage allocated as local disk to a single VM	Cloud provider should offer persistent block level storage volumes for use with compute instances.
43.	Storage – Block Storage	Storage volumes > 1 TB	Cloud provider should offer block storage volumes greater than 1 TB in size.
44.	Storage – Block Storage	SSD backed storage media	Cloud service should support solid state drive (SSD) backed storage media that offer single digit millisecond latencies.
45.	Storage – Block Storage	Provisioned I/O support	Cloud service should support the needs of I/O-intensive workloads,

			particularly database workloads that are sensitive to storage performance and consistency in random access I/O throughput.
46.	Storage – Block Storage	Encryption using provider managed keys	Cloud service should support encryption of data on volumes, disk I/O, and snapshots using industry standard AES-256 cryptographic algorithm.
47.	Storage – Block Storage	Encryption using customer managed keys	Cloud service should support encryption using customer managed keys.
48.	Storage – Block Storage	Durable snapshots	Cloud service should support point- in-time snapshots. These snapshots should be incremental in nature.
49.	Storage – Block Storage	Ability to easily share snapshots globally	Cloud Service should support sharing of snapshots across regions making it easier to leverage multiple regions for geographical expansion, data center migration, and disaster recovery.
50.	Storage – Block Storage	Attach more than one compute instance to a single volume	Cloud service should support adding more than one compute instance to a single storage volume in R/W mode so that many users can access and share a common data source.
51.	Storage – Block Storage	Consistent Input Output per second (IOPS)	Cloud service should support a baseline IOPS/GB and maintain it consistently at scale

52.	Storage – Block Storage	Annual Failure Rates <1%	Cloud service should be durable and support annual failure rates of less than 1%
53.	Storage – File Storage	Simple, scalable file storage service	Cloud provider should offer a simple scalable file storage service to use with compute instances in the cloud.
54.	Storage – File Storage	SSD backed storage media	Cloud service should offer SSD provide the throughput, IOPS, and low latency needed for a broad range of workloads.
55.	Storage – File Storage	Grow file systems to petabyte scale	Cloud service should support petabyte-scale file systems and allow thousands of concurrent NFS connections.
56.	Storage – File Storage	Consistent low latency performance (T50-T99)	Cloud service should support consistent low latency performance between 5-15 ms at any scale.
57.	Storage – File Storage	Scalable IOPS and throughput performance (/TB)	Cloud service should support scalable IOPS and throughput performance at any scale.
58.	Storage – File Storage	Sharable across thousands of instances	Cloud service should support thousands of instances so that many users can access and share a common data source.
59.	Storage – File Storage	Fully elastic capacity (no need to provision)	Cloud service should automatically scale up or down as files are added or removed without disrupting applications.

60.	Storage – File Storage	Highly durable	Cloud service should be highly durable - file system object (i.e. directory, file, and link) should be redundantly stored across multiple data centres.
61.	Storage – File Storage	Read-after-write consistency	Cloud service should support read after write consistency (each read and write operation is guaranteed to return the most recent version of the data).
62.	Relational Database	Managed relational database service	Cloud provider should offer a service that makes it easy to set up, operate, and scale a relational database in the cloud.
63.	Relational Database	Low latency, synchronous replication across multiple data centres in a region	Cloud service should support synchronous replication of a primary database to a standby replica in a separate physical datacentre to provide data redundancy, eliminate I/O freezes, and minimize latency spikes during system backups.
64.	Relational Database	Read Replica support	Cloud service should support read replicas that make it easy to elastically scale out beyond the capacity constraints of a single DB Instance for read-heavy database workloads.
65.	Relational Database	Manual Failover	Cloud service should support a manual failover of the DB instance from primary to a standby replica.
66.	Relational Database	Provisioned IO support	Cloud service should support the

			needs of database workloads that are sensitive to storage performance and consistency in random access I/O throughput.
67.	Relational Database	Cross region Snapshots	Cloud service should support copying snapshots of any size between different cloud provider regions for disaster recovery purposes.
68.	Relational Database	Cross region Read Replica	Cloud service should support creating multiple in-region and cross region replicas per database instance for scalability or disaster recovery purposes.
69.	Relational Database	High Availability	Cloud Service should support enhanced availability and durability for database instances for production workloads.
70.	Relational Database	Point in time restore	Cloud service should support restoring a DB instance to a specific date and time.
71.	Relational Database	User snapshots and restore	Cloud service should support creating a DB snapshot and restoring a DB instance from a snapshot.
72.	Relational Database	Modifiable DB parameters	Cloud service should allow the DB parameter to be modified.
73.	Relational Database	Monitoring	Cloud service should allow monitoring of performance and health of a

			database or a DB instance.
74.	Relational Database	Encryption at rest	Cloud service should support encryption using the industry standard AES-256 encryption algorithm to encrypt data.
75.	Security and administration	Control access to your cloud resources at a granular level	Cloud provider should offer fine-grained access controls including, conditions like time of the day, originating IP address, use of SSL certificates, or authentication with a multi-factor authentication device.
76.	Security and administration	Utilize multi-factor	Cloud service should support multi-factor authentication. MFA requires users to prove physical possession of a hardware or virtual MFA device by providing a valid MFA code.
77.	Security and administration	authentication when accessing cloud resources	Cloud service should support multi-factor authentication. MFA requires users to prove physical possession of a hardware or virtual MFA device by providing a valid MFA code.
78.	Security and administration	Identify when an access key was last used to rotate old keys and remove inactive users	Cloud service should support reporting a user's access keys last use details.
79.	Security and administration	Policy Simulator to test policies before committing to production.	Cloud service should provide a mechanism to test the effects of access control policies that are attached to users, groups, and roles

			before committing the policies into production.
80.	Security and administration	Policy validation to ensure policies match intentions	Cloud service should support a policy validator to automatically examine non-compliant access control policies.
81.	Security and administration	Directory as a service	Cloud provider should support setting up a stand-alone directory in the cloud or connecting cloud resources with existing on-premises Microsoft Active Directory.
82.	Security and administration	User and Group management	Cloud service should support features such as user and group management.
83.	Security and administration	Managed service to create and control the encryption keys used to encrypt your data	Cloud provider should offer a service to create and control the encryption keys used to encrypt user data.
84.	Security and administration	Audit of all action on keys	Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on.
85.	Security and administration	Key Durability	Cloud service should support durability of keys, including storing multiple copies to ensure keys are available when needed.
86.	Security and administration	Durable and inexpensive log file storage	Cloud service should support storing log files in a durable and inexpensive

		storage solution.
87.	Security and administration	Choice of partner solution	Cloud service should support a variety of 3rd party solutions.
88.	Security and administration	Automatically records a resource's configuration when it changes	Cloud service should automatically record a resource configuration when it changes and make this information available.
89.	Security and administration	Examine the configuration of your resources at any single point in the past	Customer should be able to obtain details of what a resource's configuration looked like at any point in the past using this cloud service.
90.	Security and administration	Receive notification of a configuration change	Cloud service should notify every configuration change so customers can process these notifications programmatically.
91.	Security and administration	Create and manage catalogue of pre-approved services for use	Cloud provider should offer the ability to create and manage catalogues of IT services that are approved for use.
92.	Deployment and Management	Service to quickly deploy and manage applications in the cloud	Cloud provider should offer a service to quickly deploy and manage applications in the cloud by automatically handling the deployment, from capacity provisioning, load balancing, auto- scaling to application health monitoring.
93.	Deployment and Management	Supported OS	Cloud Service should support Windows, Linux, and Docker

			containers.
94.	Deployment and Management	Deployment Mechanism	Cloud service should support various deployment mechanisms, including a Git repository, or an integrated development environment (IDE) such as Eclipse or Visual Studio.
95.	Deployment and Management	Support for SSL connections	Cloud service should support SSL connections.
96.	Deployment and Management	Auto scaling	Cloud service should support automatically launching or terminating instances based on the parameters such as CPU utilization defined by users.
97.	Deployment and Management	Swap virtual IP between staging and production environments	Cloud service should support swapping IP addresses between staging and production environments so that a new application version can be deployed with zero downtime.
98.	Deployment and Management	Integration with caching solution	Cloud service should be integrated with a caching solution such as Redis cache.
99.	Deployment and Management	Service to create a collection of related resources and provision them using a template	Cloud provider should offer a service to create a collection of related resources and provision them in an orderly and predictable fashion using a template.
100.	Deployment and	Allow parametrization and specific	Cloud service should support

	Management	configurations	parameterization for specific configuration.
101.	Deployment and Management	Integration with the portal	Cloud service should be integrated with an administration portal.
102.	Support	Helpdesk Support	The CSP should provide 24*7*365 Helpdesk support The Cloud Services needs to have 24x7x365 availability
103.	Support	365 day service health dashboard and SLC history	Cloud provider should offer 365 days' worth of Service Health Dashboard (SHD) history.
104.	Support	Service to compare resource usage to best practices	Cloud provider should offer a service acts like a customized cloud expert and helps provision resources by following best practices.
105.	Support	Monitoring Tools	Monitoring tools that will enable collection and tracking metrics, collection and monitoring log files, set alarms, and automatically react to changes in the provisioned resources. The monitoring tools should be able to monitor resources such as compute and other resources to gain system-wide visibility into resource utilization, application performance, and operational health.
106.	Support	Governance and Compliance	Able to define guidelines for provisioning and configuring cloud

			resources and then continuously monitor compliance with those guidelines. Ability to choose from a set of pre-built rules based on common best practices or custom rules (e.g., ensure Storage volumes are encrypted, Compute instances are properly tagged, and Elastic IP addresses (EIPs) are attached to instances) and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.
107.	Support	Audit Trail	Provide Audit Trail of the account activity to enable security analysis, resource change tracking, and compliance auditing.
108.	Security & Statutory	Certification/Compliance	The CSP facilities/services need to be certified / compliant to the following standards based on the project requirements: • ISO 27001 - Data Centre and the cloud services should be certified for the latest version of the standards.If the latest version was published during last six months on the date of submission, the certification for active previous version is acceptable. And if the bidder is identified as Implementing Agency, then proposed CSP DC

			has to get certified for latest standards in a time bound manner no later than 6 months from the date of bidding
			• ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology
			• ISO 27018 - Code of practice for protection of personally identifiable information (PII) in Virtual Public clouds.
			• ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services
			• SOC 1 Compliance • SOC 2 Compliance • SOC 3 Compliance
109.	Security & Statutory	Certification/Compliance	CSP must be MeitY empanelled and STQC audited as on bid submission last date. CSP is required to submit the STQC Audit clearance report.
110.	Security & Statutory	Certification/Compliance	During the contract period, the CSP will be required to follow any new/latest guidelines released by GOI/MeitY regarding Cloud Services.
111.	Security & Statutory	Certification/Compliance	E-Discovery: Electronic discovery (e-discovery) is

			the process of locating, preserving, collecting, processing, reviewing, and producing Electronically Stored Information (ESI) in the context of or criminal cases/proceedings or investigation. IRDAI must be able to access and retrieve such data in a CSP environment in a timely fashion for normal work purposes.
112.	Security & Statutory	Certification/Compliance	Law Enforcement Request: The Law Enforcement Agency as mandated under any law for the time being in force may seek access to information stored on cloud as provided by the Service Provider. The onus shall be on the Cloud Service Provider to perform all due diligence before releasing any such information to any such law enforcement agency.

