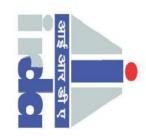**Request for proposal (RFP)**

for

.Net Development Professional for the maintenance of IRDA Software Applications

RFP No. IRDA/IT/NTC/TNDR/281/12/2014

Issued By

Insurance Regulatory and Development Authority

3rd Floor, Parisrama Bhavan, Basheer Bagh HYDERABAD

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Telangana State (INDIA)

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1. Introduction

The Insurance Regulatory and Development Authority (IRDA) is a Regulatory Authority to protect the interests of the policyholders, to regulate, promote and ensure orderly growth of the insurance industry and for matters connected therewith or incidental thereto.

2. Objective:

- IRDA desires to hire one .Net Development Professional through professional agencies for Development, Maintenance and Support for IRDA Software Applications, for a period of one year, extendable up to two years based on the requirement.

3. Scope of Work

- The .Net programmer to be hired shall carry out the following works
  - Development, maintenance and support IRDA Software Applications developed in-house under .Net platform. There are around eight such applications maintained in-house which include IRDAøs website and Intranet.
  - Ensure backups of all applications and databases on a periodical intervals as per the backup policy
  - Database maintenance activities on SQL servers, configure IIS sever and other related activities
  - Development new applications under .Net platform in a stipulated time frame.
  - Co-ordination with ISPs for hosting, security and other related issues
  - Create documentations for all the applications and maintain the same.

.Net Development Professional should have experience as follows.

  - B.Tech/B.E óIT/Computers, MCA and M.Sc Computer Science/IT from any UGC approved University in India
  - 4 to 5 years experience in Microsoft Technologies.
  - Strong technical knowledge of .NET technologies required: VB.NET ASP.NET, C#, Visual Studio, Entity Framework, software development experience using Microsoft .NET 2.0 or above, Experience in programming is mandatory.
  - Must have knowledge of HTML, CSS, JavaScript, JQuery, XML, IIS Web server, SQL server.
  - Strong SQL Server experience and Other Databases.
  - Experience in developing and delivering solutions utilizing SOA (Service Oriented Architecture)
  - Strong knowledge of Object Oriented Principles.
  - Good experience in Design Patterns and CMS(Content Management System) Solutions
  - Ready to learn new technology and quick learner. Experience in the development/customization

- o Excellent Logical, Communication, Problem solving, Analytical and Team skills.
- o Experience in Insurance Desirable.

4. Term of Reference (TOR) & Service Level Agreement (SLA):

- The selected bidder shall be responsible for making available of .Net Professional, as shall be stipulated in the contract, of Professionals with requisite qualification and experience.
- The place of work shall be ÍRDA Head office, Hyderabadø
- The professionals are proposed to be hired initially for a period of 12 months from the start date of contract with a selected bidder. However, contract, at the option of the IRDA, may be extended for a further period of 12 months based upon performance of the contract requirement. The price quoted will remain unchanged for the extended period of 12 months.
- The successful bidder shall forward the list of eligible candidates to the IRDA within 5 days of award of contract. The IRDA shall select the candidates for deployment on the project. The contractor shall post the selected candidates on the project within 5 working days of receipt of approval of candidates from the IRDA.
- For the Professional resource deployed, the contractor will keep with them their present and permanent address (with proof), educational and technical qualification details, specimen signatures, two passport size photographs and forward the same to the IRDA.
- The contractor shall ensure that the professionals are paid the salaries as indicated in the contract within 10 working days from the date of receipt of satisfactory performance statement/attendance report.
- It is the responsibility of the contractor to obtain performance/attendance report from the IRDA within first week of the succeeding month.
- If the performance of any of the professional deployed on the project is not found satisfactory and/or the professional leaves the assignment in between, it shall be the responsibility of the contractor to provide replacement of the professional within a period of five working days.
- During the term of the Contract, the professionals shall be working/using on Network components, Hardware, Software and/or other information technology infrastructure of the IRDA. They shall take reasonable and proper care of all.
- NDA should be signed with IRDA with reference to all Information Security Policy.
- No holidays/leave shall be permissible to the deployed persons other than normal Government holidays. It will be 5 days working with Saturday and Sunday weekly off. Office hours shall be from 10.0 AM in the morning till 6.00 PM in the evening. Medical or any other losses to the staff deployed will not be borne by IRDA and it will be the responsibility of the vendor only. In case, the professional abstains from duty during the particular month, the amount payable to the contractor shall be proportionately reduced for the corresponding month.

