



**INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY (IRDA)
Hyderabad**

TENDER NOTICE

IRDA requests for Proposal from ERP Implementation Partners for the supply, Customization, Implementation ERP system containing Human Resource Management, Payroll, Self Service portal, Accounting modules, connected hardware/software and provide post implementation support along with Software Updates. For details please visit <http://www.irdaindia.org/tenders.htm>. Last date for receipt of Phase-I responses **9th July 2010 by 3.00 PM**

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY

3RD FLOOR, PARISRAMA BHAVAN,
BASHEER BAGH HYDERABAD 500 004
ANDHRA PRADESH



Request for proposal

for

Supply, customization, implementation of ERP system containing human resource management, payroll, self service portal, accounting modules, connected hardware/software and providing post implementation support along with software updates.

S.No	Activity	Date	Stage
1	Issue of RFP	25-Jun-10	Phase-I
2	Submission of Application for Bid (Envelope-I)	07-Jul-10	Phase-I
3	Announcement of Shortlisted IT firms on IRDA's website	09-Jul-10	Phase-I
4	Pre-bid Meeting	13-Jul-10	Phase-II
6	Uploading of pre-bid Questions and Answers on the website	16-Jul-10	Phase-II
7	Last date for submission of Technical Bid (Envelope-II)	26-Jul-10	Phase-II
8	Opening of Technical Bids	27-Jul-10	Phase-II
9	Technical presentations	29-Jul-10 30-Jul-10	Phase-II
10	Announcement of Shortlisted IT firms on website	06-Aug-10	Phase-II
12	Last date for submission of Financial Bids by Shortlisted firms	11-Aug-10	Phase-III
13	Date of Financial Bid opening	12-Aug-10	Phase-III
14	Selection of Vendor and Award of Contract	16-Aug-10	Phase-III

I. TABLE OF CONTENTS

Section	Particulars	Pg.No
Section A	Definitions	4
Section B	Introduction	6
Section C	Terms of Bidding	8
Section D	Overview of IRDA	20
Section E	Project Background	22
Section F	Proposed System	28
Section G	Functional Scope	31
Section H	Technical Scope	39
Section I	Scope of work	41
Section J	General Terms and Conditions	64
Section K	Forms and Templates	
Section L	Appendices	

SECTION –A

DEFINITIONS

These definitions shall be applicable for all sections of this document

Bidding Party:

Bidding Parties shall mean ERP Product Vendor, and its authorized ERP Implementer (Implementing Agency) and the supplier of the required IT infrastructure.

ERP Product/ Software

ERP product/ software would mean integrated software available across off the shelf covering the following activities

1. Human Resource Management
2. Accounting
3. Payroll Administration
4. Staff self service portal
5. Approval workflow

ERP Solution

ERP Solution in IRDA shall comprise ERP software package covering Accounting, Payroll, Human Resource Management, data bases, other tools, accessories, services required for the fulfillment of the intent of the contract.

IRDA/ IRDA management:

Specific to the context of the agreement clause, individuals shall be identified – during the preparation of the project charter- who would operate, monitor, agree and deliberate on the behalf of IRDA/ IRDA management

Lead bidder:

The Authorized implementation Partner of ERP solution who has submitted a Bid/proposal on behalf of bidding parties will be considered as lead bidder. After the award of contract, the Lead Bidder will be called as the Implementing Agency (IA) for IRDA with reference to these General Terms and Conditions

Purchaser

Insurance Regulatory and Development Authority, Hyderabad

REQUEST FOR PROPOSAL

Request for proposal (RFP) is a written solicitation that conveys to the Bidder, requirements for products/ services that the Purchaser intends to buy and implement.

SECTION – B

INTRODUCTION

The Insurance Regulatory and Development Authority (IRDA) was setup as a regulatory body to protect the interests of policy holders in Insurance Industry and to regulate, promote and ensure orderly and healthy growth of Insurance Market. IRDA's primary activities, in addition to the objectives stated above, comprise of regulating insurance intermediaries, market conduct, and development of Insurance Industry. IRDA is based at Hyderabad and has a regional office at Delhi.

IRDA desires to implement ERP application to automate the functions of the Administration department to work in an integrated working environment. For this purpose, IRDA invites applications from the Implementation Partners of popular ERP packages for the Supply, Customization, and Implementation of ERP system containing Human Resource Management, Payroll, Self Service portal, Accounts modules, connected hardware/software and provide post implementation support along with Software Updates.

The process of tendering would be as follows:

- (I) Applications for bid would be invited in the first phase
- (II) Technical bids from the short-listed applicants would be invited in the second phase
- (III) Financial bids would be invited from the short-listed technical bidders and suitable applicant would then be selected for award of the contract.

The **application for bid** is given in **Annexure**.

1. The last date of submission of '**application for bid**' is 07th Jul 2010
2. At any time before the submission of proposal, the Authority 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 in our website (www.irdaindia.org) and will be binding on them. The Authority may at its discretion extend the deadline for the submission of proposals.
3. The Authority has a process to shortlist the RFP responses and only the short-listed parties would be required to make a presentation before the Technical Committee of the Authority.
4. A Pre-bid meeting will be convened at the Authority on 13th Jul 2010. The purpose of this meeting will be to clarify the requirements as envisaged by the Authority and also to address the queries if any, of the bidders.
5. The **functional requirements and technical specifications** of the proposed system have been made available in this document in '**Section-G & H**'. Any other available information, to the extent possible, will be provided to the shortlisted bidders to facilitate their Technical presentation.
6. The Authority reserves the right to accept or reject any application without assigning any reason there for.
7. 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 correspondences will be entertained with such bidders .
8. Canvassing in any form would disqualify the applicant.
9. The Authority would select the suitable party for the execution of ERP implementation work.
10. The selected Bidder is expected to commence the Assignment on the date specified in the Work Order.

(A.Giridhar)
Executive Director (Administration & IT)

SECTION- C

TERMS OF BIDDING

(1) 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.

(2) Pre Qualification of Applicant

Qualification criteria	Supporting Documents
i). The organisation must be a reputed IT Firm/Company incorporated in India with a standing of 10 years existence	Copy of the Registration certificate issued by ROC
ii) The IT firm should be an Authorized implementation partner of ERP product vendor and proof of the same should be submitted	Copy of the Certificate
iii) The organisation's Global revenue of company from ERP implementation in the financial year 2009 should not be less than Rs.100 Crore.	A certificate to this effect from a Chartered Accountant, in original must be submitted
iv) The firm should have successfully completed minimum 3 such ERP implementations in India (similar to the modules requested by IRDA in this RFP) especially in Regulatory Sector / PSUs/ Government Organizations in the last 3 years.	A Statement containing the details of such implementations like Name of the firm, brief scope/description of the project, duration in months, from/to Team size, approximate cost of the project, client details (including the name and details of contact person) Copies of the satisfactory completion certificates
(vi) Organisation should have in-house ERP implementation and support team	Confirmation from the Bidder
(vii) The Bidder must be CMMi Level 5 or CMM Level 5 Certified	Copy of the Certificate
(viii) The Bidder should not have been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice	An Undertaking by the Authorized Signatory on the letter head of the Bidder

ONLY THOSE IT FIRMS WHICH SATISY THE ABOVE CRITERIA WILL BE SHORTLISTED FOR TECHNICAL BIDDING.

(3) Clarification on bidding documents

Bidders requiring any clarification on the Bidding Documents may send its clarifications by email at the Purchaser's mailing address tender@irda.gov.in The Purchaser will respond to the request for clarifications or modification of the bidding documents.

(4) Pre-Bid conference

The shortlisted IT firm or his authorized representatives will be invited to attend cre-bid conference which will take place at the address given below:

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY
3RD FLOOR, PARISRAMA BHAVAN,
BASHEER BAGH HYDERABAD 500 004
ANDHRA PRADESH

The pre-bid conference shall be held at the venue mentioned above on 13th July 2010 at 3.00 PM. The purpose of the conference will be to clarify any issues regarding the Bidding Documents in general and the Scope of Work in particular. The Bidder is requested to submit questions in writing or by email (tender@irda.gov.in) to reach the Purchaser at the address indicated above, not later than 10th July 2010. Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by the Purchaser exclusively through an amendment/corrigendum. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder. Any issues raised by the bidders after the pre-bid conference can be rejected at the discretion of IRDA

Any effort of the Bidder to influence the Purchaser 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). During the Bid preparation process, Bidders will focus their inquiries and communications, if any, to the

authorized designated contact person of the Purchaser. The designated points of contact for all matters concerning this request for technical proposal is

Shri.Deepak Gaikwad
Sr.Assistant Director (IT)
Phone:040-23381182
e-mail: deepakkg@irda.gov.in

(5) Amendments to the RFP

At any time prior to the deadline for submission of bids, the Purchaser 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 the website of IRDA and will be binding on all Bidders.

(6) Formats and submission of bids

The final bid document shall comprise a large envelope containing two envelopes super-scribed as below:

Sealed envelope- I: Application for bid
Sealed envelope- II: Technical bid

Each of these bid envelopes, in addition to the documents as specified in the relevant sections, shall carry a soft copy of the respective documents- in a CD.

(I) SEALED ENVELOPE –I

This envelope shall be super scribed as “**Envelope – I: Application for Bid**”.

This envelope shall contain the following:-

- a. Application for supply of ERP product/ software and implementation thereof (Section K, Form 1.a.)
- b. A letter of authorization in favor of the lead bidder (Section K, Form 1.b.)
- c. A letter of undertaking (SectionK Form 2)
- d. Copy of the registration Certificate issued by ROC

- e. Form- 4, ERP implementer profile
- f. A certificate from a Chartered Accountant on organisation's Global revenue for the financial year 2009 in original
- g. Completion certificates from bidder's customers for at least three such ERP implementations (implemented in India during last 3 year) similar to those being requested in this proposal
- h. Copy of CMM Level 5 / CMMi Level 5 Certification
- i. An undertaking from the bidder that it has not been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice

(II) SEALED ENVELOPE –II

This envelope shall be super scribed as “**Envelope – II: Technical proposal**”. This envelope shall contain the following:-

- a. Responses to the questionnaire for all the functional requirements as per the Section G of this bid document.
- b. Responses to the questionnaire for all the functional requirements as per the Section H of this bid document.
- c. ERP product vendor's past experience in supplying ERP package as per the Section K Schedule 3a and Schedule 3c
- d. ERP implementer's past experience in implementing ERP package as per Section K Form 4 Schedule 4a and 4b
- e. Approach & methodology to be followed for implementation as per Section K Form 6, Form 7 and Form 8
- f. Standardization of functional offerings as per Section K Form 9
- g. Level of compliance with contractual terms Form 10
- h. Proposed solution
 - i. Technology architecture
 - ii. Security Architecture
 - iii. Deployment architecture
- i. Details of Hardware Configuration proposed / Software requirements Section K, Form 11
- i. Proposed team structure
- j. Effort estimation for implementing the Project.
- j. Project approach, work plan and illustrative CVs-
- k. Duly Signed (authorized signatory of bidder) and stamped copy of the following documents as token of acceptance

Section – C General Conditions of Contract (GCC)

Section – D Scope of Work
Section – E Technical Requirements

Please note, at this stage no price information should be provided in any of the envelopes. **Also, the bidder should ensure that all the supporting documents requested against eligibility criteria are submitted along with the proposal.**

(7) Submission of the proposals

The sealed envelope – I constitute the 'Application for bid' shall be enclosed in other envelope super scribed "**Application for bid - Supply of ERP & Implementation in IRDA** " due on 0^{7th} July 2010

The sealed envelope II shall together constitute the complete technical proposal and shall be enclosed in other envelope super scribed "**Technical Bid - Supply of ERP & Implementation in IRDA** " due on 26th Jul 2010

The original and all copies of the bid, each consisting of the documents listed above, shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.