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.

The IA shall be the **single point of contact** for all services to be rendered as part of AMS and IRDAI shall not contact multiple service providers for any support for e.g. WCMS/DXP support, Cloud Hosting support, other Third Party software, Intranet Hardware / Software etc.

Trained and experienced personnel of the IA shall provide the AMS. The service level for IRDAI's problem resolution is already defined along with the response and resolution time and the penalty for delays below in clause-9 - Service Level Criteria.

Support requirements:

i.   IA shall coordinate with the Cloud Support Team for resolving the server related problems/cloud infrastructure issues as and when required.

IA should provide support for the issues reported. The support shall

- Handle user requests/incident reports received via email or phone.

- Provide basic guidance to users, handles FAQ and trivial issues.

- Provide incident resolution and answers business queries

- If the problem cannot be assessed/ resolved on phone, the help desk would immediately assign criticality to each call as well as a deploy Web developer/engineer to diagnose and take corrective actions, including deployment of hardware/software etc. and all other activities as per requirements of maintenance services.

Application support during AMS period includes updates and changes/modifications complying with the specified SLCs, performance requirements and uptime requirements.

ii.   Updating of web/application/database servers including installation and configuration of patches and removing security vulnerabilities etc. will be covered under AMS services.

Following is the scope of activities under AMS

a)   IRDAI intends that the contract for AMS under application software developed, which is contemplated herein with the Implementing Agency(IA) shall be for a period of three years from the date of end of Performance Warranty Period

b)   The charges for support services pertaining to cloud hosting should be quoted under cloud hosting charges in the commercial BoQ.

c)   The IA is expected to provide for Technical support Service.

d)   The IA needs to consider and envisage all services that would be required in the maintenance of the facilities.

e) The Support and Maintenance services would include:

    i.   Management of Cloud environment used for Website and Intranet Portal deployment.

    ii.   System Administration

    iii.   Technical support service

    iv.   Software Distribution

    v.   Software maintenance

    vi.   Updates/Upgrades/New releases/New versions/Patch Management

    vii.   Server LAN and Server Administration

    viii.   Data space management

    ix.   Solution Backup, Data archival and Recovery in case of failure

    x.   Database Administration activities for Database

    xi.   Technical Operations Management

    xii.   Warranty Support and Annual Maintenance Support

    xiii.   24x7 Monitoring using tools and resource management

    xiv.   Security certificates procurement and updating on expiry e.g. SSL certificates for running site on https

f) In addition, the Implementing Agency will also be required to carry out the following activities during the maintenance period:

    I.   Upgrade/update content and structure of the Website and Intranet. Update Content provided by the IRDAI on the Website and Intranet Portal on a regular basis. Assume the role of the Content Managers for the entire portal, till instructed by IRDAI to transfer the same to the nominated persons.

    II.   Manage and maintain the Websites & Intranet Portal, including hosting (Cloud and On-premise) facility with secure server.

    III.   Regular monitoring of the Websites & Intranet Portal with 24 X 7 monitoring tools and intrusion detection system facility

    IV.   Weekly full backup of Websites & Intranet Portal through the duration of the contract.

    V.   Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.

VI.   Give monthly updated reports to IRDAI about the number of visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis.

VII.   Give Quarterly report on the Performance Criteria.

VIII.   Content Management - Edit, revise, update or create new textual content and graphics on existing pages in WCMS/DXP based on IRDAI's request.

IX.   Redesign Layout/homepage according to IRDAI's strategy periodically.

X.   Database - requires periodic bug fixing, troubleshooting and the periodic update of searchable data.

XI.   Maintain site search engine by ensuring that any content updates and new pages are searchable.

XII.   The Bidder shall be responsible for the installation of Operating system, Data Base system and application software in case of Failure of the Operating system and Data base system, in case of partition failure or corruption of hard disk, provision as when required for Central storage, Shared storage system.

XIII.   Cloud related support services.

XIV.   The IA shall be responsible to start the Websites and Intranet Portal servers, schedule shutdown and unscheduled emergency situation, recovery operations of the portal, monitoring at periodical interval of the system response, disk controller, error logging and reporting, operational support for Data Exchange.

XV.   Fine tuning of the operating system so that the uptake and execution of application is faster. The tuning of the file organization so that there is optimal utilization of storage and memory. IA shall be responsible for providing / arranging the third party software / utilities in case of any reported bugs in the operating system, application software and network management software.

XVI.   The IA shall be responsible for recovery of lost data, restoration and repair of damaged data and the correction of data to the extent possible in case of partition failures or corruption of the hard disk. The IA shall be responsible for restoring the system to an operable state whenever system goes for downtime.

XVII.   The IA shall be responsible for a well-defined document for backup and restore policy on the available database. In case of upgradation of system software

and database, the IA shall provide a revised version of backup and restore policy document.

XVIII. The IA shall provide a well-defined document for extensive security features at the system and database levels to ensure security and integrity of the Data and the Application Modules.

XIX. The IA shall provide a well-defined document for auditing the system. It shall include an audit trail across all modules by associating user id, data and time stamp with add, changes and deletes during any change carried out in file structure, database and applications.

XX. The IA shall be responsible for up-gradation of antivirus/antimalware software.

XXI. The IA shall be responsible for providing all the support for third party auditing of the Website and Intranet portal on the place of the work and other sites nominated by the IRDAI. This shall include support preparation of test environment, training, debugging and revisions of application software.

XXII. All the Change requests are to be handled as part of AMS. Bidder may provision 180 man-days costs for a period of 3 years for effecting, developing and deploying change requests during the AMS period . The unit rates shall be disclosed in VOL I - Annexure-A. IRDAI may hire personnel based on unit rates quoted in VOL I - Annexure-A to effect change requests that may arise from time to time beyond the stipulated 180 man-days. 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.

6. General Technical Requirements:

The following are the technical requirements in general expected from Website and Intranet:

Criteria		
1	**General**	
1.		WCMS / DXP should use a Centralized Server Architecture (3-tier architecture with web & touch enabled user interface)
2.		The site should be compliant with Service oriented, RESTful Services and Open Architecture
3.		Capability of Single Sign-on for any future integrations with enterprise LDAP/AD systems
4.		An audit trail of changes to data in the system should be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs

5.		Ability to easily extract a full replica/copy of the site at any point in time (for backup or recovery purposes)
6.		The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently
7.		System should provide Content-as-a-service capabilities with the ability to generate new services quickly
8.		Improve overall User interface(UI) and User Experience(UX) across all platforms. UI/UX – The UI/UX shall be on par with latest trends and utilize current design best practices and align with our brand strategy with a clean, elegant, user-centric design. UI shall be responsive, that automatically adjusts to target screen sizes (typically desktop, tablet and phone). Information should be provided with minimum clicks with logical and intuitive flow.
9.		Improve the overall Information Architecture or organisation of information based on the priority and frequency of access - Build and create architecture of information mapping relevant hierarchy to facilitate intuitive access to content. - Design a framework for information presentation to facilitate understanding and map them to the user journeys. - Design a navigation framework of interface elements to enable users to access all hierarchies within information architecture
10.		All components of the package should be accessible using standard Web-Browsers without any need for extra application client software.
11.		Any editorial or administrative task can be performed with as much automated functionality and as few clicks as possible.
12.		Achieve synergy & uniformity across all platforms ie web and mobile apps.
13.		Improve Content Strategy and User engagement
14.		Overall branding should be consistent across all platforms
15.		Colour scheme - The colour combination of the website should enhance the branding of the authority and attract users to navigate and spend time across platforms. Thus, bidder shall use good colour scheme.
16.		Overall UI elements should be consistent across all platforms
17.		Overall theme of the website should be consistent and appealing

18.		Use Images, videos icons, info graphs, graphical data where necessary to improve user's engagement and reduce user's effort to read heavy textual information wherever possible
19.		The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.
20.		The proposed solution should have necessary security and audit trail features.
21.		The front-end solution, when completely designed, set up and configured according to the needs described in the Authority's requirements, shall conform to the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) level AA.
22.		The system is able to run in a virtualized environment
23.		Support a secure communication protocol (SSL/TSL)
24.		The system supports easy and flexible backup/restore procedures
25.		All functionality both in the front-end and the back-end is fully supported when using the latest version of any modern browser, either on a desktop or mobile version.
26.		The software can easily be updated and upgraded with bug fixes as well as new or improved functionality without breaking any customisations made in the specific solution.
27.		For Website and Intranet Portal the solution will be hosted in Virtual Private Cloud .
28.		In case of critical errors/downtime an administrator should be able to immediately publish a simple html page or page part explaining the situation.
29.		The IA shall deliver a detailed manual for administrators, describing daily/weekly/monthly maintenance tasks.
30.		The IA shall deliver a detailed manual for editors, adapted to the specific solution set up for the Authority.
31.		The IA shall give training to editors, adapted to the specific solution set up for the Authority.
32.		Limit downtime required for maintenance: IA describes best practices with the proposed solution.
33.		RTO and RPO recommendations: RTO – 4 hrs RPO -15 mins
34.		System changes made by administrator shall be logged.
2	**Media library**	
1		Media files and other binary files (images, sounds, videos, pdfs, word documents, excel documents) are stored in a centralized media library.
2		Versioning: Any file in the library can be replaced with a new version. Previous versions are retained in the system.
3		Photos and videos can be previewed inside the library.
4		Possible to batch import media, e.g. importing many pictures from a

		folder in one go.
5		Easy to upload pictures one by one or in batches.
6		Drag-and-drop upload one or more items from Windows Explorer and from Outlook attachments.
7		Easy to categorise and tag uploaded files one by one or in batches. Fields: title, description, keywords/tags, author/photographer.
8		Metadata (EXIF) are automatically read from uploaded image files and used to populate the fields mentioned above.
9		The media archive is searchable, based on any information contained in the fields mentioned above.
10		Automatic resizing of pictures to fit different purposes/templates.
11		Built-in editing tool for cropping, resizing, adjusting brightness, contrast and colours.
12		Versioning: Original photo retained when doing edits.
13		Photo albums / slide shows can be created with selected photos or all photos in a certain category, and be inserted in an article.
14		Photo albums / slide shows are shown to readers in a full screen format. Readers can see thumbnails of all photos and easily navigate between them.
15		A content item could have one or more media files from the media library associated to it. These should be displayed according to the relevant template/module used by that content item.
3	**Version control**	
1		Every time a content item is updated, a new version is created, and the item can at any time be rolled back to an older version.
2		Possible to see content item history for all users with access to item (open, edit, changes to metadata, etc.)
3		All changes to metadata should be part of the audit trail, what was changed, what the value was before, who changed it.
4		Possibility to compare versions side by side.
4	**Ownership and review**	
1		Possibility to assign a responsible editor for the content.
2		For new content, the default responsible editor should be inherited from parent content.
3		Each editor can see a list of all content he/she is responsible for. Administrators can see a list of all content a selected editor is responsible for.
4		Responsibility for one page or a group of pages can easily be transferred to another editor.
5		Page responsible can be selected for individual pages or for a selection of pages.
6		Administrators can transfer responsibility for all pages from one editor to another.
7		Possibility to set a review date on which the responsible editor will get a reminder to review the content.
8		Default review date one year from publication of the content.
5	**Content management**	
1		Which content is displayed on a given page is defined by a combination of categories and tags, or by specifically selecting the article/content item.
2		All content is organised using categories and tags.
3		Any content item is placed in a category.