Payment Terms & Schedule. The Invoice shall be prepared by the vendor and submitted to IRDA. Payment shall be made on following conditions:-

a) All payments to the contractor shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income -Tax Act 1961 and other taxes if any as per the Government of India Rule.

b) Payment will be made on Monthly basis after availing service i.e. after satisfactory completion of services in the preceding month.

c) Payment shall be made after making recoveries on account of penalties for short fall in performance as detailed in the SLA and also after making recoveries for the period for which the Professionals availed Leave during the period.

d) IRDA can convey specific observations to any incorrect/wrong-invoiced amounts by written notice to the contractor.

Service Level Agreement & Penalties. In case the contractor fails to deploy the personnel within the time period stipulated in the contract, a penalty @ Rs.1000/- per day per person will be levied subject to maximum of 5% of the contract value. Notwithstanding above, in case of failure of the contractor in providing the manpower beyond 10 days of the stipulated period in the contract, the IRDA also reserves right to cancel the contract and obtain the man power from alternate sources at the risk and cost of the contractor. In case, leaves and/or is removed from service for reason whatsoever, suitable substitute shall be provided within five working days failing which penalty as prescribed above shall be levied.

5. Eligibility Criteria:

- Bidder must be an agency offering IT solutions and services for at least last 3 years.
- Average turn over from IT solutions and services of not less than Rs.50 Lakhs in each of the preceding 3 financial years.
- A certificate in original from Chartered Accountant on the turn over from total IT solutions for the reference year shall be submitted.
- Data Entry Agencies, HR staffing companies, placement and security personnel service providers and non-IT firms are not eligible for participation.

General Conditions:

Tender will be decided based on the Lowest offer. If two or more bidders quote the same rate, a revised price cover will be sought for price evaluation. IRDA, reserves the right to reject all Tenders and cancel the Tender without assigning any reasons.

The decision regarding short listing / selection of vendor shall be with the Authority and shall be final.

IRDA reserves the right to reject all or any of the quotations without assigning any reason thereof.

6. Last date for submission

IT firms satisfying the eligibility criteria and capable of supplying .Net programmer may submit their bids in a sealed envelope super scribing õSupply of one .Net professionalø, in Person/Post/Courier to the following address on or before 3.00 PM on 2nd January 2015.

The Senior Joint Director (IT),
Insurance Regulatory and Development Authority,
5th floor, Parisram Bhavan,
Basher Baugh,
Hyderabad - 500 0028

7. Bid Submission Formats

Covering Letter for submission of Technical & Commercial Proposal

[Date]
HEAD-IT
INSURANCE REGULATORY AND
DEVELOPMENT AUTHORITY,
3RD FLOOR, PARISRAMA BHAVAN,
BASHEER BAGH HYDERABAD 500 004
TELANGANA

Dear Sir,

Ref: RFP: .Net Professional for IRDA Applications Development, Maintenance and Support

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide one .Net Development Professional as required and outlined. To meet such requirements and to provide services as set out in the tender document, we attach hereto the technical proposal as required by the Tender document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to provide .Net Development Professional.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of one MONTH from the date fixed for tender opening and it shall remain binding upon us with full force and virtue.

Until within this period a formal contract is prepared and executed, the RFP, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and IRDA.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to IRDA is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead IRDA as to any material fact.
We agree that you are not bound to accept our or any tender response you may receive against this tender. We also agree that you reserve the right in absolute sense to reject service specified in the tender response without assigning any reason whatsoever. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/

firm/organization and empowered to sign this document as well as such other documents, which may be required in connection with this bid process.

Dated this Day of <month> <year>
(Signature) (In the capacity of)
Duly authorized to sign the Tender Response for and on behalf of:
(Name and Address of Company) Seal/Stamp of bidder
Witness Signature:
Witness Name:
Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, <name>, certify that I am the Authorized Person ofí <company name>í , and that
í í í <signatory name>í í í   who signed this Bid is authorized to bind
í <company name>í   to the terms of the RFP being responded through this Bid by authority of its board of directors.
(Signature of Authorized Person)

Date

(Company Seal)

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Financial Bid Format

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SL.No.	Description	Basic Price (in Rs.)	Taxes if any (in Rs.)	Total (In Rs.)
01.	.Net Development Professional Cost per month			
Grand Total				