The letter of authority should be on the letterhead of the Bidder and should be signed by a person competent and having the power of attorney to bind the Bidder.

The Bidders are advised to submit their Bids complete in all respect. Clarifications on the Bids may be sought by the Purchaser from the Bidders from time to time, if so desired by the Purchaser, at its sole discretion. The Purchaser reserves the right to itself to postpone and/or extend the date of receipt or to withdraw the Bid notice, without assigning any reason thereof, entirely at its discretion. In such an event, Bidders shall not be entitled to any compensation, in any form whatsoever.

(8) Deadlines for submission

Bids must be received by the Purchaser as per the deadlines stated at the address below.

EXECUTIVE DIRECTOR (ADMINISTRATION & IT)
INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY

3RD FLOOR, PARISRAMA BHAVAN,
BASHEER BAGH HYDERABAD 500 004
ANDHRA PRADESH

The chronological events for the entire bidding process would be as follows:

S.No	Activity	Date	Stage
1	Issue of RFP	25-Jun-10	Phase-I
2	Submission of Application for Bid (Envelope-I)	07-Jul-10	Phase-I
3	Announcement of Shortlisted IT firms on IRDA's website	09-Jul-10	Phase-I
4	Pre-bid Meeting	13-Jul-10	Phase-II
6	Uploading of pre-bid Questions and Answers on the website	16-Jul-10	Phase-II
7	Last date for submission of Technical Bid (Envelope-II)	26-Jul-10	Phase-II
8	Opening of Technical Bids	27-Jul-10	Phase-II
9	Technical presentations	29-Jul-10 30-Jul-10	Phase-II
10	Announcement of Shortlisted IT firms on website	06-Aug-10	Phase-II
12	Last date for submission of Financial Bids by Shortlisted firms	11-Aug-10	Phase-III
13	Date of Financial Bid opening	12-Aug-10	Phase-III
14	Selection of Vendor and Award of Contract	14-Aug-10	Phase-III

In the event of the specified date for submission of bids being declared a holiday for the Purchaser, the bids will be received up to the appointed time on next working day. Any bid received by the Purchaser after the bid submission deadline prescribed by the Purchaser will be rejected and returned unopened to the Bidder.

(9) Medium of Submission

Envelopes prepared as per the instructions above shall comprise the Application/ bid. In addition, the information in each envelope should be submitted in electronic format in a CD, kept in the envelope- sealed along with the hardcopies of the respective bid documents. All the Bid documents and CDs will become the property of Purchaser.

(10) Bid evaluation process:

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

The technical evaluation would be carried out on the following parameters and associated weightages thereof are as given below

Criteria			Weightage
ERP product vendor profile			15
Company stability	Section K, Form 3.a	8	
Experience with Indian PSU/Government Organizations/Regulatory Sectors	Section K, Form 3.c.	7	
ERP implementer profile (FORM 4(a) and 4(c))			15
Company stability	Section K, Form 4.a.	9	
Experience with Indian PSU/Government Organizations/Regulatory Sectors	Section K, Form 4.c.	8	
Coverage of the required functions in the ERP			15
Proposed approach and methodology			15
Implementation approach	Section K, Form 6	5	
Team structure	Section K, Form 7	5	
Quality assurance	Section K, Form 8	5	
Standardization of functional offerings (Form 9)			15
Level of compliance with contractual terms (Form 10)			5
Technical presentation			25

Total	100
--------------	------------

Each of these data fields (information category defined above) have been detailed out with their specific metrics, their scoring methodology and specific information, as given in their respective forms. The score against each of these information categories shall be calculated as below:

Score on a data field = Total score achieved/ Maximum score achievable
*** Weightage of the respective data field**

No score shall be awarded against any forms, items and data fields where the relevant information is not provided. Unless specified otherwise, a notarized undertaking of the accuracy and correctness of the information provided shall suffice as the documentary proof as Section K, Form 2.

(11) Technical score

Total score of the each bidding party shall be determined based on their total technical score. A **minimum score of 70%** shall be required to qualify for the Price Bid evaluation.

IRDA 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.

IRDA reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected bidders; without giving any reasons whatsoever

(12) Vendor shortlist and next steps

A shortlist shall be issued by IRDA to the bidders achieving the cutoff score subsequent to the technical evaluation, after which the qualified bidder shall be **required to make presentation** to the Technical Committee. The short listed vendors (after the Technical evaluation) shall be required to submit the price bids as per the timelines specified at the time of shortlist. Specific details of price bid evaluation shall be provided along with the price bid format- shall be made available to the vendors shortlisted after the technical presentations.

Subsequent to the price bid evaluation, the successful vendor shall be issued a letter of intent as per specified timelines. The implementer shall furnish the performance guarantee as per the attached format within one week of the receipt of the letter of intent.

The final work-order/ contract shall be issued to the successful bidder within one week of receipt of the relevant documents.

(13) Language of bid

The bid prepared by the Bidder and all correspondence and documents related to the bid exchanged by the Bidder and the Purchaser shall be written in English language. Any printed literature furnished by the Bidder may be written in another

language, as long as such literature is accompanied by a translation of its pertinent passages in English language, in which case, for purposes of interpretation of the bid, the translation in English shall govern.

(14) 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 completion of the ERP implementation assignment 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

(15) Earnest money deposit (EMD)

The shortlisted applicants shall need to furnish, as part of its price bid, an earnest money deposit (EMD) equal to Rs. 3 lakhs either in the form of a Demand Draft in favor of the **Insurance Regulatory and Development Authority** payable at Hyderabad from any Indian nationalized bank /scheduled bank for the Earnest money deposit (EMD). Earnest money deposit (EMD) shall remain valid till the price bid evaluation process is complete.

The EMD of unsuccessful Bidders will be returned as promptly as possible, but not later than forty five (45) days after the price bid evaluation process is complete. The earnest money deposit (EMD) of the successful Bidder will be returned when the Bidder has signed the Contract Agreement and has furnished the required performance guarantee.

The earnest money deposit (EMD) may be forfeited:

1. If the bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form
2. If the bidder does not accept the correction of its Bid
3. In the case of a successful bidder, if the bidder fails within the specified time limit to sign the Contract Agreement, or to furnish the required performance guarantee

4. If the bidder fails to produce sufficient proof for the information provided as part of response of technical bid evaluation as given in Section K. Form 2

(16) Bid validity

The Price Bid shall be invited by the Purchaser, not later than 90 days of the release of the shortlist from the technical evaluation process. The price bid shall remain valid for not more than 90 days after the submission of the price bid.

In exceptional circumstances, the Purchaser 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, the earnest money deposit (EMD) shall also be 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.

The Bidder is not allowed to withdraw or modify its technical bid, once submitted.

(17) Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of the technical and the price bid and Purchaser 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 and time and in the format prescribed for receipt of Bids, will be considered. Email / Telephonic/ Fax Bids shall be rejected.

SECTION – D

OVERVIEW OF IRDA

The Insurance Regulatory and Development Authority (IRDA) was setup as a regulatory body to protect the interests of policy holders in Insurance Industry and to regulate, promote and ensure orderly and healthy growth of Insurance Market. IRDA's primary activities, in addition to the objectives stated above, comprise of regulating insurance intermediaries, market conduct, and development of Insurance Industry. IRDA is based at Hyderabad and has a regional office at Delhi.

IRDA has the following departments

1. Life
2. Non-Life
3. Intermediaries
4. Inspections
5. Financial Analysis
6. Consumer Affairs
7. Administration
8. Actuarial
9. Research and Development
10. Consumer affairs
11. Legal

There are around 300 staff currently working for the organisation and the staff strength is expected to increase to 500 in the next few years.

ii) IRDA's current IT Setup

Particulars	Head Office	Delhi Office
Servers		
Desktops	300	10
Network	Peer to Peer connectivity via switches & CAT 5 cables, 300 nodes in LAN, Internet Connectivity & E-Mail via VPN/Broadband	Peer to Peer connectivity via switches & CAT 5 cables, 10 nodes in LAN, Internet Connectivity & E-Mail via Broadband
Software /Packages	Windows XP/Vista/2000 Server/2003 Server Oracle Database Server 9i with IDS, Microsoft Office XP/2007 Professional with FrontPage	Windows XP/Vista
Application Packages	Tally, Payroll Pro, Receipt and Inward System, ATI database, Grievances Management System, INTRANET, INTERNET website	--

SECTION – E

PROJECT BACKGROUND

ADMINISTRATION DEPARTMENT

CURRENT SYSTEM

The Administration Department (Admin) is headed by an Executive Director and is divided into the following Divisions:

- Personnel
- General Administration
- Accounts

Currently, Administration Department is partially automated . However, these functions are not integrated.

The activities handled by each of the above divisions are as follows.

(I) Personnel

The division handles the following activities

- Recruitments, deputations and contracts
- Performance appraisals
- Promotions, confirmations, pay structure and salary increments
- Training requirements
- Leave
- Transfers and job rotations
- Disciplinary actions, staff suggestions

1. Recruitments, deputations and contracts

Recruitments in IRDA are made through advertisements in newspapers, placement agencies or campus interviews. Various sub-activities under this are:

- short listing candidates
- sending offer letters
- conducting medical tests
- building service files
- generating office orders for place of posting

A person may also be employed on deputation or on contract basis. Personnel are deputed in IRDA from the various government organisations like IAS, IES, Reserve Bank of India and Public Sector Insurance Companies etc. Salary is given by IRDA according to the IRDA grade or the grade prevalent in their parent organization.

Personnel can be contracted generally for a minimum period of 2 years. In case of contract Assistants the salaries are fixed.

2. Performance appraisals:

Performance Appraisal Reports (PARs) and subsequent interviews are a major deciding factor for promotions. All employees are appraised once a year. The training report is considered for appraisal for trainees.

3. Promotions, confirmations, pay structure and salary increments:

Promotions are done whenever the employee is due for it, subject to the available vacancies and approved by the Chairman. The employee is given the promotion letter and the payroll package is updated accordingly. Based on the performance appraisal, promotions, confirmations and salary increments are decided. The pay structure details are also maintained. The system should provide a status of persons due for confirmation. The status of sanctioned vacancies should also be provided.

4. Training

Training is imparted to all the employees as and when required and recommended by the senior authority. In-house, local and foreign training details are maintained.

5. Leave

The leave of all employees is processed as per the limits exist for each type of leave. Employees can also encash ordinary leave as per the rules. The leave status of any employee should be available readily.

Different types of leave, with various governing clauses, which IRDA employees can avail are:

- Casual Leave (CL)
- Privilege leave (OL)
- Sick Leave (SL)
- Extra-ordinary leave (EOL)

6. Transfers and job rotations:

The transfers could be departmental or locational. The job rotations provide an opportunity to familiarise with all sections and it involves departmental or divisional transfer.

7. Disciplinary actions, staff suggestions

The division keeps track of the board meetings, staff suggestions and any misconduct/disciplinary actions taken against IRDA employees.

Disciplinary action is taken against employees who have violated IRDA rules and regulations. The details of the action taken are recorded. The number of disciplinary actions taken in a year is very few.

II. General Administration

The Division also performs the following functions:

- Insurance
- Maintenance contracts
- Purchase requisitions
- Hire purchase and lease agreements
- Regional office expenses
- Air ticket bookings
- Stationery
- Board meeting details

III) Accounts

- (1) Payroll Administration
- (2) Provident Fund (PF) accounts
- (3) Bills Processing

(1) Payroll

The division maintains a grade-wise pay structure. Dearness Allowance (DA) is variable depending upon quarterly change in working Class consumer price index . House Rent Allowance (HRA) depends on pay-range and grade. DA and HRA are payable on variable basis. Various deductions for PF, income tax, loans, house rent etc. are taken into consideration. Deductions are also made on account of extraordinary leave (EOL) without pay and allowances and sick leave on half pay. Salary for persons on deputation, contract and trainees is also handled.