4		Categories can be nested in two levels (main categories and sub categories) or more.
5		All content items can be tagged with an unlimited number of tags.
6		Tags can be predefined by an administrator.
7		Tags can be created on-the-fly by editors when editing a content item.
8		Tags can be nested in two levels or more.
9		Automatic link checker: All links to external or internal content are checked regularly. A report showing broken links is available to administrators.
10		Links can be excluded from checking using a list of specific urls or url patterns.
6	**Templates and modules**	
1		The front-end design is based on templates and modules (or a similar model)
2		Administrator can select which modules should be visible on smaller displays and which should be hidden.
3		Templates define the overall framework for displaying pages, including the layout grid and styling of content.
4		Different sections of the site can use different templates.
5		Templates are completely separable from the content. Templates can be adjusted or replaced for any given section or for the whole site.
6		Modules define the presentation of specific types of content. They are placed within the layout grid defined by the template. The modules are dynamically styled according to the applicable template.
7		The placement of modules within a template is flexible, meaning that an administrator can define where each module is placed on a given page or a set of pages.
8		An administrator can show or hide specific modules on a given page or a set of pages.
9		A template management tools allows for easy switching of templates for the whole or parts of the site.
10		Templates shall define how different content modules are treated when a page is printed. Certain modules will be omitted from the print version, others will be placed above or below the main content.
7	**Module types**	
1		Text box, showing customizable content (including photos and links), to be used on a variety of pages.
2		Form module, showing a form set up by an editor to get user input.
3		RSS feed, showing content from external sources. The initial setup will include the Authority's press clippings which are provided using RSS. The module will show title, news source (e.g. name of newspaper) and date. By hovering over the title, the abstract will be shown, and by clicking the title, the news item is opened in a new window. Below the list, there is a link to the media monitoring portal.
4		Embedded content, such as a YouTube video, a Twitter feed, a Slide Share show, etc.
5		Document list, showing a set of articles or other content items, based on selection criteria such as content type, category and tags. Titles are shown as clickable links. Metadata is displayed in columns, and editors can decide which columns to show and in which order. Regular intranet users can sort the list by clicking the different column headings. Lists support pagination, and the total number of items is shown.

6		Important alerts: In Intranet Portal urgent messages concerning the building or IT functions. To be used exceptionally. Will appear centrally on the FrontPage with a noticeable styling.Title, short text, publication date, end date.
7		News section, showing one top story with a clickable image, title, introduction, date, number of likes, number of comments; as well as a number of other stories showing title and date. Also, a permanent link to the news archive
8		"IRDAI Today" –A calendar showing upcoming events that everyone should know about. Two next events visible on the front page. Showing title, start and end date/time, location. By hovering the title, description and contact person is shown. By clicking the title, all information (including related files) is shown. For example Hindi Pakhwada celebration.
9		Each page in the menu can have a "page contact", a selected editor, which will be shown on that page according to template/module settings. Clicking the name of the page contact will open a new email to that person.
10		Logged-in user: clickable name of the current user, leading to the profile page where certain details can be edited.
8	**Graphic design and layout**	
1		The chosen IA will make a proposal for a graphic design in line with the Authority's existing visual profile.
2		The design is flexible and based on styles. All text on the site, including section titles etc., can be changed by editors or administrators without having to edit image files etc.
3		The design and layout is coded using CSS. Tables are not used for layout.
4		Every page in the solution shall be printable in a format that adapts to A4 pages. A print style sheet is set up to ensure that all printed text is adapted for maximum readability on paper, and that the placement of modules is adapted to the format. Content that is not relevant for printing, such as menus, is hidden.
5		An editor or administrator can select which modules shall be hidden from printing.
6		Responsive design, adapts automatically to different screen resolutions. Menus can be collapsed and selected parts of the page content may be omitted from smaller displays.
7		Design and layout shall be tested with equally good results on the following displays: smartphones, tablets and desktops with a widescreen display (1920x1080).
8		Text formatting shall be consistent and ensure high readability throughout the site and on all displays. Choice of fonts, size, color and line spacing shall be based on best practices.
10		Printer friendly styles shall be implemented on all pages and readability on paper ensured according to best practices.
		Printed pages show complete urls in brackets behind links inserted in text.
9	**Navigation**	
1		The website should allow the visitors to find what they are looking for without confusion or unnecessary clicks. However, the web site should have following feature for better navigation and hold the visitors to go through much information - The navigation to be clutter-free - Good

		Internal Linking and reverse navigation - Informative header and footer The menu/navigation structure is separable from the content structure (categories). The same article/content item can be displayed on different pages.
2		Menus can have submenus, at least three levels including top-level item
3		Menus can be split so that e.g. the first level is shown horizontally on every page, while the second and third levels are shown vertically and only within the applicable section of the site.
4		Menu items can be hidden
5		Start and end dates can be set for menu items
6		Menu items can be made visible only to selected user groups.
10.	**Error Handling**	Each page shows breadcrumbs reflecting its placement in the navigation structure.
11	**Logical and Hierarchical sitemaps**	The website should display specific error message to the visitors or to the users for better understanding of the functions of the website. - Auto-redirection of 301 errors when pages are removed or renamed – Ability to handle 404 errors
12	**Compliance**	The website shall help both users and search engines navigate the site easily by mapping hierarchical list of pages (with links) organized by topic
1		Compliant to World Wide Web Consortium (W3C) and Web Content Accessibility Guidelines (WCAG)
2		Compliant to Government of India Guidelines (GIGW) for website& intranet portal
3		Website and Intranet solution shall be designed to comply with guidelines of Website Quality Certification issued by STQC Website Quality Certification Services
4		Website and Intranet solution should take into consideration W3C Guidelines on Internationalization

5		The Website and Intranet content and its design should be W3C XHTML and CSS compliant.
6		Website and intranet design should be compliant to Nielsen and Molich's 10 User Interface Design Guidelines
13	**Workflow management**	
		Ability to define any number of simple to complex business processes/workflows, tasks leveraging users, groups and roles
		Ability to define tasks and assign it to users
		Define due dates and timelines for a workflow process and specific tasks.
		Ability to replicate/copy/clone and modify existing workflows
		Support parallel, nested and conditional workflow processes
		Support workflows integration with Outlook for email notifications
		Support content approval/rejection process with commenting and feedback where required
		Support workflows to track users and their tasks and assignments
		Workflow Analytics for all instances of open and in progress processes in real time allowing for easy identification of operational bottlenecks and insight to optimize efficiency.
		Should alert users when tasks are overdue, and alerts can be sent at regular and defined intervals.
		Define workflow status e.g. review, approved, not approved, pending approval, not submitted for approval etc. can be easily searched.
		Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see at a glance their tasks, a description about task, who assigned the task and timelines for completion of task.
		Maintain logs and audit trails for every activity
		Support workflow tasks to be linked to a calendar
14	**Analytics and reporting**	
		View total visitors Count across all platforms
		View Top pages visited by visitors

		View individual Page-wise visit counts
		View individual Page sessions duration – measuring the average amount of time the visitor stayed on the page
		View Percentage of new sessions - Of the total number of visits, how many were returning visitors and how many were new
		Device/Platform – Percentage of visitors visiting on Mobile site, Tablet, Desktop & Mobile app (Android & iOS)
		View Conversions / Success rate - Click events / Call to Actions (CTAs) to identify success rate
		Exit page – Statistics of last page a visitor browses before leaving a website
		View Channels / Source for website traffic - Direct, Organic search, Referral, Email, Paid search, Other advertising, Social and Display.
		Display traffic types, filter and visualize paths for easy source identification. Display assets and filter interactions on each asset by touchpoint
		Detects visitor device details, demographics and locates them based on their IP address
		View Bounce rate of single page website visits
		Classify visitors into segments based on interaction and system data
		Create and manage different content relevant to each segment you want to serve
15	Pro-active Alert mechanism	Automated Alert mechanism to send pro-active alert by means of Email & SMS to the designated IRDAI personnel when the Website/intranet is down / not accessible
16	**Other features (for Website)**	
	1	Chatbots The website shall have chat bot functionality where the user can ask generic information related to IRDAI topics on website.
	2	Text to Audio widget
	3	Blog Section
	4	Discussion Forums

7. Hardware for Websites & Intranet Portal on Cloud.

Infrastructure Requirements

The proposed landscape for the deployment of Websites & Intranet Portal is Production, UAT and DR environments on Virtual Private Cloud.

7.1. Cloud hosting

1. The Websites and Intranet applications may be hosted on same Virtual Machines with appropriate logical segregation and security measures.

2. 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.

3. A single instance of WCMS/DXP software deployed over Virtual server shall cater to both Websites and Intranet applications with appropriate logical segregation and security mechanisms configured.

4. Web and Application layers may be configured in non-high availability mode.

5. Database layer for Websites and Intranet shall be hosted on Virtual Machines in high availability mode with appropriate logical segregation of the database and files pertaining to the applications and with appropriate security configurations.

6. A shared UAT setup may be configured for both Website and Intranet application.

7. The Development infrastructure set-up is the responsibility of the Bidder and should arranged by the Bidder at his cost.

8. The Bidder has to ensure that in the absence of high availability mode design, the Service level criteria requirements, Security and Performance metrics are not compromised. For instance, in case of a failure of a Virtual machine, it should be configured to spawn a new virtual machine and continue operations almost instantaneously.

9. The Bidder has to propose solution sizing based on the inputs provided in this RFP and valid assumptions made by the bidder. Based on the application/platform/solution proposed, number of concurrent users, the inputs on visitor statistics, existing bandwidth usage etc. (provided under VOL II-Annexure-A), estimated YOY growth rate (as per details given below under heading "Website and Intranet visitor statistics") etc., Bidder should arrive at an optimal sizing of hardware, network, security aspects, bandwidth and other resources.

10. Bidder should propose a very optimal sizing required to meet the uptime requirement of 99.5% Application availability, Service Level Criteria (SLC) requirements and performance criteria benchmarks specified in this RFP.

11. Bidder should guarantee in writing that the uptime requirements of 99.5% of the Application availability (with maximum Mean time to recover less than 2 hours), SLC requirements and performance criteria benchmarks will be met.

12. The cloud resources should be auto-scalable on-demand. It should be possible to

scale resources on cloud (Scale-up or Scale-down) without taking any down time.

13. The sizing proposed by the Bidder will be evaluated by the Technical Evaluation Committee (TEC). TEC may choose to have a presentation on the same from the bidders if the sizing is not found to be appropriate or clarifications required for better understanding.

14. Physical cores to vCPU ratio should be 1:1 or 1:2 for all proposed VMs. CPU launch year should be after year 2017.

15. The vCPU and Memory utilization of the Virtual Machines should not exceed 70% during peak load time.

16. Bidder has to provision adequately sized application load balancer (Physical or virtual) and Firewall services.

17. IRDAI is already having an Active Directory Service server set up. The existing setup shall be used for the new Application/Portals.

18. Other requirements like Anti-virus, SSL certificates, Public IPs, Static IPs, Dynamic IPs etc. required for the solution may be provisioned as may be required for the solution.

19. 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.

20. Backup as a service – Backup should provide support for compression, encryption, alerts, provision for excluding files, folders etc.

21. Cloud-based disaster recovery service shall be provided. Disaster Recovery-as-a-Service (DRaaS) shall be implemented. DRaaS shall ensure the availability adding failover to the cloud-based backup and recovery setup. DRaaS shall allow spinning up a warm or cold DR site on virtual private cloud, mimicking the production environment allowing the IRDAI Website& Intranet to be up and running within the RTO time limit of 4 hours and RPO of 15 minutes.

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.

23. The Primary DC and DR data centres and the Cloud hosting services offered should be from the same Cloud service provider(CSP) and cannot be from different CSPs.

24. Bidder has to provision SMS Gateway services and SMS notification services.

7.2. Other conditions

1. The Bidder has to submit the proposed solution and sizing for cloud hosting along with Bill of Material and Quantity (with prices masked) in the format FORM-5 as part of the Technical Bid submission. Form no – 5 submitted along with Technical bid (with prices masked) will be the detailed bill of material and quantity for the item proposed for cloud hosting.

2. The Bill of materials as given in the technical proposal should be in consonance with the commercial proposal. Any deviations between technical and commercial proposals in this respect shall make the proposal as being unresponsive and may lead to disqualification of the proposal. IRDAI reserves the right to take appropriate action in this regard.

3. All Bidders have to submit digitally signed password protected file containing the break-up of line items (2 to 6) consolidated prices mentioned in Commercial Bid (BoQ) in the format provided in VOL 1 Annexure-G. The file should be send to mail **it@irdai.gov.in**

4. All Bidders have to submit digitally signed password protected file containing the break-up prices for cloud hosting charges under Line item-1 of commercial BoQ. The same should be prepared in the format as given in Annexure–D (Part-1). The detailed break-up format of cloud hosting should contain all columns as mentioned in Annexure–D (Part-1) with sub-totals for each section and final Grand total. Bidders may refer to the format of VOL 1 Annexure–D (Part-1).

5. All Bidders have to submit digitally signed password protected file containing the per man-day unit costs for effecting Change requests as per the format provided in VOL I - Annexure-A

6. All the Bidders should submit digitally signed password protected file containing the price rates of the   various configurations of VMs for 1 hour, storage and bandwidth in the format specified in Annexure-D (part-2).

7. The unit prices indicated in price break-up formats mentioned above should form part of the contract and will be used as price rates for scale-up or scale-down of resources during the contract period.

8. The detailed breakup of cloud hosting components with prices submitted by bidder (as break-up of commercial bid line item) should tally with the items mentioned in Form no -5 (submitted as part of Technical bid) and shall form part of the Master Service Agreement.

9. IRDAI shall have the discretion to use or not use certain cloud services during the contract period. Payment shall be strictly on usage basis (Pay-as-you-go model).

10. If lower quantity of resources is being consumed than what the Bidder proposed, then the payment will be based on actual usage only.

11. It is the responsibility of the Bidder to procure the adequate software and hardware licenses required for the solution proposed.

12. The licenses for the operating system and Database may be subscribed under platform-as-service model under cloud offerings. All other licenses for software, not offered as software service under cloud should be procured in the name of IRDAI.

13. The licenses for WCMS/DXP software should be procured as perpetual licenses in the name of IRDAI .

14. It should be possible for IRDAI to use the procured licenses perpetually even after discontinuing ATS/subscription in subsequent years. However, the Bidder should make available the critical security patches of the software even after the discontinuance of ATS.

15. Bidder shall quote the ATS charges/subscription for the procured WCMS/DXP software only for second year (that is, first year ATS/subscription costs should be included in one-time purchase price and ATS/subscription charges for second year only needs to be quoted in BoQ).

16. IRDAI may at its discretion opt to continue or discontinue subscription fee /ATS charges of the procured software in subsequent years.

17. Bidder shall quote the Application AMS charges for period of three years from the date of end of performance warranty.

18. All change requests are to be handled and carried out as part of AMS. IRDAI may hire resource separately to handle the change requests emanating from time to time beyond the stipulated period of man-days (as per unit rates provided in VOL 1 – Annexure-A).

19. In respect of cloud hardware resources if the bidder is not in a position to supply the exact configuration quoted in the bid, the bidder will supply the next higher version of the cloud hardware resources without any additional cost to IRDAI. The bidder will also ensure that there is no impact on the licensing in view of supply of upgraded cloud/hardware resource.

8. Website and Intranet visitor statistics

- Website visitor base size – VOL II - Annexure A-Website visitor statistics

- Website expected concurrency:

  Concurrency – based on approx. 3,00,000 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 can be estimated as 250 and adding 7 % YoY growth rate

Y1	Y2	Y3	Y4	Y5	Y6	Y7
250	268	286	306	328	350	374

- Website Storage requirement:

  Existing: • Database size – 1.1 GB (Approx.)

  • Files and Folders size – 23 GB (Approx.)

- Intranet user base size: Total users accessing the Intranet Portal is around 500.

- Intranet Concurrency: Concurrency is around 50 taking peak load of 500 users at any point of time in a day.

- Intranet Storage requirement:

  Existing: • Database size – 1.3 GB (Approx.)

  • Files and Folders size – 10 GB (Approx.)

- Bidder may propose the storage requirements to be provisioned for Website and Intranet. The Bidder should take into account the requirements for solution proposed, storage space required for executable, data, documents, content data for primary, UAT and DC configurations as well as the storage space required for archived data, backup retentions as per proposed backup policy, audit trails, logs etc., performance requirements, as well as the 20% growth YOY on the Cloud. Bidder may propose adequate mix of SSD block storage, Block storage HDD, Block storage with low performance HDD, File storage, Object storage for unstructured data, storage for data archiving etc.

- Performance Requirement : Refer Clause-10 Performance Citeria

- Uptime of solution: 99.5 % availability is expected. Overall, post stabilization, the solution shall ensure full availability not less than 99.5% of the monthly time and not more than 1 hour of maintenance time in one stretch.

- Backup &Archiving: Daily, Weekly and Monthly backup to be made available.

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.

b. The IA shall rectify problems and carryout any updates/changes during this period without any additional cost to IRDAI. Support for the performance warranty period must be provided by the IA. During this period, the Implementation Agency will be responsible for providing immediate email / telephonic support and resolving any user requests and technical issues that arise with the implemented Website and Intranet Portal.

c. 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.

d. Annual Maintenance Support shall commence post expiry of Performance Warranty period.

e. Performance warranty period will get automatically extended by that period(days) the Website or Intranet site was non-functional (during Performance warranty period) due to the deficiencies/reasons attributable to the IA.

10. Performance criteria

IRDAI would expect the following performance level of Websites and Intranet Portal. The Websites shall meet the performance metrics mentioned in Table-A below with concurrent users of 250 (7 % growth YOY) and around 3000 visitors per hour (under peak load and 10% growth YOY) and CPU and Memory utilization not exceeding 70% during peak load.

The Intranet Portal shall meet the performance metrics mentioned in Table-A below with a concurrent user of 50 (7 % growth YOY) and around 300 visitors per hour (under peak load and 10% growth YOY) and CPU and Memory utilization not exceeding 70% during peak load.

Criteria		Value
Time To First Byte (TTFB)	Time elapsed for the first byte of a webpage to make it to the visitor's browser	<=2 second
Time to Title	Time elapsed when a user's browser downloads the first byte of webpage and the webpage's title displays in the browser	< =2second
Start Render	Time elapsed when the first visible element appears on the blank page	<=2.50 second
Visually Complete	Time elapsed when all visual elements of the page are in place	<3 seconds
Document Load	Defined as when all of the text, images, and other HTML elements have loaded, but may not include content triggered by JavaScript such as certain animations or clickable forms.	<=3 seconds
Full Page Load Time	Time it takes to download and display the entire content of a web page in the browser window (measured in seconds).	<=3 seconds
Time to Interactive	Time to Interactive is defined as the point at which layout has stabilized, key web fonts are visible, and the main	<=3 seconds

	thread is available enough to handle user input.	
Speed Index	Milliseconds it takes for the visible parts of a webpage to be displayed	3000-4500 ms
Page Size	A page size includes all of the files that are used to create the web page. These files include the HTML document, any included images, style sheets, scripts, and other media.	<500 KB

Overall, post stabilization, both Website and Intranet Portal shall ensure full availability of not less than 99.5% of the monthly time and not more than 60 minutes of maintenance time in one stretch.

Important Note :

- The Performance metrics listed above will be measured at the data centre side.
- At the time of UAT and also every quarter after implementation, the performance criteria stated about shall be demonstrated through appropriate testing tool hired by the Implementing agency. Cost of testing including hiring testing environment, hiring of test tool and conducting testing etc. shall be included in the commercial bid to be submitted by the bidder.

Non-Compliance to Performance Requirement: If the performance criteria are not met, the bidder shall undertake necessary action to ensure compliance without incurring any additional cost to IRDAI. The quarterly AMS payment for Website and Intranet Portal shall be released only on compliance to the above Performance Criteria and submission of performance report. Penalties as mentioned in the Liquidated damages clause in VOL III of the RFP will be deducted in case of non-compliance.

11. Certification requirements for Cloud Service Providers

- ISO 27001 - Data Centre and the cloud services should be certified for the latest version of the standards. If the latest version was published during last six months on the date of submission, the certification for active previous version is acceptable. And

if the bidder is identified as Implementing Agency, then proposed CSP DC has to get certified for latest standards in a time bound manner no later than 6 months from the date of bidding

- ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology.
- ISO 27018 - Code of practice for protection of personally identifiable information (PII) in Virtual Public clouds.
- ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services
- SOC 1 Compliance
- SOC 2 Compliance
- SOC 3 Compliance

a. Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery plan (in case of a disaster).

b. The solution must have adequate checks and balances built into the solution and its process to ensure that the users cannot breach the security of the system.

c. The solution should maintain an audit trail of all the transactions and all entries into the system.

d. The security components to be used shall include: Identification, Authentication, Authorization, Role Based Access Control etc.

e. Deploy security patches on hardware and software.

f. Take regular backups of security configurations.

g. Implementation, management and monitoring of DDoS,IPS, IDS technology and solutions to ensure security of cloud services.

12. User access, security

a. The IA shall implement appropriate security architecture covering authentication and authorization services.

b. The solution shall base its application security on industry open standards so that it adheres to all security, confidentiality and privacy policies and applicable laws on a global basis.

c. All application components of the solution shall be accessible through a Single Sign-on through encrypted password. It should support individual access profiles for each user

activity and should prevent users from accessing the solution beyond the level of their designated security access. Single Sign-on is required to be implemented only for IRDAI internal users for which Active Directory Support will be provided by IRDAI.

d. The solution shall have the capability to define security authorization control to the Solution through the job roles defined in the organizational structure. It shall provide the capability to define user groups and group level access control to individual or groups of applications as per the organizational structure.

e. The solution shall provide a complete audit trail of transactions by user-id, timestamp, IP address, etc. incorporate standard Audit Trail for Maintenance of Confidential or Sensitive Master Data.

f. The Solution shall support on-line and off-line data backup capability with the necessary restore and archival capabilities.

13. Maintenance Windows

a. A maintenance window will be agreed between the two parties considering the availability load/usage of the service is at a minimum. If downtime is expected, then alternate arrangement for continuous service must be made by the Agency.

b. All planned activities shall be carried out during the maintenance window and in compliance with the change management procedure.

c. In case of unplanned outages, a verbal approval from the Agency shall be deemed suitable for carrying out the necessary correctional activities.