(2) PF accounts

Ten percent (12%) of the basic pay and the dearness allowance is deducted as provident fund. There is an equal contribution from IRDA. Employees may have voluntary additional contribution not exceeding 25% of the pay. All these amounts are deposited with the IRDA PF trust, which in turn invests this amount and returns certain interest (presently 8 %) to the employee PF account.

The interest is calculated every six months on monthly product basis. When a new person joins, the PF amount with the former employer is transferred to the IRDA PF trust.

(3) Bills

All bills submitted to the division are forwarded to the accounts division on approval.

Types of bills processed by the division are:

a. Staff Bills

Different bills are submitted by the IRDA employees. There are limits as per the grade of the employee for each type of bill. There is also a time limit within which the employee must avail of the amount. Various verifications are done. Some of the bills need supporting cash memos. For Leave Fare Concession the employee must have the leave to his credit. The requisite details of all bills are maintained in physical registers.

There are different types of bills which are processed by the Accounts Department.

The different types of bills are:

- Re-imburement of cost of Brief Case
- Financial Dailies (Newspapers)
- Re-imburement of Medical expenses
- Hospitalisation
- Leave Fare Concession
- Telephone
- Mobile
- Book Grant
- Re-imburement of Vechicle Maintenance Expencc
- Re-imburement of Cost of Petrol / Conveyance
- Vehicle
- Special Advance
- Travelling Allowance (Tours)
- Annual Health Checkup
- Tour (Domestic) Advance
- Detailed Tour Bill (Domestic Travel)
- Re-imburement of Medical expenses for retired Employees
- Scheme for providing House hold items
- Approvals of Tour Programme

b. Supplier Bills

Bills are submitted for various purchases made by IRDA like air conditioners, machines, furnitures etc. Entries are made in the Fixed Asset Register and payment request is made to accounts.

Insurance

The General Administration division handles insurance of office/residential premises, various items of furniture, computers etc. There is also a Group Medclaim Insurance Policy for all staff members/spouse/dependent children. It is necessary to record the details of the items under insurance.

Maintenance contracts

The division handles different contracts like pest control, maintenance of Air conditioners, office maintenance. The frequency for these contracts is variable and the rent paid accordingly.

Purchase requisitions

The major items are purchased by inviting quotations, evaluating them and placing orders with the desired vendors. On receipt of items, bills are forwarded to the accounts division and subsequently payments are made.

Hire purchase and lease agreement

The division maintains the details of the hire purchase and lease agreements. At present there are no hire-purchase agreements.

Regional office expenses

Regional offices submit their fund requirements and expenditure reports to the head office at regular intervals. In case of extra requirement, special approval is required.

Air ticket bookings

Air ticket bookings are done for employees travelling on official work. Most of the bookings are done by the booking agent. Regular payments are made to the agent. Details of travel and cancellation are maintained.

Stationery

Office stationery is stored and given to the departments/employees on submission of an approved request. The details are maintained and stationery is bought when the stock is low.

Board meeting details

Board meetings are held once in 3 to 4 months. Hotel bookings are done for the board members. The Chairman fixes the date and the agenda of the board meeting in consultation with the Board Members. The agenda is circulated. The meeting is held and finally minutes of the meetings are recorded.

Problems with the Current System

The following limitations were observed while studying the requirements of Admin Dept.

- Partial or no automation
- Difficulty in retrieving information on the status at any point of time
- Difficulty in accessing historical data
- Interfaces between different divisions of Administration Department are required

Present payroll and Accounting package does not meet the user requirement.

SECTION – F

PROPOSED SYSTEM

(1) Need for ERP solution

The activities in the Administration department are mostly done manually and also to some extent with the help of ms-excel and other office tools. The overall level of computerization in the department is low and the data lies scattered at different desks across manual, computerized and semi-computerized systems. A robust ERP solution has been identified as an effective mechanism to address these challenges and provide improved business processes.

(2) System Objectives

The objectives of the proposed system ERP for Administration Department are as follows:

- To implement appropriate packages which meet the requirements of the various divisions of the department.
- To interface all the divisions of the Administration department, so that the required data is easily accessible and data redundancy is avoided.
- To place in position, an integrated ERP system addressing the needs of the Department using the most effective technologies.
- Improve efficiency of the department.
- Automate day to day functional operations of the department using work flows and electronic approval processes

(3) Overview of the Proposed ERP System

The proposed system for Administration Department will have the following modules:

1. Human Resources Management
2. Payroll Administration
3. Accounts
4. Self Service Portal for staff

(4) Summary of Impacts/Benefits

The proposed system will have the following impacts:

- Customized workflow solution will minimize the workload of the department significantly.
- Up-to-date information will be available which will help in smooth functioning of the divisions
- Enhanced reporting (status reports) will provide better control and monitoring

In this regard IRDA wishes to select a competent “Implementation Agency” (IA) who would be able to put together its functions to deliver the complete solution to IRDA which includes Supply, Customization, Implementation ERP system containing Human Resource Management, Payroll, Self Service portal, Accounting modules, Connected Hardware and providing post implementation support along with Software Updates. As a first step towards selection of this IA, IRDA has issued this “Request for Proposal”. The purpose behind this step is to select the implementing Agency (IA) for the supply, customization, implementation of ERP system containing human resource management, payroll, self service portal, accounting modules and providing post implementation support along with software updates.

SECTION – G

FUNCTIONAL SCOPE

The proposed system envisages meeting the requirements of Administration department in the following areas:

The minimum functional expectation from the ERP solution is outlined in this section. The list is only indicative and is aimed at providing a broad overview of the type of activities being undertaken within IRDA. The implementation partner of IRDA will need to provide an exhaustive list of functionalities that IRDA should adopt within the organization to attain its strategic and operational goals. The bidder is expected to respond to the highlighted functional requirements outlined in the section and indicate functionalities that are not supported by its core ERP product.

Please mention if these functions can be met by core product/customization/not supported

Core Product: S

Customization: C

Not Supported: N

1) HUMAN RESOURCE MANAGEMENT

S.No	Functional requirements	S	C	N
1	Supports recording of employee information like qualifications/skill set/photographs, experience and other details.			
2	Supports organizational classification by Function and Departments			
3	Supports job position classification and job specification/description			
4	Accessibility from both the regional offices as well as at the central level			
5	Supports generation of unique IDs for all new employees in the system			

6	Supports generation of pre-defined and query based MIS reporting.			
7	Supports manpower planning by skill sets and employee level for each departments			
8	Facilitates construction of organization chart			
9	Supports employee transfer requests			
10	Identification / modification of KRAs for each function/functionary on a on- going basis			
11	Allows to track/maintain history of an employee			
12	Supports maintenance of SC/ST/OBC/PH rosters			
13	Supports identification of sanctioned strength at a particular time			
14	Maintain employee medical history			
15	Supports functionality to capture salary related information. Different pay scales based on the different Classes and Grades. Supports maintenance of staff wise perks related information based on classes and Grades. Supports monthly generation of Annual increments due list			
16	Online raising and approval of leave application			
17	Auto-calculation and tracking of leave entitlement, accruals and balance			
18	On-line validation for approval of leave based on annual entitlement , accrual and balance			
19	Maintain list of annual public holidays			
20	Maintain complete attendance and leave history of each employee			
21	Online checking , query handling and notification for leave balance			
22	Support for leave calculation based on roll-overs and encashment			
23	Generation and availability of employee related details like PF Pension contributions balance, LTC, Medical records, details of Advances etc.			
24	Supports functionality to generate MIS reports			

25	Supports functionality to process various staffs Bills like tour Bills (Domestic / Overseas), Vehicle maintenance, Petrol Bills, Telephone bills etc. There are around 10-15 different types of Bills submitted by the staff			
26	Online submission of Staff Bills through self service portal.			
27	Facility to generate bills due to be submitted by the employees.			
28	Auto-calculation and tracking of entitlements, accruals and balance			
29	Support various type of staffs loans like housing loans, Furnishing loans, Vehicle loans, educational loans, PF loans etc.			
30	Supports various types of advances to the staffs like Festival advances, tour advances etc.			
31	The monthly loans deductions should automatically recorded to the respective loan account of the employee. Employee should be able to generate their loan balances at any point of time through self service portal			
32	Maintain complete Bills claim history of each employee			
33	Online checking , query handling and notification for Bills submitted by employees			
34	Provide automated dispatch of Bills approvals/ cleared details to all employees having email ids and print for those that do not have email ids			
35	Maintain complete loan history of each employee			
36	Generation and electronic transfer of Bills approvals details to employees and facility to credit the bills amount to the respective Bank Accounts of the Staffs			
37	Supports various types of advances like Tour advances (domestic tour / foreign tours), festival advances etc.			
38	Facility to staffs to check their entitlements on various staff schemes.			
39	Facility to staffs to submit / modify their dependents details through self-service portals			

40	Facility to generate copy of pay slips, tax statements, tax commitments etc. through self service portal.			
41	Submission investment details, Annual Investment declarations by the staffs through self service portal			
42	Maintaining of employee training history for domestic and overseas training			
43	Supports maintenance of retirement benefits like provident funds, gratuity			

2). PAYROLL ADMINISTRATION

S.No	Functional requirements	S	C	N
1	Payroll management and linking with Accounting module			
2	Generation of statutory reports e.g. Form 16, Form 16A, Form 12BA, Income Tax Returns, E-TDs Returns (capable of being uploaded to NSDL)			
3	Provide linkage with the HR module for accessing employee details			
4	Support preparation / modification of Salary Database			
5	Enable online receipt and processing of investment details			
6	Enable categorization of employees based on type of appointments(recruitment, deputation, contract etc.) , designations, scale of pay etc.			
7	Enable entry of tax provisions applicable for various categories of employees and computation of Tax.			
8	Generate report of statutory obligations details its due dates			
9	Generation of interim Tax statements.			
10	Raise flags to the pre-defined users in the event that payment of payroll related statutory obligation are being delayed			
11	Ability to generate Bank advise letter along with data file (in the form defined by the salary processing partner)			
12	For salaries that could not be paid by the salary processing partner, allow automated generation of cheques			

13	Generate electronic salary slips including details of deductions for each of the employees showing the pending number of installments pertaining to loans and advances with linkage to the self service portal.			
14	Capture and report details of exceptions			
15	Facility to provide periodic tax planning schedule for employees based on fixed savings and expected total gross for the year			
16	Provision of relevant YTD figs, leave balances, Loan/Advance balances, Tax savings declaration data and attendance related data in pay slips along with standard/actual earning & deduction data			
17	Generation of payroll statement and comparative payroll statement of different months.			
18	Provision of carried-over deduction facility and priority of deduction codes			
19	Provision of part salary and supplementary payments and integration with main pay bill			
20	Provision of wage revision arrears calculation.			
21	On-line query of any Loan/Advances application status / Deduction / Balance status			
22	Provision of flexible addition/modification of earning / deduction structure			
3	Provision for utilizing simple, configurable formulas.			
24	Facility to Monitor payroll processes end-to-end			

3). ACCOUNTS

S.No	Functional requirements	S	C	N
1	General ledger and financial accounting activities across organization			
2	Ability to support different accounting periods and multiple companies			
3	Ability to maintain code master			

4	To enable to add, delete , modify the journal entries across multiple books to any open accounting period and enable to capturing of journal types, indicating the source of the journal (Should be able to drill-down from the final accounts to the source entry and vice-versa)			
5	Ability to search details by any parameters			
6	Ability to generate age wise analysis of debtors, creditors, advances, claims etc.			
7	Ability to directly deposit amounts into customers / employee bank accounts			
8	Ability to auto mail the payment details to the party			
9	Ability to generate daily and periodically bank reconciliation statement			
10	Ability to accept bank statements from bank as & when required			
11	Ability to print the cheques in pre-printed format			
12	Ability to create journal entries and post cash related entries into GL			
13	Ability to accept multiple form of payments including manual/electronic			
14	Ability to calculate income tax of employees as per Indian Income Tax laws.			
15	Ability to pick up the financial information (e.g. salaries, contractual expenses, depreciation , sales etc. against individual cost centre and use them in cost calculations			
16	Ability to merge/delete/modify the cost centers			
17	Ability to generate budget & variance reporting.			
18	Ability to do what if analysis			
19	Ability to provide balance of any account code, details of the balances, age wise analysis for the balances at any point of time.			
20	Automatic updation of the asset registers (while entering the data in finance ledger or in receipt vouchers) in case of new purchases, Sales or w/off of the assets and calculation of depreciation.			