14. Uptime

a. It is defined as the uptime of the Website and Intranet Portal as a whole including components such as
- Application,
- Network,
- Cloud Infrastructure (Servers, node, storage, VM, Security Components etc.) and
- Internet connectivity at Cloud.

b. If Website or Intranet Portal is unavailable or inaccessible or unresponsive to end users, it will be considered downtime irrespective of fault in Application or Cloud Infrastructure.

c. Internet connectivity issues and related downtime from IRDAI to Cloud Infrastructure shall be excluded from uptime calculation.

d. IRDAI's decision will be final in determining downtime.

e. **Exclusion:**

I. Planned downtime with IRDAI's approval.

II. Downtime due to Force Majeure conditions

III.Existing Internet connectivity line provided by IRDAI (for VPN connectivity)

15. Change Management

a. All change requests are to be carried out after requests are approved by IRDAI. A proper impact analysis should be carried out before effecting/deploying changes in production.

b. All the Change requests are to be handled as part of AMS. Bidder may provision 180 man-days costs for a period of 3 years for effecting, developing and deploying change requests during the AMS period. The unit rates shall be disclosed in VOL I - Annexure-A. IRDAI may hire personnel based on unit rates quoted in VOL I - Annexure-A to effect change requests that may arise from time to time beyond the stipulated 180 man-days for a period of 3 years as specified in RFP.

c. 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.

16. Security Audit and Quality Control

a. 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.

b. It will be the responsibility of Bidder to implement all the best practices, recommendations and fix gaps suggested by the Security audit team. Security defects identified (if any) should be addressed by the bidder.

17. Resource management

a. IA should adequately configure and tune the necessary compute, memory, and storage required and load balancing to meet the service levels (cloud services) mentioned in the RFP and the application service levels.

b. It is the responsibility of the Bidder to propose sizing of computing, network, storage, security and other resources requirements based on the proposed solution and inputs provided on existing Visitor statistics, Bandwidth usage, concurrent users and estimated YoY growth estimates etc. provided in VOL-II Annexure A and Clause- 8 (Website and Intranet visitor statistics).

c. The initial sizing is based on that proposed by Bidder. Subsequently, it is expected that the Bidder based on the growth in the user load (peak and non-peak periods; year-on-year increase), will manage the scale up or scale down of compute, memory, storage, and bandwidth to support the scalability and performance requirements of the solution and meet the SLCs.

d. Carry out the capacity planning in advance to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements of the solution.

e. The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits have to be changed) has to be carried out with prior approval by the IRDAI. The IA shall provide the necessary details including the sizing calculations, assumptions, current workloads & utilizations, expected growth / demand and any other details justifying the request to scale up or scale down.

f. 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.

g. Provisioning and configuring their implementation of storage and virtual machines that allows for the IA to launch and terminate cloud instances, change firewall parameters, and perform other management functions. Upon deployment of virtual machines, the IA has to assume full administrator access and is responsible for performing additional configuration, patching, security hardening, vulnerability scanning, and application installation, as necessary.

18. Backup services

a. Bidder has to suggest a robust backup policy to IRDAI taking into account the best practices in the industry.

b. Compression - Support compression of data at source before backup.

c. Encryption - Support at least 128-bit encryption at source.

d. Alert - Support email notification on backup job's success / failure.

e. File exclusion -Ability to exclude specific files, folders or file extensions from backup.

f. Files & Images: Weekly full backups and daily incremental backups

g. Databases and log files: Weekly full backups and daily incremental backups.

h. Files & Images: Retention timelines of inactive versions of the backups to be 4 weeks.

i. Databases & log files: Retention timelines of inactive versions of the backups to be 4 weeks.

j. Configure, schedule, monitor and manage backups of all the data including but not limited to files, images and databases as per the backup policy finalized.

k. Administration, tuning, optimization, planning, maintenance, and operations management for backup and restore

l. Provision capacity for backup and restore, as required.

m. Provision for hot online backups (without necessity to shut down application and database) and restores.

n. Perform backup on the next scheduled backup window in case of any scheduling conflicts between backup and patch management.

19. Project Delivery Stages

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

Below are the various stages:

Phase I: System Study and Design Approval

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:

1. The IA shall prepare & submit an Integrated Project Plan for the entire project that covers detailed tasks, which are intended to be performed as part of the project along with the scope and duration of each of the activity.

2. The IA shall ensure to conduct a detailed Functional Requirements gathering and prepare a Functional Requirements Specifications (FRS) document. The IA shall have to

get a sign-off separately for the Functional Requirements Specifications (FRS) document.

3. The selected IA will be free to suggest re-engineered processes as per the Standard Market Practices. But any such processes shall be implemented only after due approval from IRDAI.

4. The IA shall perform its own individual assessment, conduct comprehensive discussion with IRDAI and subsequent analysis to ensure that each of the requirements captured during the FRS are covered in the system/software requirements analysis done as part Software Requirement Specifications (SRS)and are later captured in the Website& Intranet Portal. The IA shall have to get a sign-off separately for the Software Requirement Specifications (SRS) document.

5. The IA shall have to ensure that both the Functional Requirements Specifications(FRS) document as well as Software Requirement Specifications (SRS) document for Websites & Intranet Portal, shall detail the requirements of the complete solution up to the last possible detail.

6. 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.

7. The IA shall prepare & submit a comprehensive Systems design documents for the Websites & Intranet Portal based on the FRS & SRS document signed off from IRDAI. This design should include Solution Architecture/Designing, user interface designs, Bandwidth Utilization etc. for the website& Intranet portal.

8. The IA shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, performance and especially the security of the Websites &Intranet and shall ensure that the Systems design documents should adhere to the industry wide best practices.

9. During the system design, the IA shall make necessary provisions for administrator/management reports (if any), dashboards for report extraction etc., SMS/email gateway integration and integration in line with the expectations from Websites & Intranet Portal provided in the functional requirements (Whether the vendor is supposed to develop all these features or to keep the provisions only). It is very important that the website& Intranet portal should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.) as well as compatibility with mobile devices browsers

Phase II: Development Completion

The various activities to be performed by the Implementing Agency during this phase will be as mentioned below but are not limited to:

1) The IA shall deploy a dedicated team experienced in development, configuration, customization, integration and testing, implementation, deployment of the website& Intranet portal.

2) The IA shall perform the web portal development/configuration based on the Functional & Software requirement specifications and solution design finalized thereof. The development/configuration process should ensure that the standards specified during the design phase are adhered to during the entire cycle.

3) IRDAI shall have total and exclusive Intellectual Property Rights over the source code written for developing the website& Intranet Portal.

5) The IA must ensure that granularity is built in the Websites & Intranet Portal modules, sub modules and individual functionalities so that these functionalities can be enabled or disabled through the Websites & Intranet Portal administrator as per requirement.

6) The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.

7) The IA shall ensure adherence to all relevant standards as defined, applicable and notified by Government of India (GoI) from time to time.

8) The IA must ensure that any changes made to database are captured centrally and securely stored, such that the audit trails cannot be manipulated by anyone including super users and DBAs. There should also be facility to send alerts for the suspicious activities or attempts to policy violations.

Phase III: Data Migration, UAT and Security Audit

User Acceptance Testing has to be there in Phase III after completion of development.

Assigned Users of IRDAI will be able to review the Websites & Intranet Portal functionality with respect to stated requirement, IA has to assign resources for demonstration of Websites & Intranet Portal functionalities mapping with requirement. Users will give their feedback after User Acceptance Tests (UAT).

The various activities to be performed by the Implementing Agency during this phase will be mentioned as below but are not limited to:

1) The IA shall provide Plans for UAT to IT Department.

2) As a one-time effort, content currently residing in the IRDAI's Websites & Intranet Portal must be migrated into the new system. 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.

3) IA shall provide and ensure all necessary support to IRDAI conducting the Acceptance Testing including sharing necessary project documentation, source code, and systems designed & developed, credentials (if required) etc. The IA would be required to facilitate this process and it would be incumbent upon the IA to meet all the criteria.

4) IRDAI users would perform a detailed acceptance testing over the application deployed, from where the system is expected to be accessed i.e. testing through internet for the web portal and testing through 10Mbps line for Intranet portal.

5) Each issues/bugs should be closed by IA, functional level feedback will be addressed by developer after approval from IRDAI.

5) The acceptance of Websites & Intranet Portal would be essential before security audit and Go-Live.

Phase IV: Deployment and Go-Live

The various activities to be performed by the Implementing Agency during this phase are as mentioned below but are not limited to:

1. The IA shall have to make deployment of Websites & Intranet Portal on new hosting environment Virtual Private Cloud.

2. This includes installation/configuration of required system software, web servers, application software (WCMS/DXP), SSL certificate, application server, relevant database, OS etc.

3. The SSL certificate shall be enabled from the date of Go-Live.

4. The IA shall ensure the complete system testing internally and performing necessary GIGW Certification from STQC and security audits from IRDAI appointed audit agency before making it Go-Live.

Note: For STQC certification process of the Websites & Intranet Portal, vendor has to co-ordinate and follow up with STQC department for getting the Websites & Intranet Portal STQC certified for GIGW. Payment for STQC certification will be responsibility of the IA and shall be included in the commercials by the IA.

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	Commences from the date of end of performance

	period for Application software	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.

21. List of documentations to be submitted by Implementing Agency

The Implementing Agency selected after the tender process shall deliver the following documentation during and post Project implementation Warranty & AMS period

	Scope	Indicative Deliverable
1.	Supply of software/licenses	Licenses in name of IRDAI and technical documents
2.	Project Charter	Integrated Project Plan
3.	SRS ,FRS	System Requirement Specifications Document and Functional Requirement
4.	Training	Training requirement report, curriculum, schedule and completion report
5.	Configuration and customization	System configuration/ Design document, customization requirement report, design and operation document along with the solution architecture.
6.	Backup Policy	As mentioned in clause 18(Backup services) -Backup policy to be suggested by Bidder
7.	Data migration	Data migration methodology and completion report
8.	Testing	System test plan and report, integration test report, load test plan and report, system performance report
9.	User acceptance	Acceptance certificate

	Scope	Indicative Deliverable
	testing	
10.	GIGW Compliance	STQC Certification for GIGW Compliance
11.	Documentation	User manuals
12.	Post Go-Live Stabilization	Systems Quality Assurance Undertaking and Action Taken Report
13.	Final acceptance	Acceptance report
14.	Source code	Source code of with relevant documentations
15.	Change Request	Template and impact analysis
16.	Quarterly SLC reports and site performance report	Automated SLC reports from monitoring tool for Application & Cloud Hosting and for the personnel deployed the attendance report.
17.	**Cloud Hosting**	
	Contract/Agreement with Cloud Service Provider for provisioning the required Hardware & Software for Websites & Intranet deployment	Contract/Agreement with CSP
	Supply of software/licenses (*) in case of Software supplied	Licenses procured and supplied in name of IRDAI and technical documents

Scope	Indicative Deliverable
Annual Maintenance Support (AMS)- Cloud Hosting SLC reports	Regular SLCs and the upgrade, patches and scripts for all software provided, maintenance of deployed application and providing any information regarding the same.

22. Training

a. IA shall prepare the training curriculum and provide total three training sessions for Websites & Intranet Portal during the contract period and covering the following aspect in each of the training:

    i.   Site Administrator Training

    ii. Department Administrator Training

b. Content Editor Training

c. Training sessions can be recorded and material to be provided for use in trainings and future training purposes.

d. Trainer should be a certified trainer in the respective WCMS /DXP proposed with relevant experience.

e. Training tools/ software(s), training material (paper/ electronic media/ training manuals/ quick reference cards etc.) shall be the responsibility of IA.

f. Bidder shall arrange the required infrastructure like Training hall, laptop/PC and network etc.

g. The number of participants will be 10 in each session.

23. Payment Terms

The following are the various stages in RFP

a. No advance payment shall be made in any case. All payments will be made to the IA in Indian Rupees only.

b. All payment made during the contract shall be on-account payment only. Final payment will be made to the Implementing Agency on acceptance of completion of all works & discharge of all liabilities by the Implementing Agency as per the contract.

c. The IA shall be responsible, as required under applicable law, for identifying and paying all taxes and other governmental fees and charges (and any penalties, interest, and other additions thereto) that are imposed on it upon or with respect to the transactions and payments under this Contract.

d. Any objection / dispute to the amounts invoiced in the bill shall be raised by IRDAI within reasonable time from the date of receipt of the invoice.

e. IA should provide a detailed billing showing the fine-grained details of resources consumed like vCPU, memory, bandwidth etc

f. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of the contract period shall be included in the commercial bid amount and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.

g. IRDAI also reserves the right to prescribe additional documents for release of payments and the Implementing Agency shall comply with the same.

h. The Implementing Agency shall cover the entire scope of services mentioned and deliver all the 'deliverables' as mentioned under the scope of work.

i. The Implementing Agency must accept the payment terms proposed by IRDAI. The commercial bid submitted by the Implementing Agency must be in conformity with the payment terms proposed by IRDAI. Any deviation from the proposed payment terms would not be accepted. IRDAI shall have the right to withhold any payment due to the Implementing Agency, in case of delays or defaults on the part of the Implementing Agency. Such withholding of payment shall not amount to a default on the part of IRDAI.

j. The selected Implementing Agency shall submit invoices to IRDAI within a fortnight as per the payment schedule given below. All invoices shall become due for payment within thirty days of their presentation

k. Payments shall be subject to the deductions on account of liquidated damages or SLC penalties and its adjustments/corrections as may be provided for in the Agreement and the SLC.

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.

IA should provide a detailed billing showing the fine-grained details of resources consumed like vCPU, memory, bandwidth etc.

i) The IA shall provide, in the Commercial Bid, the prices for Cloud Services for the total duration of the project which will be used as price rates for scale-up or scale-down.

ii) The IRDAI shall pay to the IA for the actual consumption of the Cloud Services during the project duration. It shall be based on the unit cost discovered in the breakup of prices provided in Commercial bid.

iii) The IA shall not increase the fee of the Cloud Services being consumed by the IRDAI during the entire duration of the project, unless there is an agreed provision in the Contract. However, any reduction in the price shall be passed on to IRDAI during the contract period.

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 % |

d. Charges for Change requests

Payments (if any) will be made on a quarterly basis at the end of every quarter post GO-LIVE at agreed man-days rate on submission of invoice.

e. AMS Charges for Application developed

AMS period for application developed commences after Performance warranty period.

Payment will be made on a quarterly basis at the end of every quarter on submission of invoice and SLC reports, Performance criteria reported with penalties adjusted (if any) after the Performance warranty period ends.

f. ATS charges for Software purchased in the name of IRDAI

ATS shall commence from the date of purchase of respective software.

The cost of software licenses will include 1st Year ATS. Payment for Second Year ATS will be paid at the beginning of IInd Year. ATS is required ONLY for Ist and IInd year.

g. Training

Payment related to the training shall be made on completion of all training sessions.

24. Program Governance

The Websites & Intranet Portal project envisages dissemination of information in a simple, transparent, orderly process. Implementing such a program that would impact citizens in a direct manner and has linkages with a wide-ranging set of stakeholders is likely to encounter various challenges. Therefore, an appropriate governance structure comprising of a Steering Committee (SC) and a Program Management Unit (PMU) / Technical Evaluation Committee (TEC) shall be put in place by IRDAI to ensure the long-term success of the project.

1. **Steering Committee**

The steering committee would be responsible for providing guidance and requisite resources to the project. The committee would comprise senior IRDAI officials and may have representatives from other agencies as deemed necessary by IRDAI.

The committee would meet on a quarterly basis or as and when required with the PMU to monitor the project and help in overcoming the obstacles encountered during the project implementation. The chairperson of steering committee (a senior IRDAI official, to be decided by IRDAI) may also convene ad-doc meetings if required.

The Members of respective departments along with IT Head shall also be a part of it. The IT Head shall act as the convener of the Steering Committee.

2. **Program Management Unit / Technical Evaluation Committee**

The PMU / TEC would be led by a senior official(s) appointed by IRDAI and empowered to take decisions in line with the guidelines and sanction provided by the Steering Committee. The PMU / TEC shall comprise internal & external experts who would be helping IRDAI monitor the project's implementation as per objectives and requirements laid down in the RFP. The PMU / TEC shall be headed by Head-IT and the Program Manager from IRDAI shall act the convener. The functions of PMU shall include:

- Monitoring project implementation in terms of quality, time, scope and budget
- Providing guidance to Service Provider and helping IRDAI in decision making and issue resolution
- Reviewing deliverables and providing recommendation for sign-offs
- Coordinating with various internal and external stakeholders
- Reporting to the steering committee on project matter
- The Service Provider shall report to the PMU /TEC on an on-going basis.

- PMU/TEC shall be conducted as and when required by IRDAI and /or Service Provider.

Annexure A – Website visitor statistics (www.irdai.gov.in)
Monthly History

Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan-19	1,41,283	2,18,312	13,87,871	79,75,650	529.12 GB

Feb-19	1,42,193	2,13,696	13,31,245	76,91,377	513.08 GB
Mar-19	1,69,113	2,50,377	15,44,095	89,13,949	527.92 GB
Apr-19	1,50,370	2,26,035	13,72,278	78,90,153	427.55 GB
May-19	1,60,263	2,40,368	14,90,575	84,94,463	486.18 GB
Jun-19	1,52,637	2,26,461	13,60,029	81,96,062	459.22 GB
Jul-19	1,77,716	2,65,654	15,34,841	94,26,322	569.18 GB
Aug-19	1,62,180	2,46,310	14,38,601	86,62,673	461.07 GB
Sep-19	1,82,351	2,77,986	15,37,402	96,94,886	497.60 GB
Oct-19	1,53,771	2,40,237	13,83,101	84,67,206	494.16 GB
Nov-19	1,83,123	2,76,517	16,60,288	1,00,13,316	493.34 GB
Dec-19	1,72,871	2,60,707	14,91,205	91,40,136	1966.17 GB

Days of month

Day	Number of visits	Pages	Hits	Bandwidth
01 Jul 2019	8,028	49,105	304,149	16.73 GB
02 Jul 2019	7,976	45,178	276,510	15.06 GB
03 Jul 2019	8,672	51,421	318,065	18.94 GB
04 Jul 2019	8,507	52,795	316,974	20.87 GB
05 Jul 2019	8,140	47,830	299,521	20.01 GB
06 Jul 2019	6,090	31,591	206,689	14.66 GB
07 Jul 2019	4,429	20,200	133,539	10.13 GB
08 Jul 2019	9,013	54,915	350,933	23.42 GB
09 Jul 2019	8,503	50,642	306,240	22.03 GB
10 Jul 2019	8,490	49,663	312,311	21.05 GB
11 Jul 2019	9,386	54,614	332,727	21.80 GB
12 Jul 2019	9,054	52,301	334,168	22.39 GB
13 Jul 2019	6,592	31,137	213,283	14.69 GB
14 Jul 2019	4,882	21,811	144,078	10.93 GB
15 Jul 2019	9,534	60,124	358,240	24.53 GB
16 Jul 2019	9,890	61,172	366,680	27.29 GB
17 Jul 2019	9,757	61,552	367,582	24.84 GB
18 Jul 2019	9,523	64,088	353,931	18.44 GB
19 Jul 2019	9,309	54,666	339,627	16.89 GB
20 Jul 2019	6,946	34,443	229,263	10.67 GB
21 Jul 2019	6,859	25,726	151,401	8.08 GB
22 Jul 2019	10,440	58,148	373,899	17.64 GB
23 Jul 2019	9,543	55,354	350,639	18.91 GB
24 Jul 2019	9,887	61,107	373,618	18.60 GB
25 Jul 2019	9,871	61,643	368,658	18.92 GB
26 Jul 2019	10,377	63,027	379,638	17.63 GB
27 Jul 2019	7,986	39,003	234,286	11.15 GB
28 Jul 2019	6,513	27,359	165,752	10.40 GB
29 Jul 2019	10,515	66,027	392,898	25.22 GB
30 Jul 2019	10,373	65,988	390,430	24.25 GB
31 Jul 2019	10,569	62,211	380,593	23.01 GB
Average	8,569	49,511	304,074	18.36 GB
Total	265,654	1,534,841	9,426,322	569.18 GB

By Hours of the day

Hours	Pages	Hits	Bandwidth

0	1,36,067	8,23,666	48.38 GB
1	2,19,797	13,93,286	81.77 GB
2	3,30,056	21,25,190	129.48 GB
3	5,31,712	33,94,102	195.46 GB
4	11,22,770	64,40,253	409.44 GB
5	15,62,662	92,07,411	633.28 GB
6	16,51,411	98,41,854	713.87 GB
7	16,06,534	95,23,472	709.17 GB
8	13,38,393	79,68,221	573.07 GB
9	14,86,008	87,19,213	636.63 GB
10	15,77,007	93,08,461	696.93 GB
11	14,96,891	86,26,921	637.12 GB
12	12,54,398	73,47,907	543.39 GB
13	9,80,353	59,03,033	431.98 GB
14	7,69,723	47,62,136	334.40 GB
15	6,68,635	42,03,864	290.29 GB
16	6,20,632	38,79,920	275.41 GB
17	1,78,482	10,97,283	84.49 GB
18	0	0	0
19	0	0	0
20	0	0	0
21	0	0	0
22	0	0	0
23	0	0	0

Volume III – Contractual and Legal specifications

1. Contractual and Legal specifications

1.1. Contract/Agreement

i. The contract/agreement between the IA and the IRDAI will be signed in accordance with all the terms and conditions mentioned in this RFP document.

ii. The Implementing Agency has to furnish two copies of the contract/agreement in Rs. 100/- stamp paper, with all the above terms and conditions mentioned including the commercials.

iii. The draft of the contract/agreement will be shared with the Implementing Agency along with the LOA.

iv. The Implementing Agency has to furnish the duly signed contract/agreement along with the security deposit/performance bank guarantee (PBG) for IRDAI's counter signature within 21 days from the receipt of LOA.

v. Any proposal submitted in response to this RFP and all associated amendments, clarifications/ documents , pre-bid clarifications, Technical presentations submitted during evaluation , would form part of the agreement/contract that would be signed with the successful bidder.

1.2. Service Level Criteria (SLC)

The IA shall be the single point of contact for SLC management. It is the responsibility of IA to have back-to-back arrangement with CSP and OEMs for maintenance of SLC.

SLC Monitoring Tool: Bidder will provide SLC Monitoring tool. The SLC Monitoring tool should be capable of providing all the SLC Reports and monitoring, as required in the RFP. It should be capable of providing SLC measurement for all the components being delivered by the bidder.