21	System should have ability to provide the details the expenses, income etc			
22	Ability to provide the balance sheet, Receipt and Payment A/c and Income & Expenditure A/c as per IRDA (Form of Annual Statement of Accounts & records) Rules 2001.			
23	Automatic generation of the opening and closing entries.			
24	The previous year figures are to be picked up automatically in current financial statements. Provision for regrouping of previous year figures.			
25	System should record and account the physical discrepancies arising out of physical verification of inventories.			
26	System should calculate accumulated depreciation to be reversed at the time of sales, scrap and retirement of assets.			
27	Ability to import/export data from/to the other external systems.			
28	Ability to support the change in depreciation method,			
29	Ability to support revaluation of assets			
30	Ability to generate TDS challans			

4). CASH MANAGEMENT

S.No	Functional requirements	S	C	N
1	Ability to maintain petty cash book having different heads of accounts			
2	Support cash flow forecasting based on operational data like payment schedule			
3	Future cash flow requirements should be generated daily / weekly /monthly along with sensitivity analysis			
4	Ability to monitor investments and FDs			
5	Generation of Cash and fund flow statement			
6	Ability to upload electronically received bank statements			
7	Facilitate automatic bank reconciliation			
8	Support the enquiry of the bank account and cheque issuance			

	information			
9	Support capturing of investment details and investment management and also support storing of the scanned images of investments			
10	Allow the classification of investments/deposits and provide bank information maintenance			
11	Calculation of interest on FDs up to particular months/maturity			
12	Support integration with bank / uploading of external data in order to monitor investment performance			
13	Deposit instruction maintenance and management (e.g. rollover, uplift, new deposit etc.)			
14	Electronic approval of investments by appropriate person			
15	Develop templates and issue confirmation/settlement letters, vouchers etc			
16	Generate treasury and cash management reports			
17	Ability to generate receipt advice for the amount received			

SECTION – H

TECHNICAL SCOPE

In the proposed ERP implementation plan, IRDA plans to automate the Administration functions namely Human Resource Management, Accounts and Payroll to establish an integrated working environment: The following are the certain technical requirements requirements expected from the proposed system.

Please mention whether the following requirements can be met by core product/customization/not supported

Core Product: S

Customization: C

Not Supported: N

S.No	Function	S	C	N
1	Proposed solution should be web-based solution. All components of ERP package should be accessible using standard Web-Browser without any need for extra application client software.			
2	The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.			
3	The proposed solution should have necessary security and audit trail features			
4	The ERP software owner should have a competency center in India for the package quoted.			
5	The ERP software should have System administration tool, and development tool to enable system administration and Customization. (Third party tools shall not be used for this purpose)			

6	The ERP software offered must have in-built components catering to basic Indian Statutory requirements.			
7	The product should have ready to use features for Indian Statutory requirements like Payroll, Sales Tax, PF, Excise, VAT at no extra cost.			

Other Technical requirements

1. The latest version of the ERP software should be quoted. Mention the version number.
2. The configuration of the servers should be robust and capable of handling the load.
3. The implementing agency should prepare technical manuals to enable configure, customize, enhance and deploy ERP and make available to IRDA.
4. The implementing agency should conduct direct knowledge transfer through contact sessions that are held at IRDA once a month for the first 6 months following the certification of ERP modules during each session, the IA shall conduct structured training sessions on the technical details of ERP and on customizing it and address questions from IRDA.
4. The training/KT should commence right after the successful completion of UAT. The duration of the contact sessions and other details would be determined through discussions between IA and IRDA

SECTION I

SCOPE OF WORK

1. Introduction

The scope of this contract is to supply, Customization, Implementation ERP systems containing Human Resource Management, Payroll, and Self Service portal, Accounting modules and providing post implementation support along with Software Updates, at IRDA, Hyderabad. The supply shall include supply of ERP software package licenses for Human Resource Management, Payroll, Accounting and the tools, accessories, databases or any other hardware, software to make the ERP solution work as per the requirements of IRDA.

The bidder shall perform all such work and / or supply all such items, tools, resources, equipments and services not specifically mentioned in the scope of work but that can be reasonably inferred as being required for successful implementation and completion of this assignment. The hardware required as a part of the ERP solution, shall be procured by the selected vendor and hence the supply of the same is part of the scope of work.

2. Functional scope

The minimum functional expectation from the Integrated ERP solution is outlined in Functional requirements (**Section G**). The list is only indicative and is aimed at providing a broad overview of the type of activities being undertaken within IRDA. The implementation partner of IRDA will need to provide an exhaustive list of functionalities that IRDA should adopt within the organization to attain its strategic and operational goals. The bidder is expected to respond to the highlighted functional requirements outlined in the section and indicate functionalities that are not supported by its core ERP product.

As far as possible, all the requirements slated in this RFP document should be met by the core applications comprising the latest versions of the standard ERP packages, including functionalities such as workflow.

3) Technical scope

The minimum functional expectation from the Integrated ERP solution is outlined in Functional requirements **(Section G)** In the proposed ERP implementation plan, IRDA aims to automate its Admin functions namely Human Resource Management, Accounts and Payroll to establish an integrated working environment. The proposed solutions will be supported by an appropriate back-up solution.

4) Solution sizing

The bidder shall provide various licenses to support IRDA's requirement under different categories is mentioned below. The bidder will provide a comprehensive solution sizing, based on the information provided by IRDA. The sizing estimate must include detailed server configuration, network architecture, platform to be used, data storage scheme based on number and type of users, IRDA's expected service levels, desired response time etc.

S.No	Particulars	Approximate number of Users
1	Accounts comprising of the following (I) General Ledger (ii) Fixed Deposits and Investments (iii) Cash managements (iv) Fixed Assets etc.	10 users
2	Self service portal (with necessary linkage to HRM, Payroll and Accounts)	500 users
3	Payroll Administration	10users
4	Human Resource Management	10 users

5) Data migration scope

The implementing agency should ensure that the data from 1st April 2010 (Current financial year) is available in the new system.

6) Customization scope

As far as possible, all the requirements mentioned in this document should be met by the core ERP application comprising the latest versions of the standard ERP package, including functionalities such as workflow and document management. When approved, the ERP solution will have to be customized to suit IRDA's requirement.

The customization scope that is covered as part of the overall scope of work defined in the document is as follows:

1. Leave approval workflow
2. Integration with Bio-metric attendance system
3. Staff Bills submission and approval workflow.
4. Personal information update – work flow
5. Linking of Staff Bills re-imburements with Accounts module.
6. Bills Payment workflow
7. Workflow pertaining to the Accounts Department for its day-to-day activities.
8. Workflow pertaining to the Administration Department for its day-today activities

Internal and statutory reports- **Up to 30 customized reports** for internal and statutory requirements shall be carried out as part of the defined scope of work. Any report customization above this number will be compensated by IRDA on a per customization basis rate.

Please note that all MIS and analytics report generation and corresponding interventions is part of the defined scope of work and no additional charges will be paid by IRDA for the same.

7) Timelines

The entire work of analysis, design/development, integration, implementation, acceptance and Go-live of the ERP solution should be completed within a period of 6 calendar months from the date of issuance of work order. This should be followed by 6 months of post-go live stabilization support from the last go-live. The bidding parties are expected to adhere to the broad timeline and milestone dates while presenting their approach.

8) Deliverables

The Bidder should refer to **Annexure-I (Section L)** for the list of deliverables as part of the ERP solutions implementation. The annexure gives a set of high-level activities and corresponding deliverables expected, which IRDA envisions to be required as part of this project i.e. Supply, Installation, Implementation and Support of the ERP solutions. The Bidder should use this list only as guideline in terms of expected deliverables. The bidder is required to furnish detailed information regarding each deliverables of every step of activities proposed during and after the implementation of the project by **Annexure - I** Any additional activities deemed necessary towards achieving the scope of work shall be distributed between the ERP product vendor and implementer upon approval of IRDA.

9) Scope of work for ERP product vendor

ERP product vendor's scope for supply and services shall include all activities and elements relevant for the successful implementation of the ERP solution. In addition to ensuring the successful ERP implementation, the product vendor should also facilitate the following:

- a. Hardware sizing
- b. Supply of licenses, tools & accessories and documentation
- c. Audit and quality control
- d. Solution review
- e. Technical review
- f. Development review
- g. Final technical support

i) Assistance in Solution and Hardware sizing

The ERP vendor shall assist the implementing Agency in finalization of hardware and network capability requirement in order to meet the performance requirement as specified, technical requirement including acceptance test / quality control parameters for tender document. The specifications should be provided for quality & production servers, storage and others as required including RDBMS and other applications suggested as an overall solution as per the project timeline set in

ii) Supply of Licenses, Tools & Accessories and Documentation

The offered ERP product shall satisfy all requirements as specified in functional and technical requirements in Section G & H . Vendor shall also supply database, any other tools & accessories required to make the offered ERP solution complete as per the requirement.

IRDA desires to implement ERP solution that will cater to 10 (Ten users) full access transaction users who will be performing activities from basic data entry to querying, report generation, analysis in respect of payroll, accounting and HRM modules. About 500 (Five hundred) employees will use self service transactions such as request creation, authorization/approval and workflow. The ERP vendor shall supply user licenses for transaction, employee service, and technical & system administration for the offered ERP product along with the relevant tools, accessories, documentation as a part of the offered solution. The ERP vendor should supply the latest version of the offered ERP software package and any other software, tools and bolt-on application supported on the RDBMS database.

The ERP vendor should submit two sets of Product Documentation in hard copy and one soft copy to be supplied along with licenses and shall include but not limited to following::

1. Technical manuals
2. Installation guides
3. User manuals
4. System administrator manuals
5. Toolkit guides and Troubleshooting guides

All the above documents mentioned or any other standard documentation for the product should be included in the cost of the license as mentioned in the Price Bid during the Price Bid submission (not part of the technical proposal). All the tools, accessories, software and media supplied under the contract shall be original copies and warranted, against damages or not working, for 90 days from the date of the last “go-live” and will be replaced without any cost to IRDA.

iii) Supply of Licenses for Database

The ERP Product vendor will provide adequate software and licenses for a database to support the ERP solution. The vendor should also provide all manuals, and guides required to use and maintain the database handling the ERP product.

iv) Audit and Quality Control

The ERP Product vendor will be responsible for minimizing project risk through periodic reviews of the implementation project. It is to provide an independent and objective view of the implementation project, identify any risks to the project goals and recommend appropriate corrective action by conducting reviews in the following areas:

1. Assurance
2. Application, technical and project management
3. IT infrastructure
4. Organizational change management
5. Sustained support and benefits achievement

There would be at least 2 such audit cycles, one before gap analysis and the other just before go-live during the project implementation depending on the need, deliverables and project timelines.

v) Solution review

The solution review (audit) covers the application design and business process parameters. The objective of this exercise is to review the business model proposed and configured in system. The review team should also make suitable recommendations towards use of functionalities and features and share the practices followed in other implementations.

vi) Technical review

This review is an analysis of the technical implementation components and operational procedures, such as security, backup, performance management, printing, and desktop operations.

vii) Development review

This review helps to determine whether the design and implementation adheres to proven standards, such as upward compatibility where custom developments or enhancements to the systems are planned. The scope of this review is to study programs and applications that have been developed explicitly for IRDA. The feedback provided will mainly deal with ways and means of optimizing the custom developments to achieve better performance.

viii) Scope of work for implementing Agency

The implementing Agency will be responsible for providing a full range of services in implementation of offered ERP application, supporting the operation of the proposed solution during and post implementation. These services should include, but not be limited to, the following:

- a. Preparation of project charter
- b. Development of hardware sizing and overall solution
- c. Supply of licenses of thirdparty solutions if any
- d. ERP application and backend database components installation and integration
- e. Operational guarantee
- f. Implementation of ERP Solution at IRDA
- g. Process analysis & reports
- h. Product configuration, interface design and customization
- i. Product integration
- j. Data migration
- k. System testing
- l. Integration testing
- m. Load and stress testing
- n. User acceptance testing

- o. Final acceptance
- p. Product documentation
- q. Training and change management
- r. Post go-live stabilization
- s. Support of mandatory audit by independent system auditors

ix) Preparation of project charter

A detailed Project charter including the detailed Project Plan, indicating all activities with resources required with their roles and responsibilities and time schedule will be required to be prepared at the start of the project and submitted to IRDA for approval.

The project charter may also contain brief project description, approach and methodology, milestones, project organization with their roles and responsibilities, project risks and mitigation plans, dependencies etc. The implementing Agency shall also include in the program for supplying, installing and implementing the software covered under this contract.

The implementing Agency shall form a project team comprising the following key positions:

1. Project director
2. Project manager
3. Functional and technical lead
4. Functional and technical team
5. Other project roles such as process improvement, change management, training, custom development etc.

All the above positions are critical to the project and hence each of the above team leads/ expert(s) should have minimum of three years of experience in their respective field of expertise. Bidder shall define individual roles and responsibilities and the level of involvement of a particular role in the project and its schedule / frequency.

x) Development of hardware sizing and overall solution

The implementer shall be responsible for hardware sizing, supply and installation of the same. The specifications should be provided for quality & production servers, storage and others as required.

xi) Supply of licenses

The implementing Agency will be responsible for supplying database and/or any other tools or software required along with the ERP software to make a complete solution so as to meet IRDA's functional and technical requirements as mentioned . All the software and media supplied under the contract shall be warranted against damages or not working for **two years** from the date of work order and will be replaced without any cost to IRDA

xi) ERP application and Database components installation

The implementer shall be responsible for installation of ERP software, database, system operating software, tools, and any other component (together referred as ERP solution) required to achieve the desired functionalities as per the requirements of IRDA. The ERP solution and database components will be installed as specified by IRDA.

All solutions, whether own or third party, not forming a part of the standard ERP package software, shall be defined, procured and implemented only after the prior approval of IRDA. These solutions, however, would be procured and supplied by the Implementing Agency at no additional cost to IRDA.

xii) Operational guarantee

Bidders shall give Operational guarantees covered in the contract; this includes guaranteed uptime standard, system response time etc as specified in performance criteria and scope of work. As system response time and other operational parameters are also dependant upon the hardware and network infrastructure deployed, the implementer is expected to advise IRDA on an appropriate systems environment and landscape strategy.

xiii) Implementation of ERP Solution at IRDA

The implementing Agency shall implement all modules, any other software to meet the technical and functional requirement as specified and approved To-Be process documentation as agreed upon..

The implementer shall carry all such functions that are required to make the ERP solution work successfully and shall at minimum include the functions as explained in Scope of Work during the pilot as well as rollout phase.

xiv) Process analysis & reports

The implementing Agency shall study the existing business processes of IRDA and submit a report detailing the problem areas and expectations, thereby generating the “Pain area report”. The implementer shall develop the “To-be” process blueprint based on the leading practices of ERP and shall explain how the specific pain areas are being addressed. The “To-be” process report should identify significant deviations from the existing practices and recommend IRDA on the proposed process changes. The To-be processes shall be treated as a System Blueprint and should have all the details of the proposed solutions which shall include but not limited to organization structure, process and activity maps, organizational controls, documentation and report requirements, naming and coding conventions, templates/ formats, legal and statutory requirements. In addition, all aspects of IRDA’s requirements not provided for by the proposed ERP solution should be identified together with the recommendations for customization/ Workaround solutions.

xv) Product configuration, interface design and customization:

The implementing Agency shall undertake system configuration and customization based on the approved To-be processes, thereby ensuring compliance to the processes as envisaged at the business process design stage. The implementing Agency shall conduct trial runs with the IRDA database, and may further reconfigure the ERP solution if the results are not up to the expectations of the IRDA management. Only the approved/ accepted solution shall be implemented in the Go-live phase.

The ERP users at IRDA may need a particular interface/ print layout / reports/ MIS based on their business requirements. An indicative list of reports is provided in **Annexure-3**. All such modifications in interfaces and configuration of reports should be carried out by the implementer to the satisfaction of the ERP users. IRDA intends to implement standard ERP processes as far as practically possible and to adopt the leading practices in the standard ERP packages. However, the implementing agency may be required to undertake process customization that may be in line with the changed, improved or specific business process requirements identified during the To-be processes study phase. The implementing must make the required system design modifications and implement the changes to achieve the desired functionalities after the approval of the IRDA management.

xvi) Product integration

The implementer shall ensure the data retrieval and entry in external IT systems for, but not be limited to the following:

Inter operability with standard mailing software like Microsoft exchange for unified mailing and messaging

Inter operability with Online Agency Licensing portal through flat file systems or auto integration

The scope of external integration will be to:

1. Ensure that only the required data is transferred to ERP solution from the external system
2. Ensure that all interfaces are self checking so that any exceptions or data validation errors are reported by the system
3. Ensure integration logs are maintained to confirm the success or otherwise of the interface, complete with control totals

xvii) Data migration

The scope of data migration from the existing systems would be for each of the core and other processes listed under data migration scope, such that the ERP system can ably support and implement the intended processes. All historic transactional data may not be migrated- but all data sufficient for future use and maintaining the opening / closing balance for the last year and the data pertaining to the current

financial year should be migrated. The core team members have to be involved to discuss and agree on the data to be migrated. Specific forms/ formats/ templates have to be prepared to transfer the data. Data being migrated have to be rationalized, codified, transformed and reconciled to be suitably used for future purposes. One-time data such as employee records since their date of joining IRDA, asset records since the date of capitalization, retrials since the date of retirement etc. have to be migrated.

All data upload/ download programs/ interfaces required to carry out the migration shall be carried out by the implementer as per scope.

xviii) System testing

The implementer shall prepare procedures detailing the steps for conducting system tests and shall conduct tests to demonstrate that the system meets all the requirements (functional and technical) specifications as brought out in this request for technical proposal and would be in accordance with the procedures detailed in approved To-Be process document. The evaluation methodology and results have to be validated with the IRDA core team members and a report should be submitted for review and approval by IRDA management.

xix) Integration testing

Integration testing shall be carried out by the implementer to ensure cross function modules are integrated and transaction data is flowing across the modules accurately. The implementer shall design the integration tests and shall conduct tests to demonstrate the integration across functions. The evaluation methodology and results have to be validated and approved by IRDA core team members

xx) Load and stress testing

Loading, scalability and stress testing would be conducted prior to “Go-Live”, once the system testing and integration testing of the configured and customized solution has been conducted successfully. The stress and load testing requirements will be jointly determined with IRDA and the recommended testing tool will be procured separately by IRDA. The implementer will conduct the test based on the agreed test procedures as proposed by the implementer and agreed upon by the core team, keeping in view IRDA’s future load of transactional users. The ERP solution shall not

be cleared for Go-live unless the testing is conducted successfully and is cleared by IRDA.

xxi) User acceptance testing

The implementer shall develop the acceptance test procedures in mutual agreement with IRDA and shall conduct tests to demonstrate the conformance to the required process maps and operations response times. The acceptance tests should be carried out before the Go-live functions, and a report be submitted on the successful conclusion of these tests. Any function will be allowed to Go-live only after the successful conclusion of these tests.

xxii) Final acceptance

The final acceptance would be based on adherence to required response time, the integrity of the software after installation and no operational bugs. This would include fine tuning of the software, ensuring all required related component software are installed and no debugging is required. The acceptance tests should be carried out within a month of Go-live for each major module as and a report be submitted on the successful conclusion of these tests (*The IA would make the necessary changes to the application to ensure that implemented ERP solution successfully goes through UAT*)

The commissioning/ implementation of the software shall be deemed complete only after the satisfactory acceptance by the IRDA management.

xxiii) Product documentation

The implementer shall provide detailed final system documentation for reference of IRDA. The implementer shall prepare the final user manual incorporating all details of all menus and functionalities provided by the system. The implementer shall provide the following product documents; however, the list may not be limited to the same:

- Configuration documents- consisting of system setting and parameters for each function modules
- Process blue print and process flows implemented
- User manual including system instruction and user cases, running of a program to perform specific task in the system with sample reports, screen formats etc.
- Program flow and documentation
- Source codes used for customization, configuration and testing
- System operational procedure manuals
- On line help
- Any other documentation required for usage of implemented solution future additions and/ or future modifications in the customized solutions

The implementer shall provide a minimum of three hard copies and one soft copy of the above mentioned manuals.

xxiv) Training and change management

The implementer shall study the training requirements, design the training programs and train the core team members, end users and technical users of IRDA. The quality of the training provided shall be assessed by IRDA against a set of metrics set in consultation with the implementer. The implementer may have to repeat all or parts of the training based on the quality assessment carried out by IRDA.

A training need assessment of the ERP core team members as well as end-users shall be conducted by the implementer as a component of process improvement and change management. A detailed training calendar should be prepared based on the training needs identified and should be agreed upon with IRDA management. ERP training tools/ software(s), training material (paper/ electronic media/ training manuals/ quick reference cards etc.) should be continuously employed to ensure training the users. Training courses like ERP fundamentals, business process overview, job activity training and case based trainings can be conducted to ensure effective learning for the users. Training will be conducted as per the implementation plan and business requirement. Continuous change management activities shall be conducted by the implementer. IRDA expects the implementer in creating and maintaining effective communication and facilitate change thereby ensure the successful adoption of the "To-be" processes. The implementer will provide communication strategy and relevant material to support communication as part of change management initiative.

The implementer will have to provide training and support to IRDA team as below:

(a) Training tools:

The implementer shall arrange required ERP training tools for providing various essential trainings. Adequate training material which includes training manuals, quick reference cards etc. should be provided during the training sessions. The recommended training material can be in paper / electronic media with courses on ERP fundamentals, business process overview, job activity training, and delivery options being online, CBTs, instructor led class rooms, etc.

(b) Core team member's training

The IRDA core team will comprise members from the Administration Department and IT. Each member should be provided orientation training to understand ERP product overview, project orientation training (methodology, tools, project planning, roles etc), and training in the relevant functions including the original product. This training would be required to be given to approximately (10 Functional and 5 Technical) personnel of IRDA. Authorized or own training institute of the vendor or implementer shall be required to deliver this training covering official / standard curriculum, leading to proper understanding of the processes for carrying out routine functionalities on the offered ERP product without any external help. The training will be organized by the implementer wherein logistics and supportive arrangements will also be done by the implementer.

- Functional training would include module wise training on system functionality mapped to business process of IRDA and various reporting needs; this may also include training on configuration aspects required for efficiently running the offered ERP solution.
- Technical training would include training IT professionals on programming and system administration aspects of the offered ERP solution.