1.2.1. Service levels for the Websites and Intranet applications

a) Severity levels defined

The severity level of a service call is defined by the extent of impact the problem has on the overall Website and Intranet portal solution performance.

Severity levels

Severity level	Definition	Resolution time
S1	Critical: Business can't Work - Issue in which significant portion of Application is non-operational and for which there is no work around	4 hours
S2	High Severity: Application is not down but there is a serious problem affecting user's productivity. Work around if provided is awkward and inefficient	8 hours
S3	Medium Severity: Application is not down but there is an issue affecting small number of users or customers. Acceptable work around is available	1 day
S4	Low Severity: Functionality enhancement and/or support for modifications or maintenance of source code, training documentation or user documentation.	3 days

b) <u>SLC s with respect to overall Uptime of Websites & Intranet Solution:</u>

<u>(During AMS Period)</u>

Service level objective	Measurement Methodology	Target/Service Level	Penalty
*Uptime	Report to be submitted by Implementing agency taking into account the below. • Measured quarterly with the help of uptime reports provided by CSP • Monthly Incident Reports from Incident Management Reporting system.	i. 99.5% of quarterly uptime available. ii. Below 99.5 % of quarterly uptime	No Penalty 5% of quarterly AMS+Cloud Hosting charges payable. Repeated scenario of two or more quarter may lead to termination of the contract.

***Uptime:** It is defined as the uptime of the Website and Intranet Portal as a whole including components such as :*

- *Application,*
- *Network,*
- *Cloud Infrastructure (Servers, node, storage, VM, Security Components etc.) and*
- *Internet connectivity at Cloud.*

If Websites or Intranet Portal is unavailable or inaccessible or unresponsive to end users, it will be considered downtime irrespective of fault in Application or Cloud Infrastructure.

Internet connectivity issues and related downtime from IRDAI to Cloud Infrastructure shall be excluded from uptime calculation.

IRDAI's decision will be final in determining downtime.

Exclusion:

- *Planned downtime with IRDAI's approval.*

- *Downtime due to Force Majeure conditions*

- *Existing Internet connectivity line provided by IRDAI (for VPN connectivity)*

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	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 IRDAI reserves the right to terminate the contract.

Note:

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.

2. SLCs shall be measured with the help of monthly SLC reports provided by IA which shall be automated and generated from SLC Monitoring tool/Incident Management Reporting system(ticketing tool).

3. 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.

4. The overall responsibility of cloud hosting deliverables lies with the IA and IA shall ensure back-to-back SLC compliance with the CSP.

5. The full set of service level reports should be available to IRDAI Department on a quarterly basis or based on the project requirements.

6. The Monitoring Tools shall play a critical role in monitoring the SLC compliance and hence will have to be customized accordingly. The CSP shall make available the Monitoring tools for measuring and monitoring the SLCs. The IA may deploy additional tools and develop additional scripts (if required) for capturing the required data for SLC report generation in automated way. The tools should generate the SLC Monitoring report in the end of every quarter, which is to be shared with IRDAI on a quarterly basis. IRDAI shall have full access to the Monitoring Tools/portal (and any other tools / solutions deployed for SLC measurement and monitoring) to extract data (raw, intermediate as well as reports) as required during the project.

7. The SLC shall be reviewed in quarterly meetings with IA. Monthly SLC reports shall be reviewed and any reasons of failure should be analysed and remedial actions to be implemented to avoid similar occurrences in future.

8. Payment will be linked to the compliance with the SLC metrics

9. All payment shall be made to IA and no payment shall be released to any other third party such as CSP/OEMs.

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

13. SLC Holiday: The SLC holiday period would be provided to the Implementing Agency/IA post Go-Live date up to end of Performance Warranty. This SLC holiday period is only for the purpose of streamlining the SLC measurement and monitoring process. However, the IA shall submit the required SLC reports monthly as specified above.

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)

15. Commencement of SLC: The SLC shall commence after end of Performance Warranty period and commencement of AMS.

1.3. Escalation Matrix/Contact call tree

The Implementing Agency should provide the contact call tree and the escalation matrix for the services it offers. On a minimum, it shall provide for the following:

- Office Contact Details (Normal Working Hours)

- Contact Details of Project team and Support Personnel including translation team (Normal and after office working hours)

- Contact Details of Designated Account Manager in case of Escalation (Normal and after Office Working hours)

- IRDAI shall provide a call tree, which includes point of contacts for reporting and updating routine activities, and point of contact for escalations.

1.4. **Availability of Professional staff/experts:**

Having selected the Implementing Agency on the basis of, among other things, an evaluation of proposed Professional staff, the IRDAI will require assurances that the Professional staff will be actually available and will not be substituted. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.

1.5. **Data Ownership**

i.   The ownership of entire data hosted in the IRDAI's website& Intranet Portal, in all forms including text, data, graphics, animations, audio/video content, etc., rests only with IRDAI

ii. Similarly, the ownership of all source code of website& Intranet Portal / software developed used for the purpose of hosting the content on IRDAI's corporate website would rest with IRDAI.

iii. IRDAI reserves the right to change the IA for maintenance with one-month notice period.

iv. The source code along with other software/data required to migrate the entire Websites & Intranet Portal from the current service provider to the new service

provider/ representative as informed by IRDAI, would have to be provided to IRDAI and handhold/ facilitate the migration activity with new IA whenever the same is asked for by IRDAI.

1.6. Period of Assignment

i.   The contract of the maintenance of the websites & Intranet Portal will be for a period of 3 years from date of end of performance warranty subject to review of services every year.

ii.   However, both parties will have the option to terminate the contract with a notice period of 3 months or on mutually agreed notice period.

1.7. Price

i.   The bidders should quote only the base price. GST shall be reimbursed as shown in the invoice.

ii.   The base price shall be all inclusive of labour cost, packing, forwarding, freight, transit insurance, Excise duty, road permit charges, other duties, if any, including state levy, delivery, installation, commissioning and testing charges.

iii.   There shall be no escalation in the prices during the contract period once the prices are fixed and agreed to by IRDAI and the bidders. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty during the period between the date of Letter of Acceptance(LOA) and the date of Purchase Order, should be passed on to IRDAI.

iv. All the items should be quoted in INR (Indian Rupees) only.

1.8. Taxes

The Bidder has to quote the rates excluding taxes. The taxes will be reimbursed to the Bidder as per the invoice.

1.9. Insurance

The Bidder is responsible for acquiring transit insurance for all components. The goods to be transported under this Contract shall be fully insured in Indian Rupees.

1.10.   Confidentiality

i.   All information, which is marked as "confidential" or if disclosed orally, will be identified as "confidential". IA shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.

ii.   Additionally, the IA shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.

iii.   IRDAI shall retain all rights to prevent, stop and if required take the necessary punitive action against the IA regarding any forbidden disclosure.

iv.   IA should provide non-disclosure agreement, as per the format available in Annexure-C

v.   <u>For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:</u>

a)   Information already available in the public domain;

b)   Information which has been developed independently by the service provider

c)   Information which has been received from a third party who had the right to disclose the aforesaid information;

d)   Information which has been disclosed to the public pursuant to a court order

e)   The bidding party may use in its business activities the ideas, concepts and know-how contained in the confidential information which are retained in the memories of bidding party"s employees who have had access to the confidential under this contract.

1.11.   Arbitration

Any dispute or difference whatsoever arising between the parties out of in course of or relating to, the construction, meaning and operation or effect of the contract or the breach thereof shall be raised within 2 months from the date of occurrence shall be settled through arbitration in India by a Sole Arbitrator from the panel of Indian Council of Arbitration and in accordance with its Rules under the provision of Arbitration and Conciliation Act 1996 and all statutory modification thereof shall be governed such arbitration proceedings.

The arbitration will be conducted in English language and Indian law will be applicable. The venue of such arbitration shall be at Hyderabad only.

1.12. Termination

Cure period: In the event that deficiency in delivery of services provided by the Implementation agency is observed, IRDAI, without prejudice to any other remedy for breach of Contract shall give written notice of default to the Service Provider with a cure period of 30 days within which to cure such deficiency, specifying in reasonable detail the basis for the claimed deficiency. Deficiency in Service delivery shall not be actionable if the Service Provider is able to rectify it within the Cure Period. After 30 days if IRDAI is not satisfied with the response, may terminate the Contract in whole or in part.

In case the Implementing Agency fails to fulfil the Contractual obligation within stipulated time frame without any valid reason, IRDAI reserves the right to terminate the contract by giving 30days' notice provided the failure is not cured within such 30 days' notice period. Upon receipt of such notice, the Implementing Agency will terminate all tasks in an orderly manner, as soon as practical or in accordance with a schedule agreed to by the parties. In the event of termination, Customer agrees to pay the Implementing Agency for services and deliverable items provided, furnished, developed or otherwise prepared through the termination of all tasks. Such deliverable items will be delivered to IRDAI, if such delivery is reasonably possible and they have not yet delivered.

I.   In the event there is any material breach of any of the terms and conditions of the Agreement by any party to the Agreement the other Party may terminate the Agreement provided that the party shall serve a non-compliance one-month notice to the defaulting party to rectify the breach or restore the same within the said notice period. After the expiry of said notice period the Agreement shall come to end if the material breach is not rectified or restored by the defaulting party within the said notice period and thereafter IRDAI shall pay to IA all payments due as of the termination date stated in the notice on pro rata basis including those for the proportion of work completed in the on-going stage and to the extent the deliverables supplied and the services rendered up to the date of termination. In the event of Implementing agency(IA) having back-end contracts with its Principals where IA has already paid or is liable to pay any amounts to the principal on behalf of IRDAI under the scope of the agreement, the IRDAI shall pay the same to IA

II. Either Party shall be entitled to terminate the Agreement forthwith in the event of the other Party:

- going into compulsory or voluntary liquidation or winding up; or

- assigning its property and/or assets for the benefit of its creditors materially affecting its abilities to perform the Agreement.

- by giving a 3 months' notice in writing to the other upon situations arising due to noncompliance of the stipulations of this contract or for any other reason.

III. Any termination of the Agreement howsoever caused, shall not affect any accrued rights or liabilities of either party nor shall it effect the coming into force or the continuance in force of any provision hereof which is expressly or by implication intended to come into or continue in force on or after such termination. Upon the termination of the Agreement:

a) IA shall hand-over of all the necessary documents and other materials obtained by IA in relation to the managed services during the term of the Agreement.

b) IA shall ensure that the applications developed / maintained for IRDAI Website and Intranet portal with the updated versions of source code and documentation are handed over to IRDAI and ensure that source code takeover operation is completed smoothly within mutually decided timeframe.

c) IA shall ensure that the hosting arrangements are transferred (with no cost to IRDAI) smoothly to the service provider identified by IRDAI.

1.13. <u>Exit Management and Transition at the end of contract period</u>

IA shall initiate the 'Exit Management & Transition Process at the conclusion of the contract duration, all assets, infrastructure, equipment, networking, hardware, Intellectual Property Rights etc. created for the project would be transferred to the IRDAI IT Department. Any Departmental premises provided to the IA for delivery of the services shall revert to the Department.

It is the prime responsibility of IA to ensure that the CSP provides continuity of service at all times of the agreement including exit management period and in no way any facility/service shall be affected/degraded.