(c) End user training

The Implementer will provide training to IRDA users in batches of appropriate sizes. These training sessions will be required to be conducted at IRDA. A detailed Training

Plan shall be submitted by the Implementer for which the logistics and supportive arrangements will be borne by IRDA. The Implementer is required to train directly at least 30% of the end-users over and above the core team members. Train the trainer approach may be employed for the remaining end users.

(d) ERP competency centre

Implementer shall assist IRDA in developing an ERP competency centre for the purpose of building and managing the maintenance related skills within IRDA for the ERP solution. The implementer should also provide course structure, course curriculum, methodology and tests for the competency centre. The curriculum should allow training of IRDA Technical personnel so that they can provide the required maintenance support to the ERP installation. Implementer shall also arrange to conduct a one day refresher training for the upgrades/updates/new releases/versions received during warranty period and the post warranty support period.

e) Post go-live stabilization

The implementer shall provide post 'Go-Live' support as a part of this project, by deputing technical consultants at IRDA for full six months, at a cost included in this project. The consultants with required competency shall provide quick solution to all ERP related issues/ complaints. During the stabilization period, the implementer shall help IRDA users to troubleshoot transactions and reports, update user manuals and configuration manuals.

Annual maintenance support (AMS)

The bidder shall provide on-site warranty, support and maintenance of ERP package, tools, accessories and any service provided as part of solution for a period 6 months from the last go-live. This shall include functional support and maintenance of ERP, RDBMS and all other standard third party software wherever applicable as a solution for the contract period. This AMS shall be renewable on yearly basis, if so desired by IRDA.

The AMS shall be provided by trained and experienced personnel of the bidding parties and shall entail the following:

- i. Tuning of ERP, databases, third party software and any other components provided as a part of the business solution, such as to meet the requirements slated in this request for technical proposal
- ii. Rectify the defects in the customized forms, reports and workflows.
- iii. Version upgrades of the procured product
- iv. Upgrade scripts
- v. Provide and apply “free upgrades”, updates, fixes, security alerts, and patches of the products to IRDA as and when released
- vi. Technical upgrade of the installation to the new version, as and when required
- vii. Provide free upgrades, updates & patches of the ERP software and tools to IRDA as and when released by OEM.
- viii. Tax, legal, and regulatory updates of the product
- ix. The service level for IRDA’s problem resolution shall be defined by the response time and time taken for successful resolution.

The required problem resolution time during post go-live stabilization, as defined in Post go-live stabilization is:

- a. **Support category: High** – The system is unable to be used for normal business activities. Certainty of financial loss. **Response time: < 30 mins, Resolution: < 90 minutes**
- b. **Support category: Medium** – There is a problem with a part of the system and shall impact the department’s day-to-day operation. **Response time: <2 hours, Resolution: <4 hours**

- c. **Support category: Low**– The efficiency of the users is being impacted, but the business can still be carried out with workarounds.
Response time: <4 hours, Resolution: <8 hours

Post acceptance, the desired resolution time would be:

- d. **Support category: High** – The system is unable to be used for normal business activities. **Response time: <1 hours, Resolution time: < 4 hours**
- e. **Support category: Medium** – There is a problem with a part of the system and shall impact IRDA’s decision making. **Response time: <4 hours, Resolution time: <8 hours**
- f. **Support category: Low**– The efficiency of the users is being impacted, but the business can still be carried out with workarounds.
Response time: <24 hours, Resolution time: <4 day

Non adherence of these service levels shall amount to a breach of contract which may initiate the appropriate liquidating damage.

As and when any new releases/ higher version become available, the IA will inform IRDA for the enhancements and interpret how it may benefit IRDA directly. The IA shall accordingly inform IRDA through formal communication. All product fixes or release updates on the new system will take place at IRDA’s discretion.

II. Section F Technical requirements

All the standard technical functionalities available with the ERP solution covering the functionalities required should be implemented in IRDA as far as possible. Specifically, IRDA requires a minimum of the following technical requirements in the proposed ERP solution.

General technical requirements

- a. The solution is required to cover all the functions stated above and provide modularity that should support addition/removal of one or more modules as and when required. However, these modules should be seamlessly integrated in the core application system.
- b. The later versions of the solution shall support the functionality and features of an earlier version.
- c. The source code of customization shall be open for modification.
- d. Solution shall be integrated with messaging solutions like Ms-Exchange.
- e. The solution shall be extensible to address new or changing business scenarios and business rules without having to do major rewrite of the software components.

Integration

- a. The solution shall provide all the relevant leading technology (e.g. XML, Flat file, messaging etc.) to meet the integration requirements. The implementer shall specify the products / tools required for integration and highlight the feature / functionality of the proposed products/tools and how these shall be used for integration
- b. The solution shall have standard based interoperability capabilities with all standard devices relevant for IRDA current and future operations including barcode reader Smart card reader, etc.
- c. The solution shall maintain integration logs that confirm the success or otherwise of the interface, complete with control totals etc.

Sizing and scalability

- a. The initial configuration recommended should have capability of handling transactions for the next 5-6 years
- b. The initial configuration recommended should be optimally sized to ensure the system operated at approximately 90% utilization.
- c. The solution should support current work load of users categorized as below:
 - 10 - Direct users for Accounts module
 - 500 users for self service module
 - 10 Direct users of payroll
 - 10 Direct users of HR

Performance criteria

IRDA would expect the following performance level of the ERP solution at the end of hand holding period.

User Activity	Direct Connect Users	
	90%	All
Menu Navigation – Displaying the appropriate menu as per the defined user role and profile	< 2 sec	< 5 sec
Screen Opening – Display of the selected data entry screen from the menu	< 5 sec	< 9 sec
Field Navigation – Navigation between different data entry fields in the Screen	< 1 sec	< 3 sec
Look up response – Display of items from a Drop down list, List of Values, etc	< 8 sec	< 10 sec

Screen Navigation – Navigation between different data entry screens (from one to another)	< 8 sec	< 11 sec
Transaction Commit – Transaction save after completing the data entry	< 10 sec	< 15 sec
Query retrieval – Online query entered by the user Simple query Medium Complexity query High Complexity query	< 7 sec < 8 sec < 15 sec	< 12 sec < 12 sec < 20 sec
Reports response – Report fired by the user from the Report Generator Simple Report Medium Complexity report	< 7 sec < 30 sec	< 10 sec < 50 sec

Overall, post stabilization, the solution shall ensure full availability not less than 99% of the monthly time and not more than 8 hours of maintenance time in one stretch. The IT infrastructure and networking requirements specified during the hardware sizing may be derived from these performance requirements.

User access, security and backup

- a. The implementer shall recommend 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. The service provider should propose appropriate security architecture to support remote connectivity i.e. internet
- d. 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.

- e. 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
- f. 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 and should be compliant with the Indian IT Act.
- g. The Solution shall support on-line and off-line data backup capability with the necessary restore and archival capabilities.

SECTION – J

GENERAL TERMS AND CONDITIONS OF CONTRACT

1. Schedule and terms of payments

The selected IA shall submit invoices to IRDA within a fortnight as per the payment schedule agreed upon in the contract. All invoices shall become due for payment within thirty days of their presentation. 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.

2. Billing for ERP Implementation:

The Invoices will be raised by the implementing Agency as per the following Milestones:

Milestone	Description	Milestone percentage
Software		
1	On finalization of agreement, Project Plan and submission of BG valid duration the contract period	10%
2	On acceptance of 'AS-IS', Gap analysis report and 'TO-BE' report	15%
3	On completion of data migration, Testing , Complete Implementation of core HR, Self Service Portal and GO LIVE	20%
4	On completion of data migration, testing, complete Implementation of Accounts, Payroll modules and GO LIVE	20%
5	Completion of Training , Knowledge transfer and submission technical and operational manuals	10%
6	Final Integration Test and acceptance	15%
7	After completion of 6 months of post-go live stabilization support from the last go-live	10%
Hardware		
1	On delivery, installation and acceptance of hardware & software components (Operating Systems etc) of the	90%

	proposed solution	
2	On submission of BG valid during the warranty period of 36 months	10%

3. Work program

The implementing agency selected shall prepare and submit to IRDA a detailed program of completion of the contract, within 10days of the receipt of work order. The program shall be in the form of PERT network, MS-Project or other internationally used program clearly showing the sequence in which it proposes to complete the contract.

4. Disruption of progress

The implementing agency shall give notice to IRDA whenever planning or execution of the Works is likely to be delayed or disrupted.

5. Extension of time

Delivery of the services shall be made by the implementing agency in accordance with the work schedule. However, the implementing agency may claim extension of time limits as set forth in the work schedule in case of:

- a) Changes ordered by IRDA.
- b) Delay in providing any material, drawing or services, which are to be provided by IRDA.
- c) Force Majeure and
- d) Delay in performance of work caused by orders issued by the IRDA relevant to but not included in the contract.

The implementing agency shall submit to IRDA a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. After receipt of such notice and supporting particulars of the

claim, the purchaser and the implementing agency shall agree in writing upon the period of such extension.

6. Coordination

The implementing agency shall at all times co-operate with IRDA with respect to Technical Assistance and IRDA shall provide suitable counter part to co-operate with and assist the personnel in carrying out the services.

7. Amendments

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refer to the Contract, and is signed by a duly authorized representative of each party hereto.

8. Liquidated damages for delay in completion

If the implementing agency fails to deliver and successfully implement the proposed solution within the stipulated time schedule framed by IRDA or by the date extended by IRDA, it will be considered as breach of contract. In such case, the implementing agency shall be liable to pay liquidated damages (LD), which would be at 0.5 % of the payment for that specific segment of the work for delay of each week or part thereof subject to a ceiling of 5% of the total contract value. However, no such Liquidated Damages shall be levied where the delay is attributable to IRDA or due to Force Majeure.

9. Liability of implementing agency

In case any defect or inadequacy appear in the services rendered by the implementing agency prior to the date of final acceptance of the work by IRDA, the bidding party shall perform at his own initiatives and free of any cost to IRDA, all such services as shall be necessary to remedy the identified defect or inadequacy.

10. Defect liability

The IA should warrant that the ERP solution, including all subsystem and other services provided, shall be free from defects in the design, engineering, and workmanship that prevent the ERP solution and/or any of its components from fulfilling the technical requirements.

IA shall have to provide a comprehensive, on-site, post installation warranty of **6 months** from the date of acceptance of proposed solution. If during the warranty period any defect should be found in the design and implementation of the ERP solution and other services provided by the implementing agency, the Implementing Agency shall promptly, in consultation and agreement with IRDA, and at its sole cost, repair, replace, or otherwise make good such defect. The implementing agency shall warrant that the implementation services will be provided with due care, skill and diligence and will use techniques, methods and materials of a high standard and quality commensurate with the current industry practice.

IRDA shall give the implementing agency a notice promptly following the discovery of such defect, stating the nature of any such defect. IRDA shall offer the implementing agency all reasonable opportunity for the implementer to inspect such defects.

The implementing agency shall not be responsible for replacement, or making good of any defect or any damages to the ERP solution arising out of or resulting from any of the following clause:

- i) Improper operation or maintenance to the of ERP solution by IRDA
- ii) Modifications made to the ERP solution by IRDA or a third party without consultation with the implementing agency.

11. Functional guarantees

The IA shall submit to IRDA a functional guarantee where the party guarantees that once the performance acceptance certificate has been issued, the ERP solution represents a complete, integrated solution to IRDA requirements set forth in the functional & technical requirements and it conforms to all other aspects of the contract. Any expected deviations will be highlighted as part of request for technical proposal response.

12. Completion of contract

Unless otherwise terminated under the provisions of any relevant cause of the document, contract shall be deemed to have been completed after issuance of completion certificate from IRDA stating that there is no demand outstanding against the party and they have satisfactorily discharged all liabilities under the contract.

13. Risk and cost

Without prejudice to any of its legal rights, IRDA shall have the power to recover the amount due to damage, from any money due or likely to become due to implementing agency from any contractual value pending or liable to be pending at IRDA. The payment or deduction of such compensation shall not relieve the implementing agency from its obligation to complete the work or from any of other obligations/ liabilities under the contract. In case of failure of implementing agency to complete the work, IRDA will have the right to order some other agency to complete the work after issuance of a notice in writing of minimum ten days by IRDA. The implementing agency will be liable to bear the cost of work by the other agency to the extent of the value of the contract.

14. Confidentiality

All information which is marked as "confidential" or if disclosed orally will be identified as "confidential". The Purchaser and the bidding parties shall keep

confidential and shall not, without the written consent of the either party hereto, divulge to any third party. 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. The bidding parties shall take all necessary steps to ensure confidential handling of all information developed or acquired by the party form IRDA. All intellectual Property Rights in the ERP solution shall be governed by the terms and conditions of the End User License Agreement (EULA) signed between IRDA and the ERP solution provider.

15. 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.

15. Termination:

In case the successful bidder fails to fulfill the Contractual obligation within stipulated time frame without any valid reason, IRDA reserves the right to terminate the contract by giving 15 days notice provided the failure is not cured within such 15 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 Purchaser, if such delivery is reasonably possible and they have not yet delivered.

16. Applicable law :

The Indian Acts will be applicable in all matters.

17. Force majeure :

Neither IRDA 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, IRDA reserves the right to make immediate arrangement for engaging another supplier(s) for the same work without assigning any liability to the original supplier.

18. Procedure for payment

IRDA shall make progressive payment as and when the payment is due as per the terms of payment set forth in this document. Payment will become due and payable by IRDA within 15 days from the date of receipt bill / invoice from implementing agency, provided the documents are complete in all respects.

Other commercial terms

- The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the services to be performed under each item. However, it is assumed that Bidders shall have read all relevant sections of the request 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 in accordance with the Bidding process in the Bidding Documents prior to submitting their bid.

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

SECTION-K

FORMS AND DATA TEMPLATES

Form- 1A, Application for supply of ERP product/ software and implementation thereof

(Letter head paper of the Lead Bidder)

Date: --/--/2010

The Executive Director (Administration & IT)
Insurance Regulatory and Development Authority
3rd floor, Paris ram Bhavan
Basher Bagh
Hyderabad – 500 004

Sirs,

At the out set, we would like to thank you for providing us this opportunity and inviting us to bid for the supply, installation, integration and implementation of ERP modules with reference to Bid no. _____

1. Being duly authorized to represent and act on behalf of <Name of Lead Bidder> _____(hereinafter referred to as "the Lead Bidder") and having qualified by IRDA for participation in ERP tendering process, , the undersigned hereby apply as a bidding party for the works of **Supply of ERP Product/Software and Implementation as specified in the RFP thereof** ;
2. Attached to this letter are copies of documents defining
 - a. The Applicant's legal status
 - b. The principal place of business and
 - c. The place and date of incorporation.
3. You and your authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This letter of

application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the applicant (s).

4. You and your authorized representatives may contact the person(s) listed below for further information. The undersigned is (are) fully authorized to act on behalf of the Applicant.
5. This Application is made in the full understanding that:
 - a. Tenders by Applicants can be subject to verification of all information submitted for tendering
 - b. You reserve the right to:
 - i. Amend the scope and value of any contracts to be tendered under this project. In such event, tenders will only be called from bidders who meet the revised requirements and
 - ii. Reject or accept any application and reject all applications: and
 - c. You and your personnel and agencies shall not be liable for any such actions and shall be under no obligation to inform the Applicant of the grounds for them.
6. We confirm that, in the event we tender, the tender as well as any resulting contract will be signed so as to legally bind the lead partner to be severally liable
7. The undersigned declare that the statements made and the information provided in the duly completed Application are complete, true, and correct in every detail.

Signature

Name

For and on behalf of <Lead Partner between the bidding parties>

Form- 1B

Letter of authorization by ERP Vendor in favour of the lead bidder

(Letter head paper of the ERP vendor)

We, the undersigned hereby apply as a bidding party for the works of **Supply of ERP Product/Software and Implementation at IRDA** as specified in this Request for Technical (RFP) thereof ;

We hereby authorize M/s _____ to represent our bid as the 'Lead Bidder', who will represent both of us for the entire scope of the project and shall be responsible for end to end delivery as per the defined scope of work, and we agree that

1. The contract shall be signed between the Lead Bidder and IRDA
2. The Lead bidder will alone be responsible for the entire Scope of the Contract and is authorized to sign all contract documents, receive payments and incur liabilities on the behalf of both the bidding parties.
3. The supply of ERP Product shall be subject to the IRDA accepting the conditions in the End User License Agreement as may be prescribed by the Licensors of the ERP Product
4. The lead bidder shall be liable to receive instructions on behalf of all bidding parties and other vendors hired by bidding parties for the purpose of supply of ERP solution and shall be overall responsible for delivery of all provisions of the contract till the completion of the contract
5. All payment transactions shall be done by the Purchaser to the lead bidder

A copy of this duly executed letter of authorization to this effect is enclosed for your reference.

Thanking you,

Yours faithfully

Implementing Agency _____

FORM- 1C,

Letter of authorization by Hardware vendor in favor of the lead bidder

(Letterhead paper of the Hardware supplier)

We, the undersigned hereby apply as a bidding party for the works of **Supply of Servers, Operating systems and other related equipments at IRDA** to be finalised by the leader bidder M/s _____ of the ERP product ;

We hereby authorize M/s _____ to represent our bid as the 'Lead Bidder', who will represent us for the hardware scope of the project and shall be responsible for end-to-end delivery as per the defined scope of work, and we agree that

1. The contract shall be signed between the Lead Bidder and IRDA
2. The Lead bidder will alone be responsible for the entire Scope of the Contract and is authorized to sign all contract documents, receive payments and incur liabilities on the behalf of both the bidding parties.
3. The lead bidder shall be liable to receive instructions on behalf of all bidding parties and other vendors hired by bidding parties for the purpose of supply of ERP solution and shall be overall responsible for delivery of all provisions of the contract till the completion of the contract
5. All payment transactions shall be done by the Purchaser to the lead bidder

A copy of this duly executed letter of authorization to this effect is enclosed for your reference.

Thanking you,

Yours faithfully

Hardware product vendor _____

Form- 2, Letter of undertaking by lead bidder

We hereby confirm that the information provided is true and correct to the best of our knowledge and belief and nothing in material has been concealed, misrepresented, manipulated or exaggerated there from.

We shall provide material proof, to the satisfaction of IRDA, for all the items responded below within 7 days of issue of letter of intent, in event of our bid emerging successful.

In the event of the proof being insufficient or for any deviation observed against our representation in this bid at any later stage, it may lead to the rejection of our candidature and shall amount to the forfeiture of our earnest money deposit (EMD).

We understand that in such an event IRDA shall reserve its right in taking the due course of action for the IRDA vendor selection without providing any reason thereof.

Date

Signature and official seal of attesting authority

Name

For and behalf of the Lead Partner

Form- 3, ERP product vendor profile

Information in this form aims to gain an understanding of the suitability of the HRMS product vendor to meet ERP business needs. The information provided in this Form may or may not pertain to the experiences together with the proposed implementer.

Schedule – 3.A Company stability

S.No	Parameters	Rating				Vendor response
		0	1	3	5	
I	Global revenue of company in the financial year 2009 (Rs. Cr.)	< 500	500 -1000	1000 -5000	> 5000	
II	Global revenue of company from ERP in the financial year 2009 (Rs. Cr.)	< 250	250 -500	500 -2500	> 2500	
III	No. of Indian ERP professionals (Including ERP support and maintenance personnel)	< 1000	1000 - 2500	2500 -5000	> 5000	
IV	No. of Indian ERP R&D professionals dedicated full time to product development	< 200	200 -500	500-1000	> 1000	
V	No. of Indian customers where ERP products were implemented acquired in the past five years	< 10	10 -25	25 -50	> 50	

Schedule – 3.b Additional information

Please provide the information of the top **5 Indian customers referred to in Schedule 3.(a)**.as per the template below:

Sl. no.	Name of the customer	Customer revenue (Rs. Cr.)	Name of customer reference	Email address and phone number of contact

Schedule 3C: Experience in Indian PSU/GOVT/REGULATORY ORGANISATIONS

S.No	Parameters	Rating				Vendor response
		0	1	3	5	
3.c.I	No. of Indian PSU / GOVT/REGULATORY customers acquired in the past three years	< 3	3-5	5-10	> 10	
3.c.II	Highest ERP number of ERP licenses given to any Indian PSU in the past three years (where at least five modules being offered to IRDA, were implemented)	< 150	150 -500	500 -1000	> 1000	

Additional information required

Ref: 3.c.I Please provide the information of the **Indian PSU / GOVT/ REGULATORY customers referred to in 3.c.I** - subject to a maximum of **10** customers - as per the template below:

Sl. no.	Name of the customer	Year of award of contract	Name of customer reference	Email address and phone number of contact

Sl. no.	Name of the customer	Year of award of contract	Name of customer reference	Email address and phone number of contact

Ref: 3.c.II Please provide the information of the **Indian PSU/GOVT customer given the highest number of licenses referred to in 3.c.II** as per the template below

Name of the customer	Number of licenses given	Year of award of contract	Name of customer reference	Email address and phone number of contact

Form- 4, ERP implementer profile

Information in this Form aims to gain an understanding of the suitability of the ERP implementer to meet IRDA's business needs. The information provided in this Form may or may not pertain to the experiences together with the proposed ERP package.

Schedule – 4.a Company Stability

S.No	Parameters	Rating				Vendor response
		0	1	3	5	
4.a.I	Global revenue of company in the financial year 2009 (Rs. Cr.)	< 500	500 -1000	1000 -5000	> 5000	
4.a.II	Global revenue of company from ERP in the financial year 2009 (Rs. Cr.)	< 250	250 -500	500 -2500	> 2500	
4.a.III	No. of Indian ERP professionals (Including ERP support and maintenance personnel)	< 1000	1000 - 2500	2500 -5000	> 5000	
4.a.IV	No. of ERP professionals leaving the organization as % of total Indian ERP professional at the start of year (FY 2009)	> 25%	20 -25%	10 -20%	<10%	
4.a.V	No. of global customers (where at least five modules being offered to IRDA , were implemented) acquired in the past five years	< 75	75 -150	150 -250	> 250	
4.a.VI	No. of Indian customers (where at least five modules being offered to IRDA, were implemented) in the past five years	< 10	10 -25	25 -50	> 50	

Ref: 4.a.VI Please provide the information of the top **5 Indian customers referred to in 4.a.VI** as per the template below:

Sl. no.	Name of the customer	Year of award of contract	Name of customer reference	Email address and phone number of contact

Form- 6, Implementation approach

Schedule 6.a.I

Please mention the key steps in arriving at the business blueprint of a process

The approach and examples will be used to score the exhaustiveness of approach and detail of blueprint document as per below:

- Excellent: 5
- Good: 3
- Medium: 1
- No response: 0

Form- 7, Team structure

Schedule 7.a

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

Data required	Response
Total number of man-months to be deployed during the project (including implementation and post-go live stabilization period)	
Man month of resources with less than 2 year of experience	
Man month of resources with greater than 5 year of experience	
Name of the full time project manager of the implementation team for the ERP implementation at IRDA	

The suitability of the implementation team will be rated as below:

S.No	Parameters	Rating			
		0	1	3	5
7.a.I	Number of man-months deployed during implementation and handholding period	< 100	100 -150	150 -200	> 200
7.a.II	Man month of resources with less than 2 year of experience (% of total man-month to be deployed)	> 30%	20 -30%	10% -20%	< 10%
7.a.III	Man month of resources with greater than 7 year of experience (% of total man-month to be deployed)	0%	0 -5%	6 -10%	>10%

Schedule 7.b:

Please attach the CV of the full time project manager of the implementation team.