The responsibilities of IA with respect to Exit Management / Transition-Out services on Cloud hosting include:

a. Provide necessary handholding and transition support to ensure the continuity and performance of the Services to the complete satisfaction of IRDAI. Provide a comprehensive exit management plan.

b. Support IRDAI in migration of the VMs, data, content and any other assets to the new environment created by IRDAI or any Agency (on behalf of IRDAI) on alternate cloud service provider's offerings to enable successful deployment and running of the solution on the new infrastructure by providing a mechanism to IRDAI for the bulk retrieval of all data, scripts, software, virtual machine images, and so forth to enable mirroring or copying to IRDAI supplied industry standard media.

c. Address and rectify problems with respect migration of application and related IT infrastructure during the transition.

d. The format of the data transmitted from the cloud service provider to IRDAI should leverage standard data formats (e.g., OVF, VHD…) whenever possible to ease and enhance portability. The format will be finalized by IRDAI.

d. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with IRDAI.

f. Ensure that all the documentation required by IRDAI for smooth transition including configuration documents are kept up to date and all such documentation is handed over to IRDAI during regular intervals as well as during the exit management process.

g. Ensure that CSP shall not delete any data at the end of the agreement (for a maximum of 120 days beyond the expiry of the Agreement) without the express approval of IRDAI.

h. Once the exit process is completed, remove the IRDAI's data, content and other assets from the cloud environment and certify that the VM, Content and data destruction to IRDAI as per stipulations and shall ensure that the data cannot be forensically recovered.

i. Train and transfer knowledge to the new replacement agency to ensure similar continuity and performance of the services post expiry of contract.

NOTE: There shall not be any additional cost associated with the Exit / Transition-out process. No charges shall be paid towards data egress from the Cloud.

1.14. Applicable law

The Indian Acts will be applicable in all matters.

1.15. Force majeure

Neither IRDAI nor the bidders shall be held responsible or considered to be in default if the execution of the contract is delayed/ interrupted due to the cause absolutely beyond their control, such as acts of God, natural calamities, war, major civil commotion, fire, storms, strikes and floods. However, only these causes which have a bearing of more than 7 days will be considered as being causes of "Force Majeure". In such event neither party shall compensate the other for the loss that might accrue or might have accrued because of the effect of such event upon the execution of the contract.

If the Implementing Agency is unable to perform the contract beyond 7 days due to the reasons attributable to force majeure conditions, IRDAI reserves the right to make immediate arrangement for engaging another supplier(s) for the same work without assigning any liability to the original supplier.

1.16. Non-Hire Clause:

IRDAI acknowledges that personnel to be provided by IA represent a significant investment in recruitment and training, the loss of which would be detrimental to IA's business. Inconsideration of the foregoing, IRDAI agrees that for the term of the Agreement and for a period of one year thereafter, IRDAI will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any employee of IA, or induce any such individual to leave the employ of IA. For purposes of this clause, an IA employee means any employee or person who has been involved in providing services under the Agreement.

1.17. Limitation of Liability

a) Notwithstanding what has been stated elsewhere , there shall be no limitation of liability in case of any damages for bodily injury, death or damage to tangible personal property and willful fraud.

b) In all other cases, the total financial liability of the Implementation agency shall be limited to the total value of the contract i.e. the Total Websites & Intranet Portal Cost (TCO) quoted by the IA in its commercial proposal to IRDAI in response to the RFP.

c) Any claim or series of claims arising out or in connection with the Agreement shall be time barred and invalid if legal proceedings are not commenced by the relevant Party against the other Party within such period as may be permitted by applicable law without the possibility of contractual waiver or limitation.

d) IRDAI shall be entitled to claim the remedy of specific performance under the Agreement.

e) Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for

(1) any indirect, remote or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, or

(2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.

1.18.   **Indemnification**

a) The Bidder shall, at its own expense, defend and indemnify IRDAI against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (Bidder's) employees or agents, or by any other third party resulting from or by any gross negligence and/or willful default by or on behalf of the Bidder and against any and all claims by employees, workmen, contractors, sub- contractors, suppliers, agent(s), employed, engaged, or otherwise working for the Bidder, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

b) The Bidder shall indemnify, protect and save IRDAI and hold IRDAI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from

i.   a gross negligence and/or willful default of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.

ii.   breach of any of the terms of this tender document or breach of any representation or warranty by the Bidder

iii.   use of the deliverables and or services provided by the Bidder

iv.   Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.

c) The Bidder shall further indemnify IRDAI against any proven loss or damage to IRDAI's premises or property, etc., due to the gross negligence and/or wilful default of the Bidder's employees or representatives to the extent it can be clearly established that such employees or representatives acted under the express direction of the Bidder.

1.19.   Liquidated Damages

a. The liquidated damage is an estimate of the loss or damage that IRDAI may have suffered due to non-performance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to activities agreed to be undertaken by the Bidder.

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.

c. Performance of services shall be within the norms specified in the Service Level Criteria (SLC) forming a part of the contract. In case bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLC.

d. Liquidated damages are not applicable for reasons attributable to IRDAI and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to IRDAI and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and IRDAI's official that the delay is attributed to IRDAI and Force Majeure along with the bills requesting payment.

1.20.   Intellectual Property Right (IPR)

Except to the extent otherwise expressly provided, IRDAI shall retain exclusive intellectual property rights to the Websites & Intranet Application Software, forms and the compilations of the project to which, IRDAI has sovereign rights and nothing herein shall

or will be construed or deemed to grant to the Implementation agency any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.

b. The IPR on the Websites & Intranet Application Software shall vest with the IRDAI as soon as the system is certified by the 3rd party audit agency/GO-LIVE. A copy of the source code shall be kept in the custody of the IRDAI on a monthly basis, with proper version control.

c. Without limiting the generality and except to the extent otherwise expressly agreed by the parties in writing nothing shall or will be construed or deemed to grant to the Implementation agency any right, title, license or other interest in, to or under (whether by estoppel, by implication or otherwise) any logo, trademark, trade name, service mark or similar designations of IRDAI or project or its respective affiliates/nominees or any confusingly similar designations of project.

d. Subject to any sole or exclusive rights granted by the IRDAI to a third party prior to the Effective Date, the IRDAI grants to the Implementation agency and any subcontractors to the Implementation agency solely in their performance of Services for project or its nominated agencies, non-exclusive, paid-up, royalty-free right and license during the Term of this Agreement, but not the right to sub-license, to use the project data including the right to copy, perform, display, execute, reproduce, modify, enhance and improve the project data to the extent reasonably necessary or useful for the provision of Services hereunder.

e. Implementation agency shall not use the project data to provide services for the benefit of any third party, as a service bureau.

g. The IRDAI shall have no liability or obligation to Implementation agency or any other Party above to the extent the Infringement Claim is based upon any use of the equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) for the benefit of any Party (including any use by Implementation agency or its nominees outside the scope of the Services) other than for IRDAI.

i. If Implementation agency uses in the course of the provision of the Services any Third Party System it will use all commercially reasonable endeavours to pass through to the IRDAI such third party's warranties relating to such Third Party Systems. In the event that

such warranties cannot be passed through to or enforced by the IRDAI, the Implementation agency will enforce such warranties on IRDAI's behalf and account to IRDAI for so doing.

j. All rights, title and interest in and to, and ownership in, Proprietary Information of project which is provided to Implementation agency, and all modifications, enhancements and other derivative works of such Project Proprietary Information ("Project Proprietary Information"), as a result of Services rendered by the Implementation agency hereunder shall remain solely with IRDAI. Implementation agency shall be entitled to use such Project Proprietary Information only during the contract term and only for the purposes of providing the Services or to the extent necessary for Implementation agency's normal operational, repair and maintenance purposes related to the Services. IRDAI shall retain ownership of all Intellectual Property Rights related to Project Proprietary Information.

k. All rights, title and interest in and to, and ownership in, Proprietary Information of Implementation agency, which is provided to the IRDAI, and all modifications, enhancements and other derivative works of such Implementation agency Proprietary Information ("Implementation agency Proprietary Information"), shall remain solely with Implementation agency. The Implementation agency will upon the award of the project in its favor, declare the status of the entire Implementation agency Proprietary Information along with documentary support sufficient to establish its sole legal rights in the aforesaid Proprietary Information to the IRDAI. This Proprietary Information shall refer to that which has been owned by the Implementation agency prior to commencement of the contract.

Additionally, any software that may be acquired from third parties during the term of the agreement and that which may be developed by the Implementation agency during the course of the Agreement specifically for project shall not be considered as Implementation agency Proprietary Information by the IRDAI. The IRDAI shall be entitled to use such Implementation agency's Proprietary Information only in connection with the Services or to the extent necessary for Project's normal operational, repair and maintenance purposes related to the Services. To the extent that the Implementation agency Proprietary Information is incorporated within the Deliverables, Implementation agency and its employees engaged agree to grant IRDAI a worldwide, perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify (or have modified), transport to project facilities, and prepare from them, use and copy derivative works for the benefit of and internal use of project such Implementation agency

Proprietary Information. IRDAI's rights pursuant to the preceding sentence include the right to disclose such Implementation agency Proprietary Information to third party contractors solely for use on project provided that all such third party contractors execute, deliver and comply with any customary confidentiality and nondisclosure agreements reasonably required by the Implementation Agency and the IRDAI.

l. With respect to ownership of the Deliverables, the IA shall agree that the following shall apply:

i. All the deliverables provided to IRDAI by Implementation agency during the course of its performance during the contract,which includes but is not limited to Website and Intranet   Application Software as defined in RFP, in which, subject to the foregoing provisions of this section, all right, title and interest in and to such Deliverables, shall, as between Implementation agency and IRDAI, immediately upon creation vest in IRDAI. To the extent that the Implementation agency Proprietary Information is incorporated within the Deliverables, Implementation agency and its employees engaged hereby grant to IRDAI a worldwide, perpetual, irrevocable, nonexclusive, transferable, paid-up right and license to use, copy, modify (or have modified), transport to Project facilities, and prepare from them, use and copy derivative works for the benefit of and internal use of project, of such Implementation agency Proprietary Information.

ii. If Implementation agency proceeds to apply for, or assign to any third party, any patent rights relating to Implementation agency Proprietary Information referred to in the above clause, Implementation agency will ensure that IRDAI's rights as provided herein are preserved.

m. Implementation agency shall have a non-exclusive right and license to access and use the Project Proprietary Information solely for the purpose of providing Services to IRDAI. Such right and license shall terminate upon the expiration or termination of the contract.

n. Upon the expiration or termination of project contract, Implementation agency shall undertake the actions set forth below to assist the Project Director, IRDAI to procure replacement services equivalent to Services provided hereunder.

i. The Implementation agency undertakes to negotiate in good faith with the Project Director, IRDAI and any relevant Replacement Implementation agency in

respect of commercial terms applying to all Implementation agency Intellectual Property Rights and which the Project Director, IRDAI and any relevant Replacement Implementation agency require to enable them to provide or receive services substantially equivalent to the Services hereunder.

In respect of Implementation agency's usage of third party Intellectual Property Rights, Implementation agency undertakes to assist the Project Director, IRDAI to secure such consents or licenses from such third parties as are necessary to enable IRDAI to receive services substantially equivalent to the Services hereunder. The obligations of the Implementation agency under this Article shall be considered part of the services performed by the Implementation agency under the Exit Management Services.