Enclosed

Yes/ No

The experience of the full time project manager will be rated as below

S.No	Parameters	Rating			
		0	1	3	5
7.b.I	Total experience of the full time project manager of the implementation team (Years)	<3	3 -5	5 -7	>7
7.b.II	Other qualifications of the senior most full time project manager of the implementation team	Insignificant	Average	Good	Excellent

Form- 8, Quality assurance mechanism

Schedule 8.a.I

Please mention the process and methodology in ensuring quality of the deliverables to IRDA

Schedule 8.a.II

Please attach a sample quality assurance report employed in an engagement similar to that of IRDA, clearly describing the key elements of quality assurance

Enclosed Yes/ No

The approach and sample report will be used to score the quality assurance mechanism as per below:

- Excellent: 5
- Good: 3
- Average: 1
- No formal procedure: 0

Schedule 8.b

S.No	Parameters	Rating				Vendor response
		0	1	3	5	
8.b.I	Number of man-days from ERP product vendor for quality review during blueprinting	< 5	5 -7	7 -10	> 10	
8.b.II	Number of man-days from ERP product vendor for quality review during Go-live	< 5	5 -7	7 -10	> 10	

Form- 9, Standardization of functional offerings

Schedule 9.a

Responses to the functional requirement specified in Section G, shall be scored as per the scoring methodology given below:

S.No	Parameters	Rating			
		0	1	3	5
9.a.1	Standardization of offering	Not supported	Complete Customization	Partial Customization	Standard

Please submit the responses to all the functional requirements given in Section G, as instructed in the section, for the evaluation on this schedule

Enclosed Yes/

No

A total of all the scores achieved against each of the functional requirements across the functions shall be calculated. The score of a bidder against this parameter shall be normalized to the weight-age of this parameter (15/ 100) as given in the evaluation criteria mentioned in Section C.

Score of the bidder = Score achieved/ Maximum score achievable * Weight-age of the parameter

No deviations to the technical requirements, as specified in Section F, shall be allowed.

Form- 10, Compliance with general terms and conditions

Please specify all deviations from the contractual conditions as given in the General terms and conditions (Section G), along with the relevant clause as mentioned in the RFP document as per the template below

S. No.	Clause number	Text in the clause	Description of the deviation

Each of the clause mentioned in the General terms and conditions (Section G) shall be rated against the responses of the bidders as per the scoring methodology below:

S.No	Parameters	Rating			
		0	1	3	5
10.a.I	List all deviations across all contractual terms	Major deviation- can impact delivery	Significant deviation	Minor deviation	No deviations

The total score achieved by each bidder shall be normalized to the weight-age of this parameter (5/ 100) as given in the Evaluation criteria mentioned in this document

$$\text{Score of the bidder} = \text{Score achieved} / \text{Maximum score achievable} * \text{Weightage of the parameter}$$

Form 11: Hardware & Networking Specifications

The bidders shall furnish the minimum requirements for the hardware, networking components and the same shall be incorporated in the following form. The bidder can provide with better specifications keeping in view of the performance requirements specified in this RFP.

S.No	Item Description	Specifications Proposed	Make	Model	Product Code

After the completion of the Technical Presentations, the Technical Committee will decide the acceptable configurations / specifications of the hardwares and the same will be binding to all. While submitting the financial bids, the bidder shall quote ONLY for the hardware specifications / model/ make finalized by the Technical Committee.

Form- 12, Project approach, work plan and illustrative CVs

Please submit the overall project approach along with the detailed work plan for the proposed ERP engagement with IRDA

The project approach should highlight the broad project phases, key activities planned and methodologies proposed to be employed for IRDA. It should clearly specify the approach in phasing out the activities- if any, including broad arguments justifying the project approach. The key risks and potential issues should be highlighted in this document. Also, the document shall specify the approach for achieving the technical requirements mentioned in Section H (e.g. Approach to arrive at the technical architecture required to achieve the performance levels specified by IRDA).

The work plan shall cover the detailed time and resource plan for each of project phases, clearly mentioning the following:

1. Time required and man months committed for each of the project phase
2. Key deliverables and dates
3. Gantt Chart (preferably in MS Project)

In addition, illustrative CVs of the select team members should be submitted together with this document, clearly identifying the CVs equivalent to those of the team leads and functional experts

FORM 13: PROJECT MANAGEMENT METHODOLOGY

Please submit the Complete Project Management Methodology including the following:

- a) Responsibilities of the Service provider
- b) Project Monitoring and Control

SECTION L

APPENDICES

ANNEXURE-1: LIST OF DELIVERABLES

	Scope	Indicative Deliverable
A	HRMS Product Vendor	
A-1	Assistance in solution and hardware sizing	Comment on the hardware sizing proposed by the implementing Agency
A-2	Supply of software/licenses	Licenses and technical documents
A-3	Audit and Quality control	Review report with recommendation
B	Implementing Agency	
B-1	Project Charter	Inception Report, agreed and finalized Project Plan
B-2	Hardware Sizing	Hardware sizing, specification and acceptance report
B-3	HRMS and Data Base Components Installation	Installation report
B-4	Training	Training requirement report, curriculum, schedule and completion report
B-5	As-Is and To-Be Process Reports	Pain Area analysis report and 'TO-BE' process and gap analysis report
B-7	Change management	Change management methodology, requirement report
B-8	Product configuration and	System configuration/ design document, customization requirement

	Scope	Indicative Deliverable
	customization	report, design and operation document
B-9	Data migration	Data migration methodology and completion report
B-10	Testing	System test plan and report, integration test report, load test plan and report, system performance report
B-12	User acceptance testing	Acceptance certificate
B-13	Product documentation	System, user, functional, technical and any other manuals
B-14	Post Go-Live Stabilization	Systems Quality Assurance Undertaking and Action Taken Report
B-15	Final acceptance	Acceptance report
C	Hardware supplier	
C1	Supply and installation of Servers, Operating System licenses, backup devices, backup software and medias as per hardware sizing finalized of implementing Agency	Installation report
C2	On-site post installation warranty for a period of 36 months from the date of installation/Last Go Live	Warranty certificate
C	Joint deliverables by ERP vendor and IA	
C-1	Supply of Data base software/licenses	Licenses and technical documents
C-2	Annual Maintenance Support (AMS)	Upgrade, patches and scripts for all software provided, maintenance of deployed HRMS solution and any information regarding the same

Annexure-2: Data migration scope

Data for the following activities will be required to be transferred to the new system. Closing balance as on 31st March 2010 / Opening balance as on 1st April 2010 and the transaction details after 1st April 10 till go live date.

Functions	Sub-Functions	
Personnel	Leave Management	✓
	Attendance Management	✓
	Loan & Advance	✓
	Transfer & Promotion	✓
	Benefits Management	✓
	Pay Fixation	✓
	Deputation / Contract	✓
Payroll	Payroll Management	✓
	PF	✓
	Pension	✓
	Income Tax	✓
Finance	General Ledger	✓
	Funds Management	✓
	Fixed Assets	✓

Annexure-3: Indicative list of reports

S.No	Report Particular	Nos.	Frequency
1	Balance Sheet	1	Quarterly/Annual
2	Income and Expenses Account Statement	1	Quarterly/Annual
3	Receipts and Payment Account Statement	1	Quarterly/Annual
4	Schedule of Fixed Assets	1	Quarterly/Annual
5	Statement of Investments	1	Quarterly/Annual
6	Statement of Current Assets, Loans and Advances	1	Quarterly/Annual
7	Statement for Contingent Liabilities	1	Quarterly/Annual
8	Payment and Provisions for employees	1	Quarterly/Annual
9	Statement of establishment expenses	1	Quarterly/Annual

The actual requirement of reports shall be finalised during the implementation process.

Annexure-4: Indicative number of transactions

Functions	Sub-Functions	Head Office	Description
Personnel	Leave Management	20-30 / day	Presently done manually
	Attendance Management	1000/day	This is the employee attendance data that is used for salary processing. Bio-metric system is used for recording the attendance. Delhi Office uses manual system for attendance.
	Loan & Advance	500/month	Transaction related to loan and advances given to employees 1. Housing loan 2. Educational loan 3. Loan for marriages 4. Loan for Medical treatments 5. Festival advance 6. Tour advance 7. P.F Loan

	Transfer	Negligible	Transaction related to the transfer & promotion data of employees which is used for incorporating changes in the personnel master and payroll masters
	Benefits Management	5000/month	At IRDA, employees are provided with lunch coupons and corresponding entry is made for each employee in the master. There are other benefits paid to the employees as per the list provided in the Functional Scope
	Pay Fixations		Data pertains to the increments that an employee gets every year
Payroll	Payroll Management	3000	Data related with pay components
	PF	3000	
	Superannuation	3000	This relates to Superannuation data that is used for purchase of annuities from the deductions from employees and also the contribution from employer
	Income Tax	3000	The number of transactions that are used for calculating and deducting income tax at the company's end
Accounting		500/day	

Annexure-5:

Functions

1. Finance

Financial Accounting	Working Capital Management	Treasury & Cash Management	Budgeting & Allocation	Legal & Regulatory Compliance	Payroll Administration
Y	Y	Y	Y	Y	Y

2. Human Resource

Locations	Man-power Planning	Recruitment, Induction & Mentoring	Out-sourcing Management	Employee Relations	Performance Management System	Training & Development	Promotions	Salary Processing	Legal
Head Office	Y	Y	Y	Y	Y	Y	Y	Y	Y

3. Procurement

Locations	Procurement Database	Vendor Database	Negotiations and Contracting	Vendor Management
Head Office	Y	Y	Y	Y

4. MIS

Locations	MIS and analytics
Head Office	Y

Annexure-6: Indicative list of forms & reports**Staff Benefits**

Sr.No	Forms Name	Form	Report
1	Re-imburement of Cost of Petrol / Conveyance	1	1
2	Re-imburement of Vehicle Maintenance Expense	1	1
3	Re-imburement of cost of Brief Case	1	1
4	Tour (Domestic)	1	1
5	Tour (Foreign)	1	1
6	Telephone Bill (Mobile /Landline)	1	1
7	Re-imburement of Medical expenses	1	1
8	Financial Dailies	1	1
9	Re-imburement of Medical expenses for retired Employees	1	1
10	Book Grant	1	1
11	Scheme for providing House hold items	1	1
12	Festival Advance	1	1
13	Loan application	1	1
14	Approval for tour programme	1	1
15	Leave Travel Concession	1	1
16	Leave enhancement	1	1
17	Annual Health Checkup	1	1

Payroll:

1. Pay slip
2. Summary statement of pay slips for 12 months
3. Income tax statement
4. Form-16
5. Summary of Allowances statement for all employees (option to select type of employee, allowance heads)
6. Summary of Deductions statement for all employees (option to select type of employee, allowance heads)
7. Monthly Consolidated pay statement
8. All statutory statements for Income tax department as per Income tax Act
9. Employee wise Loan ledger (year, month, deduction amount, opening , closing balance) for various loan heads
10. Employee wise outstanding statement

Provident Fund:

1. PF Loan application
2. PF loan sanction order
3. PF Statement (Annual) with accrued Interest
4. PF ledger
5. Statutory statements

Personnel:

1. Leave ledger (employee wise for various leave heads)
2. Customized report / Query builder (Option to select various parameters and print / export to excel)
3. Summary of leave statement (Employee wise for various leave heads)
4. Staff wise trainings details
5. Increments due statement (monthly)